



Model Curriculum

QP Name: Guest House Caretaker

QP Code: THC/Q0501

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 1.0

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Training Parameters

| | |
|---|---|
| Sector | Tourism and Hospitality |
| Sub-Sector | Hotels |
| Occupation | Guest House/Dharamshala/Lodge/Hostel Operations/Homestay |
| Country | India |
| NSQF Level | 4 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/5153.9900 |
| Minimum Educational Qualification and Experience | 10th Class/I.T.I (two years after class 8th) OR 10th Class/I.T.I (one year after class 8th with one year of experience) |
| Pre-Requisite License or Training | N/A |
| Minimum Job Entry Age | 18 years |
| Last Reviewed On | 27/05/2021 |
| Next Review Date | 27/05/2024 |
| NSQC Approval Date | 27/05/2021 |
| QP Version | 2.0 |
| Model Curriculum Creation Date | 27/05/2021 |
| Model Curriculum Valid Up to Date | 27/05/2024 |
| Model Curriculum Version | 1.0 |
| Minimum Duration of the Course | 390 Hours, 0 Minutes |
| Maximum Duration of the Course | 630 Hours, 0 Minutes |

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Explain the procedures of guests' check-in and check out
- Apply appropriate practices to welcome and greet the guests
- Describe the standard procedures to take guests order, arrange the food and serve the guests
- Describe the procedure to process the payment
- Apply appropriate to practices to maintain the cleanliness and hygiene of the Guests House
- Employ appropriate practices to manage the inventory of guests' supplies and materials
- Prepare the maintenance record
- Communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

| NOS and Module Details | Theory Duration | Practical Duration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
|--|-----------------|--------------------|--|--|----------------|
| THC/N0501 – Fulfill Guest Requirements NOS Version No. 2.0 NSQF Level 4 | 60:00 | 90:00 | 00:00 | 120:00 | 150:00 |
| Module 1: Introduction to Hotel Industry and Guests House caretaker | 06:00 | 00:00 | 00:00 | 00:00 | 06:00 |
| Module 2: Perform Guest Check-in Procedures and Assist the Guests | 18:00 | 30:00 | 00:00 | 30:00 | 48:00 |
| Module 3: Arrange the Food and Serve the Guests | 18:00 | 30:00 | 00:00 | 30:00 | 48:00 |
| Module 4: Perform the Check-out Activities | 18:00 | 30:00 | 00:00 | 60:00 | 48:00 |
| THC/N0502 – Ensure Cleanliness and Maintenance of Guest House | 30:00 | 60:00 | 00:00 | 60:00 | 90:00 |

| | | | | | |
|---|---------------|---------------|--------------|---------------|---------------|
| NOS Version No. 2.0 NSQF Level 4 | | | | | |
| Module 5: Ensure Cleanliness in Guest Rooms and Dining Area | 12:00 | 30:00 | 00:00 | 30:00 | 42:00 |
| Module 6: Maintain the Guest House | 18:00 | 30:00 | 00:00 | 30:00 | 48:00 |
| THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3 | 30:00 | 30:00 | 00:00 | 30:00 | 60:00 |
| Module 6: Maintain Effective Communication and Service Standard | 30:00 | 30:00 | 00:00 | 32:00 | 60:00 |
| THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 3 | 12:00 | 18:00 | 00:00 | 12:00 | 30:00 |
| Module 7: Organizational Confidentiality and Customer Privacy | 12:00 | 18:00 | 00:00 | 12:00 | 30:00 |
| THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3 | 30:00 | 30:00 | 00:00 | 18:00 | 60:00 |
| Module 8: Basic Health and Safety Standards | 30:00 | 30:00 | 00:00 | 18:00 | 60:00 |
| Total Duration | 162:00 | 228:00 | 00:00 | 240:00 | 390:00 |

Module Details

Module 1: Introduction to Guest House and Guest House Caretaker Mapped to NOS/N0501

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Guest House Caretaker
- Explain the scope of work for a Guest House Caretaker

| Duration: 06:00 | Duration: 00:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the standard set up of Dharamshala, Guest House, Lodge, Hostel and Homestay • Discuss the job role and job opportunities of a Guest House Caretaker in the Tourism and Hospitality Industry • Explain basic terminologies used in Hotel Industry • Elaborate grooming standard required for a Guest House Caretaker | |
| Classroom Aids | |
| Whiteboard, Markers, Duster, Projector, Laptop, Presentation | |
| Tools, Equipment and Other Requirements | |
| NA | |

Module 2: Perform Guest Check-in Procedure and Assist the Guests

Mapped to NOS/N0501 v 2.0

Terminal Outcomes:

- Explain professional etiquette to be maintained at the workplace
- Explain how to complete reservation and guests' check-in procedures
- Describe various modes of payment
- Prepare the invoices for the guest stay
- Describe how to assist the guests during their stay in the Guest House

| Duration: 18:00 | Duration: 30:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • List various documents required as guests' identity proof • Discuss the importance of communication etiquette and body language while greeting and welcoming the guests • Explain the guests' reservation, registration and check-in procedures • Elaborate various payment methods, cash management, invoice processing and cash vault handling procedures • Discuss the importance of providing information about various guest services (like meals, housekeeping, laundry, etc.), amenities (such as TV, room heater, water heater), and restrictions (like late hours, breakfast or meal timings, etc.) to the guests • Explain the process to handle guests' complaints and its importance | <ul style="list-style-type: none"> • Demonstrate professional etiquette while greeting and welcoming the guests • Employ proper practices to check reservation details, room availability as per reservation requirement, allot the room to the guests, etc. • Dramatize a situation to collect guests' information, cross check the identity, and check the duration of the stay in the Guest House • Create a sample guest registration record • Prepare sample receipt for advance payment • Role play how to present the bills to the guests • Employ appropriate practices to collect the payment from the guests • Role play how to respond to guests' queries, phone calls and complaints and assist them with medical check-up |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Sample invoices (Cash receipt, Payment receipt, etc.), Sample ID proof, Guests Register, Card swiping machine, | |

Module 3: Arrange the Food and Serve the Guests

Mapped to NOS/N0501 v 2.0

Terminal Outcomes:

- Apply appropriate practices to maintain the cleanliness and hygiene of the cooking and serving equipment
- Explain various cuisines
- Apply appropriate practices to arrange and serve various food items as well as beverages to the guests
- Employ appropriate practices to clear the table and replenish different essentials as required

| Duration: 18:00 | Duration: 30:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the importance of planning daily meal plan according to availability and guests' preferences • Explain various types of serving equipment along with their usage • Discuss the parameters to check the quality of various food ingredients and items • Describe the methods of inventory management • Elaborate the standard procedure of serving various food items to the guests • Discuss the importance of clearing the crockery, empty bottles, used tableware, etc. from the room and dining table | <ul style="list-style-type: none"> • Prepare a sample meal plan for the day • Apply appropriate inspection methods to ensure the cleanliness and hygiene of various tools, equipment, and dining area • Check quality and expiry date of different types of ingredients and food items • Employ proper skills while managing the stock of various ingredients, raw material, packed items, bottled items, etc. • Show how to arrange prepared food and beverages in the dining area or guests' room • Dramatize how to serve tea, coffee, various food items and beverages to the guests • Employ appropriate practices to clear the leftover food, crockery, empty bottles, etc. and replenish all condiments (salt, pepper, etc.) and tableware |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Different food items and ingredients, Various tools and equipment (oven, Cutting board, Mixer, Juicer, Grinder, Serving bowls, Chinaware, Glasses, etc.), Sample menu and recipes, Various crockery and condiments, Tableware | |

Module 4: Perform the Check-out Activities

Mapped to NOS/N0501 v 2.0

Terminal Outcomes:

- Describe the guest check out procedure
- Apply appropriate practices to manage the guests' accounts in the Guest House

| | |
|--|--|
| Duration: 18:00 | Duration: 30:00 |
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the importance of checking the room before guest check-out • Explain the guest check out procedures • Describe the procedure of electric billing and digital payment • Discuss the importance of obtaining guests' feedback regarding the service offered • Explain the importance of using computer for check-in and check-out procedure and preparing the bill | <ul style="list-style-type: none"> • Employ appropriate practices to check for the damaged or missing items in guest room before check-out • Role play the guest's check-out procedure and processing of payment • Dramatize how to handle guests' feedback and complaints • Apply appropriate techniques to update the accounts of the guests in the Guest House register manually and in guest management system |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Card swiping machine, Sample format of feedback form, Various guests account (T account, Outstanding balance account, etc.) | |

Module 5: Ensure Cleanliness of the Guests Room and the Dining Area

Mapped to NOS/N0502 v 2.0

Terminal Outcomes:

- Describe various cleaning agents, tools, and equipment
- Apply appropriate practices to maintain the cleanliness and hygiene in the guest rooms, guest bathrooms, and dining area

| Duration: 12:00 | Duration: 30:00 |
|--|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss different room layouts, and standard arrangement of furniture • Explain the importance of maintaining cleanliness and hygiene in the Guest House • Explain different types of cleaning and mixing agents, equipment, electrical appliances, etc. as well as their functions and uses • List various cleaning signages • Describe the procedure to inspect the room and dining area for cleanliness and sanitisation • Discuss the standard procedure of bed making and collecting dirty linen | <ul style="list-style-type: none"> • Employ appropriate practices to arrange for the cleaning agents, equipment, and required protective gears • Employ appropriate practices to ensure proper functioning, cleanliness and hygiene of all equipment, appliances, crockery, cutlery, furniture, etc. • Show how to check the floors, ceilings, and various surfaces in the dining area, guest room and guest bathroom for proper cleanliness and hygiene • Demonstrate how to make the bed and collect dirty linen for laundry |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Different cleaning agents, Equipment, Protective gear, Signages, Related Standard Operating Procedures (SOPs) | |

Module 6: Maintain the Guest House

Mapped to NOS/N0502 v 2.0

Terminal Outcomes:

- Describe the procedure of Guest House management
- Perform the steps to maintain the maintenance report and inventory record

| Duration: 18:00 | Duration: 30:00 |
|--|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss various methods and importance of maintaining Guest House equipment, appliances, etc. • Discuss the importance of maintaining the liaison with the plumber, electrician, newspaper agent, etc. • List various types of guests' supplies and materials • Describe the types of records to be maintained for proper guest house operations like Arrival and Departure register, inventory register, etc • Explain various types of waste and their characteristics | <ul style="list-style-type: none"> • Employ appropriate practices to check the guest house for any malfunctioning and damage of equipment, surface, leakage, electricity issues, etc. • Show how to use the checklist to check the functioning of the appliances and equipment in the guest house • Apply appropriate practices to monitor the inventory of consumable items like water bottles, soaps, buckets, etc. and arrange the day's newspaper and latest magazines for guests' use • Prepare a sample maintenance report and inventory record for the guests' supplies and materials |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Various equipment (Mixer, Juicer, Grinder, Refrigerator, TV, Freeze, AC, etc.), appliances, Sample reports and records (Arrival and Departure register, inventory register, Payment record, etc.) | |

Module 7: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

| Duration: 30:00 | Duration: 30:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors | <ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Sample of escalation matrix, Organisation structure | |

Module 8: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

| Duration: 12:00 | Duration: 18:00 |
|---|--|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification | <ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer information |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Handouts of IPR guidelines and regulations | |

Module 9: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

| Duration: 30:00 | Duration: 30:00 |
|--|---|
| Theory – Key Learning Outcomes | Practical – Key Learning Outcomes |
| <ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • Identify different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP | <ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Participate in mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor Prepare a sample incident report |
| Classroom Aids | |
| Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures | |
| Tools, Equipment and Other Requirements | |
| Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports | |

Module 10: On-the-Job Training

Mapped to Guest House Caretaker

| | |
|---|-------------------------------------|
| Mandatory Duration: 00:00 | Recommended Duration: 240:00 |
| Location: On Site | |
| Terminal Outcomes | |
| <ul style="list-style-type: none"> • Demonstrate correct maintenance of office equipment • Apply appropriate practices to greet and welcome the guests • Demonstrate the procedure of guest registration, check-in and check-out • Perform the activities to check guest's ID proof • Perform the activities to allot the room to the guests • Demonstrate professional expertise to ensure cleanliness and hygiene of the tools, equipment, appliances, crockery, cutlery, furniture, etc. • Apply professional skills of managing the stock of various food items and ingredients • Demonstrate professional expertise to check the quality standards of various ingredients, raw materials, food and beverages • Apply appropriate practices to arrange various food items as per the day's menu and guests' diet • Apply appropriate practices to serve the food and beverages to the guests • Prepare the bills and collect the payment from the guests • Perform the activities to ensure cleanliness and hygiene of guest rooms, washrooms, and dining areas • Employ appropriate practices to make the bed as per the standard operating procedure • Apply appropriate practices to collect soiled linen, tableware, napkins and take it to the laundry and replenish with the fresh ones • Show how to replenish supplies in guest room and washroom • Apply appropriate practices to maintain damage reports and inventory record as per the format • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Demonstrate sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Perform the activities to maintain personal hygiene at workplace • Role play on identifying hazards at workplace and reporting to the supervisor • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Perform basic activities to apply gender and age-sensitive service practices • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy | |

Annexure

Trainer Requirements

| Minimum Educational Qualification | Specialization | Relevant Industry Experience | | Training Experience | | Remarks |
|------------------------------------|--|------------------------------|--|---------------------|--|---------|
| | | Years | Specialization | Years | Specialization | |
| Certificate/ Diploma/ Degree | Guest house/Hospitality Management/ Hotel Management | 5 | Guest house/Hospitality Management/ Hotel Management | 1 | Guest house/Hospitality Management/ Hotel Management | |

| Trainer Certification | |
|--|--|
| Domain Certification | Platform Certification |
| “Guest House Caretaker”, “THC/Q0501, V2.0”, Minimum accepted score is 80% | “Trainer”, “MEP/Q2601, V1.0” with a scoring of minimum 80% |

Assessor Requirements

| Minimum Educational Qualification | Specialization | Relevant Industry Experience | | Training Experience | | Remarks |
|------------------------------------|--|------------------------------|--|---------------------|--|---------|
| | | Years | Specialization | Years | Specialization | |
| Certificate/ Diploma/ Degree | Guest House/Hospitality Management/ Hotel Management | 5 | Guest House/Hospitality Management/ Hotel Management | 1 | Guest House/Hospitality Management/ Hotel Management | |

| Assessor Certification | |
|--|--|
| Domain Certification | Platform Certification |
| “Guest House Caretaker”, “THC/Q0501, V2.0”, Minimum accepted score is 80% | “Assessor”, “MEP/Q2701, V1.0” with the scoring of minimum 80% |

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

| Term | Description |
|------------------------------|---|
| Declarative Knowledge | Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem. |
| Key Learning Outcome | Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application). |
| OJT (M) | On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site |
| OJT (R) | On-the-job training (Recommended); trainees are recommended the specified hours of training on site |
| Procedural Knowledge | Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills. |
| Training Outcome | Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training . |
| Terminal Outcome | Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome. |

Acronyms and Abbreviations

| Term | Description |
|-------|---|
| QP | Qualification Pack |
| NSQF | National Skills Qualification Framework |
| NSQC | National Skills Qualification Committee |
| NOS | National Occupational Standards |
| TVET | Technical and Vocational Education and Training |
| SOP | Technical and Vocational Education and Training |
| OH&S | Occupational Health and Safety |
| PPE | Personal Protective Equipment |
| HACCP | Hazard Analysis and Critical Control Points |
| FSSAI | Food Safety and Standards Authority of India |
| ISO | International Standards Organization |
| IPR | Intellectual Property Rights |
| WHO | World Health Organization |