

Qualification Pack



Tiffin Service Provider

QP Code: DWC/Q1702

Version: 1.0

NSQF Level: 4

Domestic Workers Sector Skill Council || A-2/19, 2nd Floor, Safdarjung Enclave
New Delhi -110029 || email:content@dwsscindia.com



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DWC/Q1702: Tiffin Service Provider

Brief Job Description

A tiffin service provider is responsible for the management of tiffin services including marketing, procurement of raw materials, preparation of tiffin, timely delivery, and accounting.

Personal Attributes

The individual must possess leadership and entrepreneurial qualities, management skills, relevant experience and knowledge. They must be confident and respectful towards employees and should be flexible in planning, implementing and delivery of the services.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DWC/N1706: Set up and oversee business operations in food preparation and distribution](#)
2. [DWC/N1707: Collect and manage orders](#)
3. [DWC/N1708: Management of the kitchen](#)
4. [DWC/N1709: Oversee preparation and delivery of Tiffins](#)
5. [DWC/N1711: Perform basic cooking, pre-cooking and post-cooking activities](#)
6. [DWC/N9902: Maintain service standards and communicate effectively](#)
7. [DWC/N9903: Maintain health, hygiene and safety standards](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Cooking, Cooking
Country	India



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NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	2015/5120.0300
Minimum Educational Qualification & Experience	10th grade pass and pursuing continuous schooling with NA of experience OR 10th Class with 2 Years of experience with relevant experience OR Certificate-NSQF
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	Digital Literacy
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	05/01/2026
NSQC Approval Date	05/01/2023
Version	1.0
Reference code on NQR	QG-04-TX-00105-2023-V1- DWSSC
NQR Version	1

Remarks:

Tiffin preparation and distribution



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DWC/N1706: Set up and oversee business operations in food preparation and distribution

Description

This OS unit deals with skills and knowledge required for an individual to Set up and Oversee Business Operations of a an organization for providing Tiffin Service.

Scope

The scope covers the following :

- Form a business plan
- Implement the business plan
- Manage business operations

Elements and Performance Criteria

Form a business plan

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

- PC1.** Identify the purpose of the business
- PC2.** Describe the product/service provided by the organization
- PC3.** Prepare a financial plan for the expenses and budget of the business
- PC4.** Identify legal documents/licenses/certificates to be procured
- PC5.** Analyse the market and the competitive scenario
- PC6.** Identify the potential customers
- PC7.** Outline sales and marketing process
- PC8.** Segregate and outline the responsibilities under various departments such as kitchen, marketing, cleaning, delivery of tiffin etc.

Implement the business plan

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

- PC9.** Finalise office space to run business operations
- PC10.** Obtain registration for business and other statutory aspects such as labour laws, TIN, PAN, GST etc., as advised by CA.
- PC11.** Identify and secure necessary equipment/ appliances and materials to provide Tiffin service
- PC12.** Identify, recruit and train suitable staff for handling operational, sales finance/ accounting and HR/ admin etc. in the organisation.
- PC13.** Create effective business process to include accounting process
- PC14.** Keep a record of issuance, expiry and renewal dates of certificates
- PC15.** Develop and maintain company compliance/ statutory docs.

Manage business operations

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

- PC16.** Obtain and implement the orders for the tiffin service.



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- PC17.** Preparation of the product (packed food) as per orders.
- PC18.** Packing and delivery.
- PC19.** Review business plan from time to time

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Relevant legislation, standards, policies, and procedures followed in the company relevant to own business set up
- KU2.** Reporting structure, inter-department functions, lines and procedures in the work area.
- KU3.** Roles and responsibilities of various employees and their official relationship.
- KU4.** Procedures for handling documents, hard copies and electronic means.
- KU5.** How to prepare and maintain documents and other similar procedures related to in-house activities
- KU6.** Entrepreneurship and business plans.
- KU7.** Business process in Tiffin service provision.
- KU8.** Marketing methods, strategies and market analysis
- KU9.** Documentation process for the entire process, to include sales, marketing, operations (cooking, packing, delivery and continuous inspection)
- KU10.** Procedure of creating bills, invoices and receipts.
- KU11.** HR process in an organisation to include recruitment, training, attendances, salary and social welfare/ labour laws, appraisals and separation.
- KU12.** Prepare SOPs and get these promulgated in the organisation.
- KU13.** Preparation of daily/ periodic plans and implementation through issue of orders/ instructions.
- KU14.** Storage and inventory control.
- KU15.** How to identify and serve various types of diets such as vegan diet, ultra-low-fat diet, balanced diet, low carb diet etc
- KU16.** How to plan the budget and utilisation of its elements appropriately.
- KU17.** How to document and record orders and additional instructions
- KU18.** Use of renewable and clean energy for cooking operations.
- KU19.** Disposal and management of waste.
- KU20.** Function of appliances and equipment required for the business operations such as for kitchen, cooking purposes, packing and delivery

Generic Skills (GS)

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

- GS1.** good writing skills in local language and English, Hindi (if required)
- GS2.** how to prepare notes, circulars and memos etc. for daily operations
- GS3.** how to prepare daily report and submit the same as required
- GS4.** use of basic office applications like spread sheet and word processor



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- GS5.** good reading skills in local language, English and Hindi (if required)
- GS6.** how to interpret instructions/ orders, signs and images
- GS7.** how to read local language and English to interpret orders/ manuals/ instructions correctly
- GS8.** how to speak clearly in Hindi/ English/ local dialect to visitors/ staff/ clients.
- GS9.** how to ask relevant queries to comprehend instructions correctly
- GS10.** how to respond to queries from visitors/ staff/ clients
- GS11.** Communicating (speak and listen) with staff, vendors and clients politely and patiently as per organisational protocol, as also use gender/ PwD sensitive language
- GS12.** how to discuss relevant factors for consideration of different outcomes
- GS13.** how to take charge of the situation in times of need/ emergency
- GS14.** evaluation of new policies, rules, changes etc. with a view to decision making.
- GS15.** How to plan, prioritise and implement the business plan
- GS16.** The process of organising and analysing information relevant to work
- GS17.** Management of time efficiently and resource utilisation
- GS18.** Optimum utilisation of resources to include manpower, materials, machines, time and finance
- GS19.** How to identify problems during the business process.
- GS20.** Consideration of the factors having bearing on the problems identified.
- GS21.** How to arrive at options to address the problems, chose and implement the best option.
- GS22.** How to seek evidence of problem resolution
- GS23.** The application of logical reasoning in day to day work.
- GS24.** How to identify and eliminate risks to minimise losses or damages.
- GS25.** How to analyse current productivity with a view to improve the same
- GS26.** impact of work procedures and inputs to overall work outcome
- GS27.** Creative solutions to issues that require different approach
- GS28.** How to demonstrate leadership in all aspects of the business operations, including man and material management.
- GS29.** How to ensure the optimum utilisation of staff, materials, time and equipment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Form a business plan</i>	18	20	-	-
PC1. Identify the purpose of the business	-	-	-	-
PC2. Describe the product/service provided by the organization	-	-	-	-
PC3. Prepare a financial plan for the expenses and budget of the business	-	-	-	-
PC4. Identify legal documents/licenses/certificates to be procured	-	-	-	-
PC5. Analyse the market and the competitive scenario	-	-	-	-
PC6. Identify the potential customers	-	-	-	-
PC7. Outline sales and marketing process	-	-	-	-
PC8. Segregate and outline the responsibilities under various departments such as kitchen, marketing, cleaning, delivery of tiffin etc.	-	-	-	-
<i>Implement the business plan</i>	12	22	-	-
PC9. Finalise office space to run business operations	-	-	-	-
PC10. Obtain registration for business and other statutory aspects such as labour laws, TIN, PAN, GST etc., as advised by CA.	-	-	-	-
PC11. Identify and secure necessary equipment/appliances and materials to provide Tiffin service	-	-	-	-
PC12. Identify, recruit and train suitable staff for handling operational, sales finance/ accounting and HR/ admin etc. in the organisation.	-	-	-	-
PC13. Create effective business process to include accounting process	-	-	-	-
PC14. Keep a record of issuance, expiry and renewal dates of certificates	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. Develop and maintain company compliance/ statutory docs.	-	-	-	-
<i>Manage business operations</i>	10	18	-	-
PC16. Obtain and implement the orders for the tiffin service.	-	-	-	-
PC17. Preparation of the product (packed food) as per orders.	-	-	-	-
PC18. Packing and delivery.	-	-	-	-
PC19. Review business plan from time to time	-	-	-	-
NOS Total	40	60	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1706
NOS Name	Set up and oversee business operations in food preparation and distribution
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Cooking, Cooking
NSQF Level	4
Credits	4
Version	1.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



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DWC/N1707: Collect and manage orders

Description

This unit deals with skills and knowledge required for a Tiffin Service Provider to collect and manage orders for Tiffin Services.

Scope

The scope covers the following :

- Take orders from the customers
- Keep accurate record of all orders
- Coordinating to ensure accurate management of orders

Elements and Performance Criteria

Take orders from the customers

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

- PC1.** Collect orders from the customers
- PC2.** Ask the customer for any specific instructions related to food, delivery details and add – on(s)
- PC3.** Check the availability of the ordered item to manage the same accordingly

Keep accurate record of all orders

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

- PC4.** Develop and maintain a log of customer orders and delivery details
- PC5.** Periodically check the records and availability of data.
- PC6.** Arrange to trace/ recover the data when required from the existing logs/ data.

Coordinating to ensure accurate management of orders

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

- PC7.** Inform the kitchen staff about the orders received
- PC8.** Inspect the kitchen/ pantry for any requirements
- PC9.** Provide information about the special/ customised orders to the kitchen staff and delivery persons
- PC10.** Give specific instructions regarding preparation and delivery of the special/ customised orders

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Relevant legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** Relevant health and safety requirements applicable in the work place
- KU3.** Reporting structure, inter-department functions, lines and procedures in the work area

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- KU4.** Roles and responsibilities of various employees and their official relationship.
- KU5.** Procedures for handling documents, hard copies and electronic means
- KU6.** How to identify and serve various types of diets such as vegan diet, ultra-low-fat diet, balanced diet, low carb diet etc
- KU7.** Record and maintain the status of order received
- KU8.** Procedure of creating bills, invoices and receipts
- KU9.** Planning and scheduling the orders.
- KU10.** Packaging material and its tools
- KU11.** How to document and record orders and additional instruction

Generic Skills (GS)

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

- GS1.** good writing skills in local language and English, Hindi (if required)
- GS2.** how to prepare notes, circulars and memos etc. for daily operations
- GS3.** how to prepare daily report and submit the same as required
- GS4.** use of basic office applications like spread sheet and word processor
- GS5.** good reading skills in local language, English and Hindi (if required)
- GS6.** how to interpret instructions/ orders, signs and images
- GS7.** how to read local language and English to interpret orders/ manuals/ instructions correctly
- GS8.** how to speak clearly in Hindi/ English/ local dialect to visitors/ staff/ clients.
- GS9.** how to ask relevant queries to comprehend instructions correctly
- GS10.** how to respond to queries from visitors/ staff/ clients
- GS11.** Communicating (speak and listen) with staff, vendors and clients politely and patiently as per organisational protocol, as also use gender/ PwD sensitive language
- GS12.** how to discuss relevant factors for consideration of different outcomes
- GS13.** how to take charge of the situation in times of need/ emergency
- GS14.** Evaluation of new policies, rules, changes etc. with a view to decision making.
- GS15.** How to plan, prioritise and implement the business plan
- GS16.** The process of organising and analysing information relevant to work
- GS17.** Management of time efficiently and resource utilisation
- GS18.** Optimum utilisation of resources to include manpower, materials, machines, time and finance
- GS19.** How to identify problems during the business process.
- GS20.** Consideration of the factors having bearing on the problems identified.
- GS21.** How to arrive at options to address the problems, chose and implement the best option.
- GS22.** How to seek evidence of problem resolution
- GS23.** The application of logical reasoning in day to day work.
- GS24.** How to identify and eliminate risks to minimise losses or damages.
- GS25.** How to analyse current productivity with a view to improve the same



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- GS26.** impact of work procedures and inputs to overall work outcome
- GS27.** Creative solutions to issues that require different approach
- GS28.** How to demonstrate leadership in all aspects of the business operations, including man and material management.
- GS29.** How to ensure the optimum utilisation of staff, materials, time and equipment
- GS30.** Utilisation of the resources in order to meet customer requirement
- GS31.** How to maintain warm relations with clients
- GS32.** How to provide client with appropriate information and services

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Take orders from the customers</i>	12	18	-	-
PC1. Collect orders from the customers	-	-	-	-
PC2. Ask the customer for any specific instructions related to food, delivery details and add - on(s)	-	-	-	-
PC3. Check the availability of the ordered item to manage the same accordingly	-	-	-	-
<i>Keep accurate record of all orders</i>	12	18	-	-
PC4. Develop and maintain a log of customer orders and delivery details	-	-	-	-
PC5. Periodically check the records and availability of data.	-	-	-	-
PC6. Arrange to trace/ recover the data when required from the existing logs/ data.	-	-	-	-
<i>Coordinating to ensure accurate management of orders</i>	16	24	-	-
PC7. Inform the kitchen staff about the orders received	-	-	-	-
PC8. Inspect the kitchen/ pantry for any requirements	-	-	-	-
PC9. Provide information about the special/ customised orders to the kitchen staff and delivery persons	-	-	-	-
PC10. Give specific instructions regarding preparation and delivery of the special/ customised orders	-	-	-	-
NOS Total	40	60	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1707
NOS Name	Collect and manage orders
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Cooking, Cooking
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023

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DWC/N1708: Management of the kitchen

Description

This OS unit deals with skills and knowledge required for a Tiffin Service Provider for management the kitchen.

Scope

The scope covers the following :

- Assess the pantry supplies on regular basis
- Clean the kitchen pantry on regular basis
- Develop and encourage systematic storage of items
- Develop and maintain the quality standard of kitchen hygiene

Elements and Performance Criteria

Assess the pantry supplies on regular basis

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

- PC1.** Maintain record of all items available in the pantry to avoid restocking of same items
- PC2.** Implement label system to identify all the items correctly
- PC3.** Stock the pantry with fresh items of good quality
- PC4.** Identify and procure necessary kitchen items such as electrical appliances, utensils, storage jars/boxes, napkins etc.
- PC5.** Identify, remove and restock items which have already expired
- PC6.** Identify and fix any existing as well as potential technical problem

Backward and Forward Links in Food Processing Industry

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

- PC7.** Maintain backward linkages with the farmers, farmer producer organizations, self-help groups, farmer's groups etc. to receive the food supplies
- PC8.** Maintain the forward linkages with wholesalers, retailers, exporters etc. to sell the processed food
- PC9.** Discuss the government Schemes for Creation of Backward and Forward Linkages such as Pradhan Mantri Kisan Sampada Yojana (PMKSY)

Clean the kitchen pantry on regular basis

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

- PC10.** Identify unnecessary items and get them removed from the pantry
- PC11.** Supervise the cleaning of the pantry shelves and columns with suitable products for disinfection
- PC12.** Organize the pantry to make the items easily accessible

Develop and encourage systematic storage of items

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

- PC13.** Store the items in groups of the same categories

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- PC14.** Utilize different spaces to store small- items
- PC15.** Ensure that the materials that go in the pantry are fresh and clean
- PC16.** Ensure proper functioning of electrical appliances
- PC17.** Identify and remove damaged items from the kitchen / pantry
- PC18.** Monitor and control any pest activity
- PC19.** Maintain quality standards by removing clutter and stale food items
- PC20.** Make appropriate arrangements for leftover food such as smart storage, volunteering at near-by shelters or NGO or other methods of using leftover food

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Relevant legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** Relevant health and safety requirements applicable in the work place
- KU3.** Reporting structure, inter-department functions, lines and procedures in the work area
- KU4.** Roles and responsibilities of various employees and their official relationship.
- KU5.** Procedures for handling documents, hard copies and electronic means
- KU6.** How and why of various types of diets such as vegan diet, ultra-low-fat diet, balanced diet, low carb diet etc. are prepared/ required.
- KU7.** Management of the kitchen and the equipment and appliances therein.
- KU8.** Accounting and management of store/ inventory as part of the extension of the kitchen/ pantry.
- KU9.** Deep cleaning of the kitchen to include pest control
- KU10.** Requirement of the utensils and other allied items to facilitate the preparation of the food for the tiffins.
- KU11.** Basic functions of appliances and related equipment, identification of the common faults and immediate basic repairs.
- KU12.** Daily and periodic cleanliness and maintenance of the appliances and equipment and matters pertaining to AMC.

Generic Skills (GS)

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

- GS1.** good writing skills in local language and English, Hindi (if required)
- GS2.** how to prepare notes, circulars and memos etc. for daily operations
- GS3.** how to prepare daily report and submit the same as required
- GS4.** use of basic office applications like spread sheet and word processor
- GS5.** good reading skills in local language, English and Hindi (if required)
- GS6.** how to interpret instructions/ orders, signs and images
- GS7.** how to read local language and English to interpret orders/ manuals/ instructions correctly



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- GS8.** how to speak clearly in Hindi/ English/ local dialect to visitors/ staff/ clients.
- GS9.** how to ask relevant queries to comprehend instructions correctly
- GS10.** how to respond to queries from visitors/ staff/ clients
- GS11.** Communicating (speak and listen) with staff, vendors and clients politely and patiently as per organisational protocol, as also use gender/ PwD sensitive language
- GS12.** How to work in teams to devise creative solutions
- GS13.** How to plan and organize own tasks
- GS14.** How to multi-task, handle additional responsibility and adapt quickly to changing priorities
- GS15.** how to discuss relevant factors for consideration of different outcomes
- GS16.** how to take charge of the situation in times of need/ emergency
- GS17.** Evaluation of new policies, rules, changes etc. with a view to decision making
- GS18.** How to plan, prioritise and implement the business plan
- GS19.** The process of organising and analysing information relevant to work
- GS20.** Management of time efficiently and resource utilisation
- GS21.** Optimum utilisation of resources to include manpower, materials, machines, time and finance
- GS22.** How to identify problems during the business process.
- GS23.** Consideration of the factors having bearing on the problems identified.
- GS24.** How to arrive at options to address the problems, chose and implement the best option.
- GS25.** How to seek evidence of problem resolution
- GS26.** The application of logical reasoning in day to day work.
- GS27.** How to identify and eliminate risks to minimise losses or damages.
- GS28.** How to analyse current productivity with a view to improve the same
- GS29.** impact of work procedures and inputs to overall work outcome
- GS30.** Creative solutions to issues that require different approach
- GS31.** How to demonstrate leadership in all aspects of the business operations, including man and material management.
- GS32.** How to ensure the optimum utilisation of staff, materials, time and equipment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess the pantry supplies on regular basis</i>	12	20	-	-
PC1. Maintain record of all items available in the pantry to avoid restocking of same items	-	-	-	-
PC2. Implement label system to identify all the items correctly	-	-	-	-
PC3. Stock the pantry with fresh items of good quality	-	-	-	-
PC4. Identify and procure necessary kitchen items such as electrical appliances, utensils, storage jars/boxes, napkins etc.	-	-	-	-
PC5. Identify, remove and restock items which have already expired	-	-	-	-
PC6. Identify and fix any existing as well as potential technical problem	-	-	-	-
<i>Backward and Forward Links in Food Processing Industry</i>	6	6	-	-
PC7. Maintain backward linkages with the farmers, farmer producer organizations, self-help groups, farmer's groups etc. to receive the food supplies	-	-	-	-
PC8. Maintain the forward linkages with wholesalers, retailers, exporters etc. to sell the processed food	-	-	-	-
PC9. Discuss the government Schemes for Creation of Backward and Forward Linkages such as Pradhan Mantri Kisan Sampada Yojana (PMKSY)	-	-	-	-
<i>Clean the kitchen pantry on regular basis</i>	6	10	-	-
PC10. Identify unnecessary items and get them removed from the pantry	-	-	-	-
PC11. Supervise the cleaning of the pantry shelves and columns with suitable products for disinfection	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Organize the pantry to make the items easily accessible	-	-	-	-
<i>Develop and encourage systematic storage of items</i>	16	24	-	-
PC13. Store the items in groups of the same categories	-	-	-	-
PC14. Utilize different spaces to store small-items	-	-	-	-
PC15. Ensure that the materials that go in the pantry are fresh and clean	-	-	-	-
PC16. Ensure proper functioning of electrical appliances	-	-	-	-
PC17. Identify and remove damaged items from the kitchen / pantry	-	-	-	-
PC18. Monitor and control any pest activity	-	-	-	-
PC19. Maintain quality standards by removing clutter and stale food items	-	-	-	-
PC20. Make appropriate arrangements for leftover food such as smart storage, volunteering at near-by shelters or NGO or other methods of using leftover food	-	-	-	-
NOS Total	40	60	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1708
NOS Name	Mangaement of the kitchen
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Cooking, Cooking
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023

Qualification Pack

DWC/N1709: Oversee preparation and delivery of Tiffins

Description

This OS unit deals with the skills and knowledge required by a Tiffin Service Provider to oversee preparation and delivery of tiffin.

Scope

The scope covers the following :

- Recording orders in a proper format
- Finalizing and organising orders
- Inspecting and dispatching orders

Elements and Performance Criteria

Recording orders in a proper format

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

- PC1.** record the information regarding clients and orders for reliability and quick access, preferably using electronic mean
- PC2.** Arrange the orders in the correct sequence and priority
- PC3.** Convey the overall requirement to the kitchen/ cooking team.
- PC4.** Inform the packing team about packing the quantity
- PC5.** coordinate with the delivery team/staff of the delivery locations
- PC6.** choose and manage food delivery partners such as swiggy/zomato

Finalizing and organising orders

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

- PC7.** ensure the readiness of the cooking team including outsourced orders/items
- PC8.** Oversee the food preparation as per orders received/ cooking plan.
- PC9.** Check and ensure the readiness of the packing and delivery team.
- PC10.** Organise packing of the tiffins as per orders to include labelling and marking.
- PC11.** coordinate with food delivery partners such as swiggy /zomato

Inspecting and dispatching orders

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

- PC12.** inspect the food for quality, hygiene, and taste
- PC13.** check for the correctness of the delivery orders and implementation of specific instructions, if any, received from the client
- PC14.** ensure preparation of the correct route plan
- PC15.** Ensure that accurate briefing is given to the delivery staff
- PC16.** Ensure confirmation of the delivery of the tiffins and any feedback

Knowledge and Understanding (KU)



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The individual on the job needs to know and understand:

- KU1.** Organisation policies on dress code, workplace timings, workplace behaviour, performance management, incentives, delivery standards, information security, etc.
- KU2.** Organizational hierarchy and escalation matrix
- KU3.** Importance of the individuals role in the workflow
- KU4.** Organisational health safety and environment
- KU5.** Work area inspection procedures and practices
- KU6.** Sales and marketing operations.
- KU7.** Process of collection of orders and accurate recording of the same.
- KU8.** register with food delivery partners such as swiggy/Zomato
- KU9.** process online orders through delivery partners such as swiggy/zomato
- KU10.** usage of online food delivery apps
- KU11.** details of the edible and expendable materials and their procurement process
- KU12.** details of the edible and expendable materials and their procurement process
- KU13.** planning and conduct of STB and addressing the recommendations of the Board/ Committee
- KU14.** basic process of cooking and checking the food quality served
- KU15.** packing materials and packing process
- KU16.** delivery routes and process, to include briefing and debriefing the delivery staff
- KU17.** method of inspection of hygiene, quality and packing of tiffin
- KU18.** waste disposal and disposal of the leftover food
- KU19.** renewable and clean energy and conservation of energy
- KU20.** conservation of water and electricity

Generic Skills (GS)

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

- GS1.** good reading, writing and speaking skills in local language and English, Hindi (if required)
- GS2.** how to prepare notes, circulars and memos etc. for daily operations
- GS3.** how to prepare daily report and submit the same as required
- GS4.** use of basic office applications like spread sheet and word processor
- GS5.** how to interpret instructions/ orders, signs and images
- GS6.** how to read local language and English to interpret orders/ manuals/ instructions correctly
- GS7.** how to ask relevant queries to comprehend instructions correctly
- GS8.** how to respond to queries from visitors/ staff/ clients
- GS9.** Communicating (speak and listen) with staff, vendors and clients politely and patiently as per organisational protocol, as also use gender/ PwD sensitive language
- GS10.** How to involve fellow staff in devising creative solutions
- GS11.** How to plan and organize own tasks
- GS12.** How to multi-task, handle additional responsibility and adapt quickly to changing priorities
- GS13.** how to discuss relevant factors for consideration of different outcomes



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- GS14.** how to take charge of the situation in times of need/ emergency
- GS15.** How to plan, prioritise and implement the business plan
- GS16.** The process of organising and analysing information relevant to work
- GS17.** Management of time efficiently and resource utilisation
- GS18.** Optimum utilisation of resources to include manpower, materials, machines, time and finance
- GS19.** How to focus on customer requirement and customise changes to orders as required
- GS20.** How to maintain professional relationship with customers
- GS21.** How to provide customers with appropriate information and services
- GS22.** How to identify problems during the business process.
- GS23.** How to arrive at options to address the problems, chose and implement the best option.
- GS24.** The application of logical reasoning in day to day work.
- GS25.** How to identify and eliminate risks to minimise losses or damages.
- GS26.** How to analyse current productivity with a view to improve the same
- GS27.** impact of work procedures and inputs to overall work outcome
- GS28.** Creative solutions to issues that require different approach
- GS29.** demonstrate leadership in all aspects of the business operations, including man, time and material management.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Recording orders in a proper format</i>	10	20	-	-
PC1. record the information regarding clients and orders for reliability and quick access, preferably using electronic mean	-	-	-	-
PC2. Arrange the orders in the correct sequence and priority	-	-	-	-
PC3. Convey the overall requirement to the kitchen/ cooking team.	-	-	-	-
PC4. Inform the packing team about packing the quantity	-	-	-	-
PC5. coordinate with the delivery team/staff of the delivery locations	-	-	-	-
PC6. choose and manage food delivery partners such as swiggy/zomato	-	-	-	-
<i>Finalizing and organising orders</i>	16	18	-	-
PC7. ensure the readiness of the cooking team including outsourced orders/items	-	-	-	-
PC8. Oversee the food preparation as per orders received/ cooking plan.	-	-	-	-
PC9. Check and ensure the readiness of the packing and delivery team.	-	-	-	-
PC10. Organise packing of the tiffins as per orders to include labelling and marking.	-	-	-	-
PC11. coordinate with food delivery partners such as swiggy /zomato	-	-	-	-
<i>Inspecting and dispatching orders</i>	14	22	-	-
PC12. inspect the food for quality, hygiene, and taste	-	-	-	-
PC13. check for the correctness of the delivery orders and implementation of specific instructions, if any, received from the client	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. ensure preparation of the correct route plan	-	-	-	-
PC15. Ensure that accurate briefing is given to the delivery staff	-	-	-	-
PC16. Ensure confirmation of the delivery of the tiffins and any feedback	-	-	-	-
NOS Total	40	60	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1709
NOS Name	Oversee preparation and delivery of Tiffins
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Cooking, Cooking
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023

Qualification Pack

DWC/N1711: Perform basic cooking, pre-cooking and post-cooking activities

Description

This OS unit is about carrying out pre-cooking activities, preparing and serving food and beverages and performing post-cooking activities as per the residents or employers requirements.

Scope

The scope covers the following :

- carry out pre-cooking activities
- prepare food, and beverages
- perform post-cooking activities

Elements and Performance Criteria

Carry out pre-cooking activities

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

- PC1.** interact daily with residents/employers for diet and menu requirements
- PC2.** shop or order groceries and supplies, as applicable
- PC3.** clean the food preparation areas, cooking surfaces and utensils
- PC4.** maintain a clean and organised atmosphere in the kitchen
- PC5.** ensure availability of raw material and ingredients for the food to be prepared
- PC6.** check the ingredients for freshness and quality
- PC7.** measure, clean and organize ingredients for the food to be prepared
- PC8.** wash, cut and prepare foods designated for cooking like chopping and peeling vegetables, etc.
- PC9.** prepare the dough as per the recipe for various dishes/breads
- PC10.** set up the necessary tools and equipment to prepare the food
- PC11.** carry out basic preparatory work like mixing or grinding of spices/ingredients, etc.

Prepare food, and beverages

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

- PC12.** prepare basic items like sauce, salads, and cold starters, etc.
- PC13.** cook food as per the employer's instruction and taste
- PC14.** prepare specialized fancy dishes or food for special diets, as required
- PC15.** cook the breads, chapatis, etc. as instructed
- PC16.** garnish or decorate the food item as per the requirement
- PC17.** check the dish to ensure flavour, colour, taste, and quality consistency
- PC18.** monitor and ensure appropriate temperature of the appliances to be used
- PC19.** prepare different kinds of beverages like tea, coffee, juice, shakes, smoothies, etc. using appropriate instruments and equipment

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Perform post-cooking activities

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

- PC20.** store any cooked or remaining uncooked ingredients, vegetables or dough not for immediate use adequately
- PC21.** seal the ingredients properly in the containers after use to avoid contamination or spillage
- PC22.** store the leftovers in appropriate containers for future use
- PC23.** discard the leftovers that can't be stored
- PC24.** dispose of the waste in appropriate receptacles
- PC25.** use the proper cleaning product and enough amount of water to wash, rinse, and dry dishes, glasses, cooking ware, etc.
- PC26.** drain dirty water and not dirty water properly after dishwashing and cleaning appliance
- PC27.** clean the food storage and kitchen area frequently
- PC28.** clean equipment such as refrigerator, oven, freezer, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedure to order ingredients and supplies for the kitchen
- KU2.** ways to clean the kitchen, and wash dishes and utensils
- KU3.** various types of vegetarian/non-vegetarian foods, types of fruits, vegetables, lentils, herbs, spices, dairy and their uses
- KU4.** methods to check the freshness and quality of vegetables, fruits, dough, etc.
- KU5.** ways to prepare ingredients for cooking various food items
- KU6.** different kinds of doughs and process to make them
- KU7.** procedure to clean and organize the kitchen area
- KU8.** types of tools and equipment used to prepare the food
- KU9.** measurement procedures and measuring equipment for food ingredients
- KU10.** process to perform basic preparatory work like mixing or grinding spices/ingredients, wrapping food items, etc.
- KU11.** food preparation techniques such as chopping, marinating, slicing dicing, shredding, portioning, washing, rinsing, etc.
- KU12.** cooking techniques such as grilling, roasting, sauteing, frying, simmering, boiling, etc.
- KU13.** the correct temperatures for cooking variety of dishes
- KU14.** procedure to use the latest different kitchen appliances such as microwave, dishwasher, hand blender, pressure cooker, mixer grinder, electric kettle, rice cooker, etc.
- KU15.** working procedure of kitchen equipments like multi burner stove with electric plate, versatile refrigerator, food processor, water purifier, air fryer, multi cooker etc.
- KU16.** types of hot and cold beverages and preparation techniques
- KU17.** waste management and how to avoid wastage of vegetables, ingredients, cooking oil, gas, etc.
- KU18.** techniques of plating food



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- KU19.** procedure to refill dishes appropriately
- KU20.** procedure to clean the table during food preparation
- KU21.** methods to store and dispose of food items
- KU22.** procedure to set the dining table
- KU23.** types of crockery, cutlery and glasses along with their appropriate usage

Generic Skills (GS)

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

- GS1.** read and note down the information communicated by customers
- GS2.** communicate effectively and cordially with customers
- GS3.** respond patiently to queries/requests
- GS4.** • identify immediate or temporary solutions to resolve delay or other problems
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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out pre-cooking activities</i>	15	20	-	10
PC1. interact daily with residents/employers for diet and menu requirements	-	-	-	-
PC2. shop or order groceries and supplies, as applicable	-	-	-	-
PC3. clean the food preparation areas, cooking surfaces and utensils	-	-	-	-
PC4. maintain a clean and organised atmosphere in the kitchen	-	-	-	-
PC5. ensure availability of raw material and ingredients for the food to be prepared	-	-	-	-
PC6. check the ingredients for freshness and quality	-	-	-	-
PC7. measure, clean and organize ingredients for the food to be prepared	-	-	-	-
PC8. wash, cut and prepare foods designated for cooking like chopping and peeling vegetables, etc.	-	-	-	-
PC9. prepare the dough as per the recipe for various dishes/breads	-	-	-	-
PC10. set up the necessary tools and equipment to prepare the food	-	-	-	-
PC11. carry out basic preparatory work like mixing or grinding of spices/ingredients, etc.	-	-	-	-
<i>Prepare food, and beverages</i>	15	20	-	5
PC12. prepare basic items like sauce, salads, and cold starters, etc.	-	-	-	-
PC13. cook food as per the employer's instruction and taste	-	-	-	-
PC14. prepare specialized fancy dishes or food for special diets, as required	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. cook the breads, chapatis, etc. as instructed	-	-	-	-
PC16. garnish or decorate the food item as per the requirement	-	-	-	-
PC17. check the dish to ensure flavour, colour, taste, and quality consistency	-	-	-	-
PC18. monitor and ensure appropriate temperature of the appliances to be used	-	-	-	-
PC19. prepare different kinds of beverages like tea, coffee, juice, shakes, smoothies, etc. using appropriate instruments and equipment	-	-	-	-
<i>Perform post-cooking activities</i>	10	20	-	5
PC20. store any cooked or remaining uncooked ingredients, vegetables or dough not for immediate use adequately	-	-	-	-
PC21. seal the ingredients properly in the containers after use to avoid contamination or spillage	-	-	-	-
PC22. store the leftovers in appropriate containers for future use	-	-	-	-
PC23. discard the leftovers that can't be stored	-	-	-	-
PC24. dispose of the waste in appropriate receptacles	-	-	-	-
PC25. use the proper cleaning product and enough amount of water to wash, rinse, and dry dishes, glasses, cooking ware, etc.	-	-	-	-
PC26. drain dirty water and not dirty water properly after dishwashing and cleaning appliance	-	-	-	-
PC27. clean the food storage and kitchen area frequently	-	-	-	-
PC28. clean equipment such as refrigerator, oven, freezer, etc.	-	-	-	-
NOS Total	40	60	-	20



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1711
NOS Name	Perform basic cooking, pre-cooking and post-cooking activities
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Cooking
NSQF Level	4
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DWC/N9902: Maintain service standards and communicate effectively

Description

This OS unit is about the maintaining behavioural etiquette, maintaining professional manner at work, and giving specific services as per the residents' requirements.

Scope

The scope covers the following :

- Maintain behavioural etiquette
- Maintain professional manner at work
- Give specific services as per the residents' requirements

Elements and Performance Criteria

Maintain behavioural etiquette

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

- PC1.** greet the residents promptly and appropriately in accordance with the procedure
- PC2.** interact with all residents in a polite and professional manner
- PC3.** make requirements clear by asking appropriate questions
- PC4.** respond effectively to residents' dissatisfactions and complaints
- PC5.** create and maintain an effective but impersonal relationship with residents
- PC6.** notify residents in advance of any issues or problems, as well as any developments that may affect them
- PC7.** seek feedback from the residents and incorporate them to improve their experience
- PC8.** avoid arguing with the residents
- PC9.** report any workplace issues to the residents/employers immediately
- PC10.** ensure appropriate personal behaviour and conduct taking gender into consideration
- PC11.** follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.
- PC12.** recognise, acknowledge and overcome inherent biases regarding disabilities
- PC13.** carry out tasks in a timely and disciplined manner

Maintain professional manner at work

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

- PC14.** report to work on time
- PC15.** behave appropriately when communicating with coworkers and others
- PC16.** keep proper attire and a presentable demeanour
- PC17.** maintain personal hygiene
- PC18.** respect privacy of others at the workplace

Give specific services as per the residents' requirements

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

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- PC19.** provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards
- PC20.** assist people with disabilities when necessary
- PC21.** follow gender and age-sensitive service practices at all times
- PC22.** identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, color, sexual orientation, and culture
- PC23.** maintain social distance in social situations/at work
- PC24.** inform the employer of any personal health issues related to injury or infectious diseases

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** communication fundamentals and active listening
- KU2.** professional behavioural etiquette
- KU3.** gender-sensitive workplace service practises
- KU4.** quality of service standards
- KU5.** how to maintain personal hygiene
- KU6.** procedure of positively giving and receiving feedback
- KU7.** gender specific requirements
- KU8.** the specific needs of different age groups of residents
- KU9.** age and gender specific etiquette
- KU10.** how to behave with persons with specific needs

Generic Skills (GS)

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

- GS1.** communicate (read, write, and speak) in the language used at work
- GS2.** discuss the tasks list, schedules, and workload (if any) with residents'
- GS3.** manage relationships with employers
- GS4.** adhere to basic work ethics such as punctuality, discipline, and consistency
- GS5.** make decisions concerning the relevant area of work

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain behavioural etiquette</i>	20	20	-	10
PC1. greet the residents promptly and appropriately in accordance with the procedure	-	-	-	-
PC2. interact with all residents in a polite and professional manner	-	-	-	-
PC3. make requirements clear by asking appropriate questions	-	-	-	-
PC4. respond effectively to residents' dissatisfactions and complaints	-	-	-	-
PC5. create and maintain an effective but impersonal relationship with residents	-	-	-	-
PC6. notify residents in advance of any issues or problems, as well as any developments that may affect them	-	-	-	-
PC7. seek feedback from the residents and incorporate them to improve their experience	-	-	-	-
PC8. avoid arguing with the residents	-	-	-	-
PC9. report any workplace issues to the residents/employers immediately	-	-	-	-
PC10. ensure appropriate personal behaviour and conduct taking gender into consideration	-	-	-	-
PC11. follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.	-	-	-	-
PC12. recognise, acknowledge and overcome inherent biases regarding disabilities	-	-	-	-
PC13. carry out tasks in a timely and disciplined manner	-	-	-	-
<i>Maintain professional manner at work</i>	10	10	-	5
PC14. report to work on time	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. behave appropriately when communicating with coworkers and others	-	-	-	-
PC16. keep proper attire and a presentable demeanour	-	-	-	-
PC17. maintain personal hygiene	-	-	-	-
PC18. respect privacy of others at the workplace	-	-	-	-
<i>Give specific services as per the residents' requirements</i>	10	10	-	5
PC19. provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards	-	-	-	-
PC20. assist people with disabilities when necessary	-	-	-	-
PC21. follow gender and age-sensitive service practices at all times	-	-	-	-
PC22. identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, color, sexual orientation, and culture	-	-	-	-
PC23. maintain social distance in social situations/at work	-	-	-	-
PC24. inform the employer of any personal health issues related to injury or infectious diseases	-	-	-	-
NOS Total	40	40	-	20



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9902
NOS Name	Maintain service standards and communicate effectively
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	5.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DWC/N9903: Maintain health, hygiene and safety standards

Description

This unit is about the following personal and workplace hygiene, following workplace practices to promote wellbeing and managing waste at workplace.

Scope

The scope covers the following :

- Follow personal and workplace hygiene
- Follow workplace practices to promote wellbeing
- Manage waste at workplace

Elements and Performance Criteria

Follow personal and workplace hygiene

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

- PC1.** wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers
- PC2.** keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals
- PC3.** wash the dishes and other items in accordance with the set requirements
- PC4.** sanitize all tools, equipment, and appliances with touch points on a regular basis
- PC5.** make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance
- PC6.** place trash in designated bins or the proper trash container
- PC7.** wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work
- PC8.** maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.
- PC9.** avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace

Follow workplace practices to promote wellbeing

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

- PC10.** adhere to safety protocols when using materials, tools, and equipment
- PC11.** follow guidelines and safety protocol while using electrical household gadgets
- PC12.** follow first aid instructions appropriately
- PC13.** recognize workplace risks and promptly inform anybody who should know about them
- PC14.** report to various emergency circumstances with prompt response and reporting
- PC15.** attend regular health check-ups
- PC16.** place medicines and hazardous chemicals away
- PC17.** keep sharp objects out of reach of child

Manage waste at workplace

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

- PC18.** identify and separate hazardous, recyclable, and non-recyclable waste at the workplace
- PC19.** manage wastages like food, water, etc., as directed
- PC20.** dispose of sanitary and other hazardous wastes appropriately
- PC21.** recycle waste wherever applicable
- PC22.** discard PPEs in plastic bags that are sealed and labeled "infectious waste"
- PC23.** conserve materials, natural resources, and energy at work
- PC24.** use eco-friendly methods at work to reduce pollution of the air, water, and earth

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting and handling safety-related issues
- KU2.** process for maintaining hygienic standards at work
- KU3.** process on personal hygiene
- KU4.** the significance of housekeeping in maintaining a secure and safe workplace
- KU5.** chemical solutions used for cleaning
- KU6.** various emergency circumstances and how they are handled
- KU7.** importance of preventive health check-up and healthy living
- KU8.** procedure to report health issues
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** purpose and usage of PPE
- KU11.** basic first-aid procedures
- KU12.** methods of the waste management
- KU13.** resource conservation methods

Generic Skills (GS)

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

- GS1.** note down instructions given by residents
- GS2.** communicate effectively with residents and others
- GS3.** report any issues at the workplace
- GS4.** analyze the impact of not adhering to the health and safety procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow personal and workplace hygiene</i>	15	15	-	8
PC1. wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers	-	-	-	-
PC2. keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals	-	-	-	-
PC3. wash the dishes and other items in accordance with the set requirements	-	-	-	-
PC4. sanitize all tools, equipment, and appliances with touch points on a regular basis	-	-	-	-
PC5. make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance	-	-	-	-
PC6. place trash in designated bins or the proper trash container	-	-	-	-
PC7. wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work	-	-	-	-
PC8. maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.	-	-	-	-
PC9. avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace	-	-	-	-
<i>Follow workplace practices to promote wellbeing</i>	15	15	-	6
PC10. adhere to safety protocols when using materials, tools, and equipment	-	-	-	-
PC11. follow guidelines and safety protocol while using electrical household gadgets	-	-	-	-
PC12. follow first aid instructions appropriately	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. recognize workplace risks and promptly inform anybody who should know about them	-	-	-	-
PC14. report to various emergency circumstances with prompt response and reporting	-	-	-	-
PC15. attend regular health check-ups	-	-	-	-
PC16. place medicines and hazardous chemicals away	-	-	-	-
PC17. keep sharp objects out of reach of child	-	-	-	-
<i>Manage waste at workplace</i>	10	10	-	6
PC18. identify and separate hazardous, recyclable, and non-recyclable waste at the workplace	-	-	-	-
PC19. manage wastages like food, water, etc., as directed	-	-	-	-
PC20. dispose of sanitary and other hazardous wastes appropriately	-	-	-	-
PC21. recycle waste wherever applicable	-	-	-	-
PC22. discard PPEs in plastic bags that are sealed and labeled "infectious waste"	-	-	-	-
PC23. conserve materials, natural resources, and energy at work	-	-	-	-
PC24. use eco-friendly methods at work to reduce pollution of the air, water, and earth	-	-	-	-
NOS Total	40	40	-	20



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9903
NOS Name	Maintain health, hygiene and safety standards
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- 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

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

- 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

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

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- 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

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
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	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/ set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack



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Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N1706.Set up and oversee business operations in food preparation and distribution	40	60	0	0	100	15
DWC/N1707.Collect and manage orders	40	60	0	0	100	15
DWC/N1708.Mangaement of the kitchen	40	60	0	0	100	15
DWC/N1709.Oversee preparation and delivery of Tiffins	40	60	0	0	100	15
DWC/N1711.Perform basic cooking, pre-cooking and post-cooking activities	40	60	0	20	120	15
DWC/N9902.Maintain service standards and communicate effectively	40	40	-	20	100	10
DWC/N9903.Maintain health, hygiene and safety standards	40	40	-	20	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	300	410	-	60	770	100



Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.