

Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Food and Beverage Service
Country	India
NSQF Level	7
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ NIL
Minimum Educational Qualification and Experience	12th Class /I.T.I. (two years after class 10th) with 5 Years of experience as a Food Outlet Manager OR 12th Class/I.T.I. (one year after class 10th with one year of relevant experience) with 5 Years of experience as a Food Outlet Manager OR Certificate-NSQF (Level-6 Food Outlet Manager) with 3 Years of experience as a Food Outlet Manager
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23 years
Last Reviewed On	30/09/2021
Next Review Date	30/09/2024
NSQC Approval Date	30/09/2021
QP Version	1.0
Model Curriculum Creation Date	30/09/2021
Model Curriculum Valid Up to Date	30/09/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	840 Hours, 0 Minutes
Maximum Duration of the Course	840 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:

- Apply proper practices to develop and manage business strategies for banquet operations
- Perform the tasks of budget management and staff management
- Employ appropriate practices to manage banquet events
- Apply appropriate practices to promote effective communications with guests, colleagues, and superiors to achieve a smooth workflow
- Employ appropriate practices to ensure gender and age-sensitive service practices
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene, and safety standard 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/N0321: Manage Business, Staff, and Cost NOS Version No. 1.0 NSQF Level 7	90:00	120:00	60:00	00:00	270:00
Module 1: Introduction to Hotel Management and Banquet Manager (Operation)	06:00	00:00	00:00	00:00	06:00
Module 2: Develop and Implement Business Strategies and Manage the Staff	42:00	60:00	30:00	00:00	132:00
Module 3: Prepare Budget and Control Costs	42:00	60:00	30:00	00:00	132:00
THC/N0323– Manage Banquet Events NOS Version No. 1.0 NSQF Level 7	90:00	150:00	90:00	00:00	330:00
Module 4: Prepare for the Event	48:00	90:00	48:00	00:00	186:00
Module 5: Manage for the Event	42:00	60:00	42:00	00:00	144:00

THC/N9902 – Ensure Effective Communication and Service Standard at Work Place NOS Version No. 2.0 NSQF Level 6	30:00	30:00	30:00	00:00	90:00
Module 6: Promote Effective Communication and Service Standard	30:00	30:00	30:00	00:00	90:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest’s Privacy NOS Version No. 2.0 NSQF Level 6	18:00	12:00	30:00	00:00	60:00
Module 7: Organizational Confidentiality and Guest’s privacy	18:00	12:00	30:00	00:00	60:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	30:00	30:00	30:00	00:00	90:00
Module 8: Monitor Health and Safety Standard	30:00	30:00	30:00	00:00	90:00
Total Duration	258:00	342:00	240:00	00:00	840:00

Module Details

Module 1: Introduction to Hotel Management and Banquet Manager (Operation)

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of a Banquet Manager (Operation)
- Explain the scope of work for a Banquet Manager (Operation)

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 hierarchy of hotel as well as banquet of small, medium and large establishments • Discuss various facilities and amenities in the Hotel Industry • Explain basic terminology used in Food Production & Kitchen service • Elaborate the job role and job opportunity for Banquet Manager (Operation) in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Develop and Implement Business Strategies and Manage the Staff

Mapped to THC/N0321 v 1.0

Terminal Outcomes:

- Apply appropriate approaches to develop and implement business strategies for banquet operations
- Perform the steps to delegate and brief the task to the team members
- Employ proper procedures to daily operations of banquet services
- Explain the techniques and strategies to manage team and their conflicts
- Create a work schedule for staff of banquet service

Duration: 42:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process for formulation and implementation of business strategy for banquet operations • Elaborate basic banquet operations and methods to draft SOPs and manuals for the same • Explain the human resource management process, team management techniques and conflict management strategies • Describe the effective ways to delegate and brief the task to the team members for banquet operations • Discuss the procedure to monitor staffing levels • List various employee performance parameters • State the significance of ensuring personal hygiene and appearance standards of the staff • Elaborate the process to conduct team meeting, orientations, and training for staff • State the significance of providing correct tools and appropriate environment to the staff to deliver effective customer experience 	<ul style="list-style-type: none"> • Apply appropriate method to develop and implement the business strategies for banquet operations in conjunction with the senior management and monitor the implementation status regularly for adjusting the strategies as per requirements • Employ proper procedure to supervise and coordinate the daily operations of banquet set-ups and service to ensure that SOPs are followed at all times and updated as required • Prepare a sample work schedule for the staff • Apply proper methods to assess the human resource requirements to ensure staff levels are maintained at all times • Employ appropriate procedures for conducting induction program for the new employees and assessing the training needs of the existing staff • Employ appropriate procedure to schedule staff for maintaining adequate and consistent levels of services • Apply proper methods to monitor and record the work and performance of the staff and provide them constructive feedback <p>Role-play a situation to handle conflict among the staff members</p>
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	



Sample business Strategies, Work records format, Sample SOPs, Tools used in banquet operations, etc.

Module 3: Prepare Budget and Control Costs

Mapped to THC/N0321 v 1.0

Terminal Outcomes:

- Create a sample annual budget for banquet operations
- Describe the process of procurement of supplies and equipment for the banquet
- Apply proper methods to plan the menu for various functions at cost effective price

Duration: 42:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the procedure to prepare budget and other financial records related to banquet services • Discuss various cost control methods • Explain the process of procurement of supplies and equipment for the banquet • Elaborate various pricing strategies and menu planning process 	<ul style="list-style-type: none"> • Draft a sample annual budget for banquet operations • Apply suitable comparative analysis methods to monitor actual and budgeted expenses to assure budget goals are met and recommend corrective measures in case of any deviation • Employ appropriate methods to procure supplies and equipment for the banquet as per the allocated budget and maintain records of the same • Apply proper procedure to plan the menu for various functions to increase the profitability of the business • Employ appropriate cost control and quality maintenance methods to achieve maximum profitability and over-all success of the business
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample annual budget, Sample menu, etc.	

Module 4: Prepare for the Event

Mapped to THC/N0323 v 1.0

Terminal Outcomes:

- Discuss various types of events e.g., weddings, birthday parties, corporate, etc.
- Apply proper practices for effective management of staff for the event
- Employ appropriate procedure for inspection of the banquet, layout, equipment, etc.
- Draft an event plan and delivery sheet for clients

Duration: 48:00	Duration: 90:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the standard procedures and regulatory compliances for various events • Explain the various types of events e.g., weddings, birthday parties, corporate, etc. • List the equipment and facilities required for various types of events as well as the tools and equipment for various services provided in an event • Describe effective resource management techniques • Explain various event layout design and planning process for banquet operations • Describe the procedure of effectively managing the staff for the event including allocation of responsibilities, briefing, and supervision • Discuss inspection procedures for the banquet, layout, equipment, etc. • Describe the inventory management process for banquet service equipment and supplies as per requirements • Explain types of records that should be maintained for events like event order, event plan, delivery sheets, etc. 	<ul style="list-style-type: none"> • Role-play a situation on how to coordinate event arrangement details with the clients' concerning menus, table plans, wines, etc. and answer their questions • Dramatize on how to communicate with all the departments for providing the details of event, including date of the event, time, number of guests and all other necessary details • Employ appropriate techniques to review the banquet event orders and conducting pre-event meeting with chef and banquet staff regarding the preparations • Apply appropriate methods to schedule personal requirements for events in conjunction with the Catering Manager, Banquet Chef, etc. • Apply proper process to plan the venue layout, and determine the required numbers of table waiters and servers according to the number of guests and type of event • Employ proper methods assign server stations to the staff and coordinate the timing of courses • Employ proper procedures to coordinate and direct the set-up of each event verifying desired services and menu in advance with catering and sales • Apply appropriate inspection techniques to check all front- and back-of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventive

	<p>maintenance, and other standards for the department are me</p> <ul style="list-style-type: none"> • Prepare a sample event plan and delivery sheet
<p>Classroom Aids</p>	
<p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Sample records like event order, Event plan and delivery sheet, Required venue layout, equipment etc.</p>	

Module 5: Manage the Event

Mapped to THC/N0323 v 1.0

Terminal Outcomes:

- Explain the process of event management, concept & designing for banquet operations
- Employ suitable monitoring methods to ensure the successful completion of the event
- Apply proper practices to implement safety measure for different type of events
- Employ appropriate practices to resolve client complaints and take feedback regarding food or service

Duration: 42:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process of event management, concept & designing • State the significance of ensuring the set-up and the layout of the event venue as per the decided theme • Discuss ways to ensure smooth and timely completion of the event • State the importance of adhering to the health and safety measures at the banquet • Elaborate on the effective ways of conducting after-event evaluations to improve the quality and efficiency of banquet events • Discuss effective client handling techniques • List the safety measures for different types of events 	<ul style="list-style-type: none"> • Apply appropriate inspection method to check the event premises for cleanliness and sanitization • Employ proper methods to make sure the placement of tables, chairs, cutlery, plates, glasses, table linens, centre pieces, heating lamps, serving utensils, and carving stations are as per theme • Show how to check all glassware, silverware, and dinner sets for neatness and various tools and equipment banquet operation for proper working condition • Apply proper practices to ensure that the banquet staff is well-groomed and in proper uniform • Employ proper practices to monitor the serving of meals and beverages, seating of guests, clearing of tables, is carried out as per standards • Apply appropriate methods to manage the availability of liquor and adherence to liquor laws at all times • Role-play a situation to respond to client complaints and taking feedback from them regarding food or service
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Glassware, Silverware, and Dinner sets, Required props, Layout, Tables, Chairs, Cutlery, Plates, Glasses, Table linens, Center pieces, Heating lamps, Serving utensils, etc.	

Module 6: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring 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 • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 7: Organizational Confidentiality and Guest's Privacy

Mapped to THC/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 18:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect 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 ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 8: Monitor Health and Safety Standard

Mapped to THC/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

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 procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of 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 • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, 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 9: On-the-Job Training

Mapped to Banquet Manager (Operation)

Mandatory Duration: 240:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Apply appropriate method to develop and implement the business strategies for banquet operations in conjunction with the senior management and monitor the implementation status regularly for adjusting the strategies as per requirements • Employ proper procedure to supervise and coordinate the daily operations of banquet set-ups and service to ensure that SOPs are followed at all times and updated as required • Prepare a sample work schedule for the staff • Apply proper methods to assess the human resource requirements to ensure staff levels are maintained at all times • Employ appropriate procedures for conducting induction program for the new employees and assessing the training needs of the existing staff • Employ appropriate procedure to schedule staff for maintaining adequate and consistent levels of services • Apply proper methods to monitor and record the work and performance of the staff and provide them constructive feedback • Role-play a situation to handle conflict among the staff members • Draft a sample annual budget for banquet operations • Apply suitable comparative analysis methods to monitor actual and budgeted expenses to assure budget goals are met and recommend corrective measures in case of any deviation • Employ appropriate methods to procure supplies and equipment for the banquet as per the allocated budget and maintain records of the same • Apply proper procedure to plan the menu for various functions to increase the profitability of the business • Employ appropriate cost control and quality maintenance methods to achieve maximum profitability and over-all success of the business • Role-play a situation on how to discuss event arrangement details with the clients' concerning menus, table plans, wines, etc. and answer their questions • Dramatize on how to communicate with all the departments for providing the details of event, including date of the event, time, number of guests and all other necessary details • Employ appropriate techniques to review the banquet event orders and conducting pre-event meeting with chef and banquet staff regarding the preparations • Apply appropriate methods to schedule personal requirements for events in conjunction with the Catering Manager, Banquet Chef, etc. • Apply proper process to plan the venue layout, and determine the required numbers of table waiters and servers according to the number of guests and type of event • Employ proper methods assign server stations to the staff and coordinate the timing of courses • Employ proper procedures to coordinate and direct the set-up of each event verifying desired services and menu in advance with catering and sales • Apply appropriate inspection techniques to check all front- and back-of-the-house service areas and equipment to assure that sanitation, safety, energy management, preventive maintenance, and other standards for the department are met • Prepare a sample event plan and delivery sheet 	

- Apply appropriate inspection method to check the event premises for cleanliness and sanitization Employ proper methods to make sure the placement of tables, chairs, cutlery, plates, glasses, table linens, centre pieces, heating lamps, serving utensils, and carving stations are as per theme
- Show how to check all glassware, silverware, and dinner sets for neatness and various tools and equipment banquet operation for proper working condition
- Apply proper practices to ensure that the banquet staff is well-groomed and in proper uniform
- Employ proper practices to monitor the serving of meals and beverages, seating of guests, clearing of tables, is carried out as per standards
- Apply appropriate methods to manage the availability of liquor and adherence to liquor laws at all times
- Role-play a situation to respond to client complaints and taking feedback from them regarding food or service
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Food and Beverage Service /Hospitality Management/ Hotel Management	5	Food and Beverage Service /Hospitality Management / Hotel Management	1	Food and Beverage Service /Hospitality Management/ Hotel Management	

Trainer Certification	
Domain Certification	Platform Certification
“Banquet Manager (Operation)”, “THC/Q0304, v1.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, v1.0” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Food and Beverage Service /Hospitality Management/ Hotel Management	5	Front Office Management/ Hospitality Management/ Hotel Management	1	Food and Beverage Service /Hospitality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
“Banquet Manager (Operation)”, “THC/Q0304, v1.0”, 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

5| Banquet Manager (Operation)

- 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
PwD	Persons with Disability