

<b>NSDA Code</b> <b>2020/TH/DGT/03743</b>
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**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

Directorate General of Training (DGT)  
Government of India, Ministry of Skill Development and Entrepreneurship,  
1st and 2nd Floor, CIRTES Building  
Next to Pusa ITI, Pusa Campus  
New Delhi - 110012

**Name and address of submitting body:**

Directorate General of Training (DGT)  
Government of India, Ministry of Skill Development and Entrepreneurship,  
1st and 2nd Floor, CIRTES Building  
Next to Pusa ITI, Pusa Campus  
New Delhi - 110012

**Name and contact details of individual dealing with the submission**

Name: Shri Deepankar Mallick

Position in the organisation: Deputy Director General (C & P)

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**List of documents submitted in support of the Qualifications File**

1. Competency-based curriculum with following details:

Model Curriculum to be added which will include the following:

1. Indicative list of tools/equipment to conduct the training: Enclosed with curriculum
2. Trainers qualification: Indicated in the curriculum
3. Lesson Plan: All DGT curricula are designed indicating specific practical to be carried out during training along with details of trade theory. Based on this the

**Catering & Hospitality Assistant**

concerned instructor prepares the Lesson Plan and demonstration plan with support of IMPs developed by NIMI,DGT.

4. Distribution of training duration into theory/practical/OJT component: Indicated in the curriculum.
2. Curriculum for Core Skills (Employability Skills).

• **SUMMARY**

1	<b>Qualification Title</b>	<b>'CATERING &amp; HOSPITALITY ASSISTANT'</b>
2	<b>Qualification Code, if any</b>	<b>DGT/1104</b>
3	<b>NCO code and occupation</b>	1120.2900 - Working Proprietor, Lodging and Catering Services 5131.0200 - Steward, Hotel Steward 5131.0401 - Waiter, Institutional/Food & Beverage Service –Steward 5131.9900 - Waiters, Other.
4	<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term)</b>	Prepare craftsman who plans, organizes, co-ordinates and controls operations in hotels, outlets, own establishments etc. (long term qualification)
5	<b>Body/bodies which will award the qualification</b>	Directorate General of Training (DGT).
6	<b>Body which will accredit providers to offer courses leading to the qualification</b>	Directorate General of Training (DGT) accredits the Training providers (ITIs/ NSTIs/MSTIs/BTCs/BTPs / Industries / Establishments).
7	<b>Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)</b>	Yes. The accreditation/ affiliation norms and any amendments made from time to time are available on DGT web portal.
8	<b>Occupation(s) to which the qualification gives access</b>	<ul style="list-style-type: none"> <li>• 1120.2900 - Working Proprietor, Lodging and <ul style="list-style-type: none"> <li>▪ Catering Services</li> </ul> </li> <li>• 5131.0200 - Steward, Hotel Steward</li> <li>• 5131.0401 - Waiter, Institutional/Food &amp;</li> </ul>

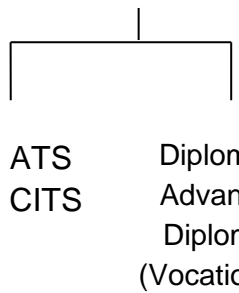
## NSQF QUALIFICATION FILE

Approved in 24<sup>th</sup> NSQC, dated: 27<sup>th</sup> Feb, 2020

### Catering & Hospitality Assistant

		<ul style="list-style-type: none"> <li>▪ Beverage Service –Steward</li> <li>• 5131.9900 - Waiters, Other.</li> </ul>															
9	<b>Job description of the occupation</b>	Catering & Hospitality Assistant plans, organizes, co-ordinates and controls operations in hotels or establishment and is engaged in serving food, drinks & beverages and providing lodging & camping facilities to public, maintaining hygiene and cleanliness.															
10	<b>Licensing requirements</b>	Not Required															
11	<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)</b>	Not Applicable															
12	<b>Level of the qualification in the NSQF</b>	Level 4															
13	<b>Anticipated volume of training/learning required to complete the qualification</b>	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Course Element</th> <th>Notional Training Hours</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Professional Skill (Trade Practical)</td> <td>1200</td> </tr> <tr> <td>2.</td> <td>Professional Knowledge (Trade Theory)</td> <td>240</td> </tr> <tr> <td>3.</td> <td>Employability Skills</td> <td>160</td> </tr> <tr> <td></td> <td><b>Total</b></td> <td><b>1600</b></td> </tr> </tbody> </table>	Sl. No.	Course Element	Notional Training Hours	1.	Professional Skill (Trade Practical)	1200	2.	Professional Knowledge (Trade Theory)	240	3.	Employability Skills	160		<b>Total</b>	<b>1600</b>
Sl. No.	Course Element	Notional Training Hours															
1.	Professional Skill (Trade Practical)	1200															
2.	Professional Knowledge (Trade Theory)	240															
3.	Employability Skills	160															
	<b>Total</b>	<b>1600</b>															
14	<b>Indicative list of training tools required to deliver this qualification</b>	As per Annexure I of curriculum															
15	<b>Entry requirements and/or recommendations and minimum age</b>	<p>Passed 10th class examination.</p> <p>Minimum age 14years as on first day of academic session</p>															
16	<b>Progression from the qualification (Please show</b>	An Individual can proceed for:															

**Catering & Hospitality Assistant**

	<b>Professional and academic progression)</b>	Professional <ul style="list-style-type: none"> <li>• Catering &amp; Hospitality Assistant</li> <li>• Supervisor</li> <li>• Manager</li> <li>• Entrepreneur</li> </ul>	Technical / Academic 	
17	<b>Arrangements for the Recognition of Prior learning (RPL)</b>	Yes (For more details refer “Guidelines for Private candidate” in DGT website MIS portal).		
18	<b>International comparability where known (research evidence to be provided)</b>	-----		
19	<b>Date of planned review of the qualification.</b>	5 Yrs from the Date of Approval		
20	<b>Formal structure of the qualification</b>			
	<b>Mandatory components</b>			
	<b>Title of component and identification code/NOSs/Learning outcomes</b>	<b>Estimated size (learning hours)</b>		<b>Level</b>
		<b>SKILL</b>	<b>KNOWLEDGE</b>	
	<b>TRADE SPECIFIC</b>			
(i)	Identify different types of hotel industries outlets and explain commercial and welfare food service operations following safety precautions.	30	6	4
(ii)	Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry.	30	6	4
(iii)	Identify, select kitchen & other equipments and explain purpose of various Ancillary sections.	60	12	4
(iv)	Carryout housekeeping and staffing operations in hotel	120	24	4

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	establishments and exhibit Institutional Culture and personality.			
(v)	Maintain Hygiene in the hotel premises and clean equipment safely by using various cleaning agents and cleaning equipments.	120	24	4
(vi)	Maintain indoor plants and flower arrangements, spray plants, care-water and exposure to sun, manuring and placement.	60	12	4
(vii)	Use reservation system/booking systems effectively.	30	6	4
(viii)	Apply various modern cookery levels of skill, attitude and behaviour in the Kitchen.	60	12	4
(ix)	Use Kitchen Utensils, Equipments, Tools and carryout their care and maintenance.	60	12	4
(x)	Identify, classify various cuts of vegetable, fruits etc. and use various methods of cooking food and preparations of ingredients.	60	12	4
(xi)	Plan various types of Menu, Lay and relay Table Covers, A la carte cover, set up Buffet etc, take guests order and serve food.	210	42	4
(xii)	Plan and place guest room supplies and amenities.	150	30	4
(xiii)	Use Internet, understand networking concept, LAN/WAN, E-mails, etc.	60	12	4
(xiv)	Follow communication Etiquette and maintain positive attitude for dealing with various guest conflict.	90	18	4
(xv)	Prepare different soups/sauces, alcoholic and non- alcoholic beverages , their derivatives	60	12	4

	etc.			
<b>CORE SKILLS</b>				
<b>EMPLOYABILITY SKILLS</b>				
(i)	Apply safe working practices.	-	20	4
(ii)	Comply with environment regulation and housekeeping.	-	20	4
(iii)	Interpret & use formal and technical communication.	-	20	4
(iv)	Apply the concept in productivity & quality management in day to day work to improve productivity & quality.	-	20	4
(v)	List and interpret various acts of labour welfare legislation.	-	20	4
(vi)	Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	-	20	4
(vii)	Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	-	20	4
(viii)	Utilize basic computer applications and internet to take benefit of IT developments in the industry.	-	20	4
<b>Total</b>		<b>1600</b>		

**SECTION 1**  
**ASSESSMENT**

<b>21</b>	<b>Body/Bodies which will carry out assessment:</b> Controller of Examinations, DGT
<b>22</b>	<b>How will RPL assessment be managed and who will carry it out?</b> DGT will carry out the RPL assessment following the below mentioned eligibility criteria for Trainee: Applicants aspiring to appear as Private Candidates in the AITT under CTS for award of NTC, have been categorized based on their educational background and experience. Subsequently 'Private Candidates' may be admitted under one of the following categories. Category wise 'eligibility criteria' for appearing as 'Private Candidate' in AITT under CTS has been listed below: Category I: Ex-trainees (successful pass-outs) of ITI A. Ex-trainees of ITI who already possess NTC in one of the trades under CTS, are eligible for applying as Private candidate for an allied trade, provided he/ she fulfils all the conditions regarding educational qualification etc. prescribed for that allied trade. B. In addition, the applicant should possess minimum of 1 year experience (as on date of submission of application) post the date of AITT result declaration in the desired allied trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities registered with any government/local authorities / shops covered under Factories Act 1948 and Shops and Establishments Act applicable for the concerned State.  Category II: 'Ex-trainees (successful pass-outs) and current trainees under CoE scheme A. The applicant should have the minimum prescribed entry qualification and should fulfil eligibility criteria for the desired trade under CTS, in which he/she intends to appear for AITT as Private Candidate. CoE candidates must register as 'Private Candidate' under CTS in the relevant/mapped CTS trade only. B. There should be a minimum gap of 1 year between successful completions of CoE training i.e. from the date of result declaration to the date of submission of application for 'Private Candidate' certification. C. During this gap of 1 year, the candidate must have undergone Industry training or gained experience in desired trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities registered with any government/local authorities / shops covered under Factories Act 1948 and Shops and Establishments Act applicable for the

	<p>concerned State.</p> <p>Category III: SCVT Candidates (admitted till August 2018 session)</p> <p>A. No special provisions have been made for SCVT Trainees to enrol as 'Private Candidate'. Going forward, SCVT trainees have been granted equivalence vide G.S.R 186(E) dated 2nd March 2017 for undergoing apprenticeship training under the Apprentices Act 1961 to obtain 'NAC'.</p> <p>B. Only for SCVT trainees admitted till August 2018 batch, provision has been made for obtaining NTC by appearing in AITT under 'Private Candidate'. Such trainees will continue to be governed by old guidelines for 'Private Candidate'.</p> <p>Category IV: Other Candidates (candidate not falling in any of the above 3 categories, including SCVT trainees enrolled from admission session 2019 onwards)</p> <p>A. The applicant should have the minimum prescribed entry qualification and should fulfil eligibility criteria for the relevant trade under CTS, in which he/she desires to appear for AITT as Private Candidate.</p> <p>B. Applicant should be minimum 21 years of age on the date of submission of application. There is no upper age limit.</p> <p>C. The applicant should possess minimum of 3 years' experience (on the date of submission of application) in the relevant trade in establishments implementing Apprenticeship Training Scheme (ATS)/ establishments registered under the Apprenticeship portal or registered MSMEs or Entities registered with any government/local authorities / shops covered under Factories Act 1948 and Shops and Establishments Act applicable for the concerned State.</p> <p>For detail and updated information please refer to DGT web portal.</p>
23	<p><b>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</b></p> <p><b>(1) Assessment process:</b></p> <p>The assessment for the qualification is carried out by conducting formative assessments, and end of year examinations (Summative). The formative assessments in respect of each Learning Outcome for practical and related theory are conducted by the concerned instructors for evaluating the knowledge and skill acquired by trainees and the behavioural transformation of the trainees. This formative assessment is primarily carried out by collecting evidence of competence gained by the trainees by evaluating them at work based on assessment criteria, asking questions and initiating formative discussions to assess understanding and by evaluating records</p>



and reports. Summative assessment is carried out by All India Trade Test on Trade Theory, Trade practical and Employability Skills. The question papers for the theory Examinations contain objective type questions.

The marking pattern and distribution of marks for the qualification are as under:

Marking Pattern			
Sl. No.	Type of assessment	Subject for the trade test	Marks
1	Summative Assessment	Practical	250
2		Trade Theory	100
3		Employability Skills	50
4	Formative assessment based on Learning Outcomes		200
TOTAL:			600

**(2) Minimum pass marks:**

The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.

**Testing and certifications for the course:**

Controller of examinations, DGT carries out the assessment and issues National Trade Certificate (NTC) following the norms and guidelines issued by the Directorate from time to time.

**Overall assessment strategy:**

Assessment of the qualification evaluates trainees to show that they can integrate knowledge, skills and values for carrying out relevant tasks as per the defined learning outcomes and assessment criteria. The trainees may choose the preferred language for assessment. The underlying principle of assessment is fairness and transparency. While assessing the trainee, assessor is directed to assess as per the defined assessment criteria against the learning outcomes. The evidence of the competence acquired by

	<p>the trainees can be obtained by conducting theory and practical examinations, observing the trainees at work, asking questions and initiating discussions to assess, understand and evaluate records and reports. The ultimate objective of the assessment is to assess the candidates as per the defined assessment criteria for the learning outcomes.</p> <p><b>Specific Arrangements for assessment:</b></p> <ul style="list-style-type: none"> <li>• Assessment is outcome-based.</li> <li>• There are formative and summative assessments in Theory and Practical.</li> <li>• Assessment is carried out in Trade theory, Trade Practical and Employability Skills.</li> <li>• While Trade Theory and Trade Practical are used for assessing Trade-related jobs and Employability skills is used to test the communication, professional language, leadership, entrepreneurship and team-work abilities of the trainee.</li> <li>• In addition to demonstration of theory and practical knowledge, trainees get a chance to present total personality.</li> </ul> <p><b>Quality assurance activities:</b>                  Question papers are set by external paper setters/ software generated. Evaluation of Theory Examinations in Trade and Employability Skill is done by third-party agency.                  Trade Practical is examined by External Examiner.</p>
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**24. Assessment evidences**

**Title of Component: Formative Assessment Breakup**

( on half yearly average of the learning assessment covered)

**Means of assessment**

Assessment will be evidence based comprising the following for each Learning Outcome:

<b>Serial No.</b>	<b>Terminal Competency</b>	<b>Maximum Weightage (%)</b>
1	Safety consciousness	15
2	Workplace hygiene	5
3	Attendance/ Punctuality	10
4	Ability to follow Manuals/ Written instructions	5
5	Application of Knowledge	10
6	Skills to handle tools / equipment/ Instruments/ Devices	10
7	Economical use of materials	5
8	Working Strategy	10

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	9	Quality in workmanship/ Performance	15
	10	VIVA	15
		Total Maximum Weightage (%)	100

**Pass/Fail**

The minimum pass percentage is 60% marks for formative assessment.

NSQC Approved

**ASSESSMENT CRITERIA**

<b>LEARNING OUTCOME (TRADE SPECIFIC)</b>	
<b>LEARNINGOUTCOME</b>	<b>ASSESSMENT CRITERIA</b>
1. Identify different types of hotel industries outlets and explain commercial and welfare food service operations following safety precautions.	Identify various types of hotel outlets and meals offered (Coffee shop, snack bar, room service etc.).
	Explain contribution of food and beverage in these outlets.
	Classify Food and Beverage operations - Commercial and Welfare.
2. Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry.	Describe attributes of a good waiter.
	Adopt different Profiles, Dress Codes and Attributes of a Waiter.
	Explain commercial/welfare food and beverage operation.
3. Identify, select kitchen & other equipment and explain purpose of various Ancillary sections.	Classify Equipment, Glassware Tableware, Cutlery-Crockery, Other Equipment.
	Identify use of equipment and Infrastructure: Glassware, Crockery, Cutlery, and Ancillary Installation.
	Set, lay and relay of tables.
	Demonstrate handling of service equipment.
	Demonstrate installation of Ancillary Sections.
	Demonstrate handling of Glassware, crockery, cutlery etc.
	Demonstrate using of Linen-waiter's cloth/ Runner/tablecloth/napkins etc.
	Carryout folding and placing of napkins in different style on table and other required places in hotel.
	Select appropriate tray, carry it and balance given equipment/food/beverages on the tray.
	Demonstrate use of service spoons/fork.
	Demonstrate different methods/techniques of different styles of service.
	Demonstration of set up of room service tray & trolley for tea / coffee / pre-plated food / 3 course meal.
Demonstrate room service operation of restaurants.	

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4. Carryout housekeeping and staffing operations in hotel establishments and exhibit Institutional Culture and personality.	Explain housekeeping, Institutional Culture and its importance.
	Describe importance of safety and precaution needs to be taken while handling tools and equipment.
	Perform various activities of personality development, leadership, communication.
	Perform different types of housekeeping work done in this field, tools and equipment used.
	Use Housekeeping Vocabulary.
	Demonstrate operation of safety equipment.
	Perform Sweeping/Mopping/Wiping/Dusting/Buffering/Washing.
	Demonstration of co-ordination between departments in a Hotel-Role Play.
	Demonstrate management of conflict in a given situation.
5. Maintain Hygiene in the hotel premises and clean equipment safely by using various cleaning agents and cleaning equipment.	Use various Cleaning Agents for Various Surfaces/Equipment.
	Perform Cleaning by using various Brooms/Brushes/Vacuum Cleaner etc.
	Carry out Routine Cleaning by use of detergents and cleaning Equipment.
	Demonstrate storage of cleaning agents as per their category.
	Demonstrate and explain Periodical Cleaning.
6. Maintain indoor plants and flower arrangements, spray plants, care-water and exposure to sun, manuring and placement.	Demonstrate Bed Making and Cleaning of Guest rooms.
	Demonstrate maintenance of indoor plants and flower arrangements.
	Plan and make simple flower arrangement, spray plants, care-water, and exposure to sun, manuring and placement.
7. Use reservation system/ booking systems effectively.	Explain Reservation/ booking procedure.
	Confirm banquets bookings.
	Demonstrate procedures for making reservation and other related activities.
	Examine bookings, amendments, cancellation etc.
	Demonstrate checking of the guest reservation system using Whitney/ computerized system.
	Apply reservation terminology.

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8. Apply various modern cookery levels of skill, attitude and behaviour in the Kitchen.	Demonstrate application of Modern Cookery Levels of Skill Attitude and Behavior in the Kitchen.
	Select & Use appropriate Kitchen Uniforms.
	Perform various Safety procedures for handling Equipments.
	Demonstrate Classical Brigade Deployment procedure for Kitchen Staffing in given variety of Hotels.
	Demonstrate duties and responsibilities of Executive Chef and Various Chefs.
9. Use Kitchen Utensils, Equipment, Tools and carryout their care and maintenance.	Explain Classical Brigade, Kitchen Staffing in various Category of Hotels.
	Illustrate various duties and responsibilities of Executive Chef and Various Chefs.
	Explain importance of Inter departmental Co-ordination.
	Demonstrate use of Kitchen Equipment, Tools Utensils and Cleaning.
	Operate oven and set the temperature as per requirement.
	Operate Electric Toaster , Mixer/Grinder, Food Processor, Water Purifiers, LPG Stove/Cooking range and oven etc.
	Carry out maintenance of Electric Toaster , Mixer/Grinder, Food Processor, Water Purifiers, LPG Stove/Cooking range and oven etc.
10. Identify, classify various cuts of vegetable, fruits etc. and use various methods of cooking food and preparations of ingredients.	Identify commonly used Continental vegetables, raw vegetables, fruits, pulses, spices, condiments & herbs.
	Identify commonly used Meat products.
	Identify various Cuts of Vegetable and Fruits.
	Demonstrate methods of Cooking Vegetables as per their Color.
	Prepare Egg as per the various methods (Poach, Boil, Fried, Scramble) Preparation of Various Egg Dishes.
	Demonstrate different methods of Cooking Food.

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### Catering & Hospitality Assistant

11. Plan various types of Menu, Lay and relay Table Covers, A la carte cover, set up Buffet etc, take guests order and serve food.	Demonstrate different types of Menus-A La Carte and Table de Hotel and apply principles of Menu Planning.
	Perform menu compilation; General Accompaniments.
	Demonstrate laying and relaying of Table Covers Laying an A la Carte cover.
	Demonstrate water Service Etiquette towards Guests Service (non-Alcoholic Beverages, Buffet Set up, Course wise service of Food Pre Plated service.
	Demonstrate Crumbing of the table, Different methods of clearance: Course Wise etc.
12. Plan and place guest room supplies and amenities.	Explain systems of order taking of Guest order.
	Explain handling of Guest Complaints and Grievances.
	Demonstrate Kitchen and Bar Order Taking.
	Demonstrate serving of English breakfast.
	Demonstrate guest room Supplies and Amenities.
	Explain formats of Lost and Found.
	Demonstrate types of keys (Computerized etc.).
Demonstrate use of Insecticide/Pesticide for Control of Pests in the Institute.	
13. Use Internet, understand networking concept, LAN/WAN, E-mails, etc.	Explain basic networking concept, LAN, WAN, Services on Internet-Websites (WWW) E-Mails, Voice Mails, and Browser and search engines.
	Perform Searching, Downloading, Printing, saving portion of web page.
	Demonstrate E-Mail addressing, inbox; outbox viewing, sending and saving mails.
	Send same mails to various users (multi-address) with attachment and enclosures.
14. Follow communication Etiquette and maintain positive attitude for dealing with various guest conflict.	Demonstrate Customers service skills, communicate clearly with smile avoiding jargon and slang.
	Demonstrate offering service, building relationship by personal preference.
15. Prepare different soups/sauces, alcoholic and non- alcoholic beverages, their derivatives etc.	Prepare mother sauces and 2-3 Derivations of each.
	Prepare various alcoholic and non-alcoholic beverages.
	Show log book indicating day to day activities performed during the OJT.

LEARNING OUTCOME(CORE SKILL)	
LEARNING OUTCOME	ASSESSMENT CRITERIA
<b>EMPLOYABILITY SKILLS</b>	
1. Apply safe working practices	Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements and according to site policy.
	Recognize and report all unsafe situations according to site policy.
	Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	Identify, handle and store / dispose off dangerous goods and substances according to site policy and procedures following safety regulations and requirements.
	Identify and observe site policies and procedures in regard to illness or accident.
	Identify safety alarms accurately.
	Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	Identify and observe site evacuation procedures according to site policy.
	Identify Personal Protective Equipment (PPE) and use the same as per related working environment.
	Identify basic first aid and use them under different circumstances.
Identify different fire extinguisher and use the same as per requirement.	
2. Comply with environment regulation and housekeeping	Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	Deploy environmental protection legislation & regulations
	Take opportunities to use energy and materials in an environmentally friendly manner.
	Avoid waste and dispose waste as per procedure
	Recognize different components of 5S and apply the same in the working environment.



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3. Interpret & use formal and technical communication.	Obtain sources of information and recognize information.
	Use and draw up technical drawings and documents.
	Use documents and technical regulations and occupationally related provisions.
	Conduct appropriate and target oriented discussions with higher authority and within the team.
	Present facts and circumstances, possible solutions & use English special terminology.
	Resolve disputes within the team.
	Conduct written communication.
4. Apply the concept in productivity & quality management in day to day work to improve productivity & quality.	Explain the concept of productivity and apply during execution of job.
	Explain the concept of quality tools and apply during execution of job.
5. List and interpret various acts of labour welfare legislation.	Explain basic concept of labour welfare legislation, adhere to responsibilities and remain sensitive towards such laws.
	Knows benefits guaranteed under various acts.
6. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	Explain the concept of energy conservation, global warming, pollution and utilize the available resources optimally & remain sensitive to avoid environment pollution.
	Explain standard procedure for disposal of waste.
7. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	Explain personnel finance and entrepreneurship.
	Explain role of various schemes and institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non-financing support agencies to familiarize with the policies/ programmes, procedure & the available scheme.
	Prepare a report to become an entrepreneur for submission to financial institutions.
8. Utilize basic computer applications and internet to take benefit of IT developments in the industry.	Explain the basic hardware of personal computer.
	Use common application software viz., word, excel, power point etc., in day to day work.
	Awareness about useful internet websites, search relevant information pertaining to the assigned tasks.

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**SECTION 2**

**25. EVIDENCE OF LEVEL**

**OPTION A**

Title/Name of qualification/component: Catering & Hospitality Assistant		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process	<p><b>Familiar, Predictable, Routine Situations of Clear Choice</b></p> <ul style="list-style-type: none"> <li>Identify different types of hotel industries outlets and explain commercial and welfare food service operations following safety precautions.</li> <li>Follow Staff etiquette and adopt different profiles, dress codes and attributes of catering and hospitality industry.</li> <li>Identify, select kitchen &amp; other equipment and explain purpose of various Ancillary sections.</li> <li>Carryout housekeeping and staffing operations in hotel establishments and exhibit Institutional Culture and personality.</li> </ul>	<p>The learner identifies equipment, glassware and other cutlery equipment to carry out kitchen and housekeeping jobs in Catering and Hospitality Assistant. The learner is required to choose appropriate tools, equipment, procedures as per the requirement of the job. The work is however done within a familiar, predictable and routine range of situations to achieve the tolerance levels and accuracy demanded as per the job.</p> <p>Hence NSQF Level 4 for this Descriptor.</p>	4

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Title/Name of qualification/component: Catering & Hospitality Assistant		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Professional knowledge	<p><b>Factual Knowledge of field of Knowledge or study</b></p> <ul style="list-style-type: none"> <li>Contributions of Food and beverage in these outlets (including revenue production) Classification of Food and Beverage Operation (a)Commercial (b) Welfare.</li> <li>Art of the housekeeping and types of work done in the field of institution housekeeping.</li> <li>Rules on a guest Floor, Work Routine Housekeeping, Desk Control coordination of House Keeping with other department.</li> <li>Tools and utensils used in the Kitchen.</li> <li>Methods of Cooking Food-Roasting, baking, Smoking, Grilling, Broiling, Microwave, Frying, Poaching and Peeling. Introduction and Classification Cuts of Vegetables.</li> </ul>	<p>The learner demonstrates factual knowledge of field of Catering and Hospitality Assistant like staffing of housekeeping department, tools and utensils used in the kitchen, classification cuts of vegetables and preparation of ingredients. The learner needs the professional knowledge of rules on a guest floor, methods of cooking etc..</p> <p>Hence NSQF Level 4 for this Descriptor.</p>	4
Professional skill	<ul style="list-style-type: none"> <li>Maintain Hygiene in the hotel premises and clean equipment safely by using various cleaning agents and cleaning equipment.</li> <li>Maintain indoor plants and flower arrangements, spray plants, care-water and exposure to sun, manuring and placement.</li> <li>Use reservation system/booking systems effectively.</li> <li>Apply various modern cookery levels of skill, attitude and behaviour in the Kitchen.</li> </ul>	<p>The learner is capable of imparting practical skill that are routine and repetitive like 'Maintain Hygiene in the hotel premises and clean equipment safely by using various cleaning agents and cleaning equipment'. The learner communicates clearly and has familiarity with the guest room supplies and amenities.</p> <p>The learner is responsible for own quality of work and will have to use quality tools to check own</p>	4

**NSQF QUALIFICATION FILE**

Approved in 24<sup>th</sup> NSQC, dated: 27<sup>th</sup> Feb, 2020

**Catering & Hospitality Assistant**

Title/Name of qualification/component: Catering & Hospitality Assistant		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
		<p>work to ensure conformance to requirements of the job.</p> <p>Hence NSQF Level is 4 for this Descriptor.</p>	
Core skill	<p><b>Basic Mathematical and Algebraic principles</b></p> <ul style="list-style-type: none"> <li>Apply the concept in productivity &amp; quality management in day to day work to improve productivity &amp; quality.</li> </ul> <p><b>Basic understanding of social political and natural environment</b></p> <ul style="list-style-type: none"> <li>Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.</li> <li>Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal &amp; societal growth.</li> </ul> <p><b>Language to communicate written or oral, with required clarity</b></p> <ul style="list-style-type: none"> <li>Interpret &amp; use formal and technical communication.</li> <li>List and interpret various acts of labour welfare legislation.</li> </ul>	<p>The learner applies basic mathematical and algebraic principles for doing his/her day to day work to improve productivity &amp; quality.</p> <p>The learner is able to communicate orally &amp; in written using simple English language and has strong listening skills. Works as a team player and able to explain technical terms with required clarity. The learner performs the job complying environment regulation and housekeeping by applying safe working practices. Maintains energy conservation, prevents global warming &amp; pollution by optimally using available resources in day to day work.</p> <p>Hence NSQF Level is 4 for this Descriptor.</p>	4
Responsibility	<ul style="list-style-type: none"> <li>Use Kitchen Utensils, Equipment, Tools and carry out their care and maintenance.</li> </ul>	<p>The role of Catering &amp; Hospitality Assistant is independently responsible to perform the work as</p>	4

**NSQF QUALIFICATION FILE**Approved in 24<sup>th</sup> NSQC, dated: 27<sup>th</sup> Feb, 2020**Catering & Hospitality Assistant**

Title/Name of qualification/component: Catering & Hospitality Assistant		Level: 4	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"><li>Plan various types of Menu, Lay and relay Table Covers, A la carte cover, set up Buffet etc., take guests order and serve food.</li><li>Plan and place guest room supplies and amenities.</li><li>Use Internet, understand networking concept, LAN/WAN, E-mails, etc.</li><li>Follow communication Etiquette and maintain positive attitude for dealing with various guest conflict.</li></ul>	<p>per specifications and their own analysis of what needs to be done based on their understanding of housekeeping in hotels, plan menu, operate internet, use of modern cookery levels etc. concepts, processes, principles and standards of Hospitality industry.</p> <p>Hence NSQF Level is 4 for this Descriptor</p>	

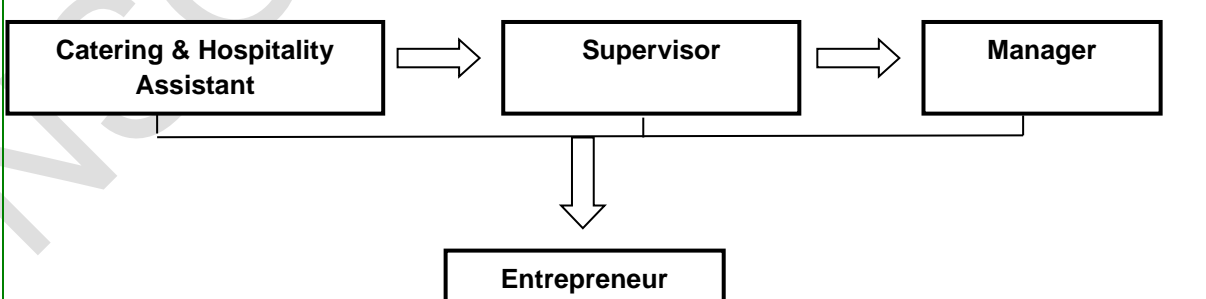
**SECTION 3**

**EVIDENCE OF NEED**

26	<p><b>What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?</b></p> <table border="1" data-bbox="338 510 1449 1653"> <thead> <tr> <th data-bbox="338 510 625 651">Basis</th> <th data-bbox="625 510 1449 651">In case of other Awarding Bodies (Institutes under Central Ministries and states departments)</th> </tr> </thead> <tbody> <tr> <td data-bbox="338 651 625 1032">Need of the qualification</td> <td data-bbox="625 651 1449 1032">Tourism and Hospitality Sector has a significant presence of organized as well as unorganized skilled manpower requirement. This sector is poised to grow exponentially in the years to come and is highly labour intensive and there are many emerging trends in this sector. Hence the qualification has been designed keeping in view to cater to the ever-increasing demand of skilled manpower in consultation with stakeholders.</td> </tr> <tr> <td data-bbox="338 1032 625 1458">Industry Relevance</td> <td data-bbox="625 1032 1449 1458">The job role defined for the qualification is as per the National Classification of Occupations 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. Moreover, the training is imparted in ITIs/NSTIs/MSTIs/ BTC/ BTPs/ Industries / Establishments etc. where such requirement is available. This justifies the qualification is very much relevant for industry.</td> </tr> <tr> <td data-bbox="338 1458 625 1585">Usage of the qualification</td> <td data-bbox="625 1458 1449 1585">The Proposed qualification will create Catering &amp; Hospitality Assistant for various establishments in different Sectors.</td> </tr> <tr> <td data-bbox="338 1585 625 1653">Estimated uptake</td> <td data-bbox="625 1585 1449 1653">The present seating capacity is approximately 42</td> </tr> </tbody> </table>	Basis	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)	Need of the qualification	Tourism and Hospitality Sector has a significant presence of organized as well as unorganized skilled manpower requirement. This sector is poised to grow exponentially in the years to come and is highly labour intensive and there are many emerging trends in this sector. Hence the qualification has been designed keeping in view to cater to the ever-increasing demand of skilled manpower in consultation with stakeholders.	Industry Relevance	The job role defined for the qualification is as per the National Classification of Occupations 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. Moreover, the training is imparted in ITIs/NSTIs/MSTIs/ BTC/ BTPs/ Industries / Establishments etc. where such requirement is available. This justifies the qualification is very much relevant for industry.	Usage of the qualification	The Proposed qualification will create Catering & Hospitality Assistant for various establishments in different Sectors.	Estimated uptake	The present seating capacity is approximately 42
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Usage of the qualification	The Proposed qualification will create Catering & Hospitality Assistant for various establishments in different Sectors.										
Estimated uptake	The present seating capacity is approximately 42										
27	<p><b>Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences.</b></p> <p>The qualification, originally designed for Craftsman Training Scheme is in existence for many years and approved by DGT (Regulatory Body) under Ministry of Skill Development and Entrepreneurship, Govt. of India.</p>										
28	<p><b>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give</b></p>										

	<p><b>justification for presenting a duplicate qualification</b></p> <p>The qualification is originally designed and approved by DGT for the Craftsman Training Scheme and is in existence for many years. No such duplicate qualification of same duration and competencies exists.</p>
<p><b>29</b></p>	<p><b>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? Specify the review process here</b></p> <ul style="list-style-type: none"> <li>• The research wing of CSTARI &amp; DGT reviews and updates the qualification, in consultation with industries and other stakeholders, on a regular basis by conducting trade committee meetings.</li> <li>• DGT will monitor any duplicity by comparing existing qualifications with upcoming ones in the National Qualifications Register (NQR) and relevant sectors.</li> </ul>

**SECTION 4**  
**EVIDENCE OF PROGRESSION**

<p><b>30</b></p>	<p><b>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? Show the career map here to reflect the clear progression</b></p> <p>On completion of the training the trainee will have an opportunity to move in vertical/horizontal pathways to promote to higher designations. The learner can further undergo other specialised courses to excel in the relevant field.</p>  <pre> graph LR     A[Catering &amp; Hospitality Assistant] --&gt; B[Supervisor]     B --&gt; C[Manager]     B --&gt; D[Entrepreneur]             </pre>
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