



Model Curriculum

QP Name: Kitchen Steward

QP Code: THC/Q0401

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 1.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel/Restaurant
Occupation	Food Production and Kitchen
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5120.0500
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	NA
Minimum Job Entry Age	18 years
Last Reviewed On	24/06/2021
Next Review Date	24/06/2024
NSQC Approval Date	24/06/2021
QP Version	2.0
Model Curriculum Creation Date	24/06/2021
Model Curriculum Valid Up to Date	24/06/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	624 Hours, 0 Minutes
Maximum Duration of the Course	624 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:

- Describe the activities to clean and store kitchenware, service ware, kitchen area, cooking surfaces, etc.
- Explain the polishing and storing procedure of glassware, silverware and brassware
- Assist in inventory management and storing of kitchen supplies and equipment
- Prepare damage status report
- Communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Maintain 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
Bridge Module	04:00	00:00	00:00	00:00	04:00
Module 1: Introduction to Hotel Restaurant and Kitchen Steward	04:00	00:00	00:00	00:00	04:00
THC/N0401 – Maintain Cleanliness in the Kitchen NOS Version No. 2.0 NSQF Level 3	72:00	92:00	124:00	00:00	288:00
Module 2: Prepare for Cleaning Operations	16:00	20:00	36:00	00:00	72:00
Module 3: Perform Cleaning Services for Kitchenware and Equipment	20:00	28:00	24:00	00:00	72:00
Module 4: Clean Food Containers, Utensils, Storage Area, and Kitchen Area	20:00	24:00	24:00	00:00	68:00
Module 5: Polish Silverware, Brassware and Glassware	16:00	20:00	40:00	00:00	76:00
THC/N0404 – Assist in Maintaining Inventory	28:00	32:00	60:00	00:00	120:00

and Storage of Kitchen Supplies and Equipment NOS Version No. 2.0 NSQF Level 3					
Module 6: Provide Assistance in Inventory Management and Storing Kitchen Supplies and Equipment	28:00	32:00	60:00	00:00	120:00
THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3	32:00	40:00	32:00	00:00	104:00
Module 7: Maintain Effective Communication and Service Standard	32:00	40:00	32:00	00:00	104:00
THC/N9903- Maintain Organizational Confidentiality and Respect Guests' Privacy NOS Version No. 2.0 NSQF Level 3	16:00	04:00	08:00	00:00	28:00
Module 8: Organizational Confidentiality and Guest Privacy	16:00	04:00	08:00	00:00	28:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	24:00	40:00	16:00	00:00	80:00
Module 9: Basic Health and Safety Standards	24:00	40:00	16:00	00:00	80:00
Total Duration	176:00	208:00	240:00	00:00	624:00

Module Details

Module 1: Introduction to Hotel/Restaurant & Kitchen Steward *Bridge Module*

Terminal Outcomes:

- Develop the knowledge of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Kitchen Steward
- Explain the scope of work for a Kitchen Steward

Duration: 04:00	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/ Restaurant of small, medium and large establishments • Discuss the job role and job opportunity for a Kitchen Steward in the Tourism and Hospitality Industry • Elaborate the basic terminology used in the kitchen department 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Prepare for Cleaning Operations

Mapped to THC/N0401 v 2.0

Terminal Outcomes:

- Explain various cleaning agent and equipment
- Describe the ways to be prepared for cleaning operations

Duration: 16:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain communication etiquette and other protocols to be followed while communicating with the Supervisor and colleagues • Explain the importance of inspecting the assigned area, tableware, kitchenware to be cleaned • Discuss the importance of using personal protective gear while performing cleaning activities • List different types of cleaning agents and equipment • Discuss the importance of sorting the materials to be cleaned 	<ul style="list-style-type: none"> • Role play a situation to show professional etiquette while receiving work instructions from the Supervisor • Apply appropriate practices to arrange for the cleaning agent, equipment, and required protective gears • Dramatize how to collect used kitchenware (like utensils, cooking tools, etc.) and sort the 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 cleaning agent and equipment	

Module 3: Perform Cleaning Services for Kitchenware and Equipment

Mapped to THC/N0401 v 2.0

Terminal Outcomes:

- Use appropriate cleaning agents and equipment for cleaning activities
- Explain the process of cleaning, drying and storing kitchenware, tools, and equipment
- Describe the cleaning and maintaining procedure of sink, kitchen-counter, garbage container, etc.

Duration: 20:00	Duration: 28:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify various signages used while cleaning the kitchen • Explain the functions of various cleaning equipment like dishwasher, dryer, etc. • Discuss the importance of removing any food waste from the utensils and pre-soaking the equipment as well as the utensils before cleaning • Explain the importance of using abrasive cleaner for heavy pots and utensils • Elaborate the methods to clean, dry and store the kitchenware, tools, and equipment • Explain the importance of draining the water after the cleaning activities • Discuss the importance of cleaning and sanitizing the sink, kitchen-counter, dishcloth, garbage container, etc. post cleaning activities 	<ul style="list-style-type: none"> • Demonstrate the operating procedures of various cleaning equipment • Employ appropriate techniques to remove food particle and all other stains from the utensils, tools, equipment • Show how to pre-soak the utensils and equipment before cleaning • Demonstrate how to clean, dry and store various kitchenware, equipment (dryer, dishwasher, etc.) • Apply appropriate techniques to drain the water after the cleaning activities • Demonstrate how to clean and sanitize the sink, kitchen-counter, dishcloth, garbage container, etc. after cleaning activities
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 cleaning signages, Dishwasher, Dryer, Other cleaning equipment, Different appliances (Oven, Fryer, Griller, Cooking range, etc.), Cleaning agent, Garbage container	

Module 4: Clean Food Containers, Utensils, Storage Area and Kitchen Area

Mapped to THC/N0401 v 2.0

Terminal Outcomes:

- Use appropriate cleaning agents and solution to clean the storage area and food containers/utensils
- Explain the process of cleaning and sanitizing the kitchen surfaces, storage area and food containers/utensils
- Prepare damage status report
- Describe the waste disposal methods

Duration: 20:00	Duration: 24:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the types of kitchen storage area • State the importance of using appropriate cleaning agent and solution while cleaning containers/utensils and storage area • Elaborate the procedure to clean the containers/utensils, and storage area • Explain the importance of using pest repellent periodically in the dry storage area • Discuss the standard procedure to clean the freezers and other appliances • Discuss the importance and procedure to mop and clean various kitchen surfaces/floors as well as sanitizing the workstations • Explain various types of wastes and their characteristics • Discuss the methods of different kinds of waste segregation and disposal 	<ul style="list-style-type: none"> • Demonstrate how to clean and sanitize kitchen containers/utensils and storage area • Demonstrate how to use pest repellent after cleaning the dry storage area • Apply appropriate practices to defrost the freezer as per SOP • Demonstrate how to clean and dry various kitchen appliances • Demonstrate the ways to clean and sanitize various kitchen surfaces/floors and workstations • Prepare a sample report to update the Supervisor regarding any damaged items and malfunctioning of material
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 kitchen containers and utensils, Different appliances (Oven, Fryer, Griller, Cooking range, etc.), Cleaning agent, Waste disposal bin.	

Module 5: Polish Silverware, Brassware and Glassware

Mapped to THC/N0401 v 2.0

Terminal Outcomes:

- Describe the procedure to polish silverware, brassware and glassware

Duration: 16:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the importance of polishing the silverware, brassware and glassware Explain the equipment and solution to be used to clean and polish glassware, silverware and brassware Elaborate the polishing methods for glassware, silverware and brassware Describe the importance of storing glassware, silverware and brassware properly 	<ul style="list-style-type: none"> Demonstrate how to polish glassware, silverware and brassware Employ appropriate inspection method to check for the damage in the glassware, silverware, and brassware Dramatize how to store polished silverware/brassware and deliver polished glassware to the service station
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 glassware, silverware and brassware, Cleaning materials, Sample reports, and Different relevant tools and equipment	

Module 6: Provide Assistance in Inventory Management and Storing Kitchen Supplies and Equipment

Mapped to THC/N0401 v 2.0

Terminal Outcomes:

- Explain the methods to manage the stock level
- Assist in storing kitchen supplies and ingredients

Duration: 28:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain FSSAI and HACCP standard protocols related to Food Safety, hygiene and quality standard • Discuss various types of supplies, materials, perishable and non-perishable items used in the kitchen • Describe the process of unloading and storing stock • Elaborate the procedure to manage the inventory of all kitchen equipment, chinaware, and flatware • Explain stock rotation methods • Discuss the importance of labelling the ingredients • Explain suitable temperature to store unused cooked/raw food items 	<ul style="list-style-type: none"> • Employ appropriate practices to collect supplies from the storekeeper for maintaining the stock • Dramatize how to unload and store the stock • Show how to assist the Kitchen Stewarding Supervisor in inventory management procedure • Demonstrate how to assist in stock management of fuel, gas, and other kitchen supplies/ingredients • Demonstrate how to label the ingredients • Role play a situation to show the ways of storing daily consumables, leftovers, prepared or partially prepared food and unused ingredients in controlled environment • Employ appropriate practices to replace damaged kitchen supplies and discard spoiled food items
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	
Stock register, Ingredients, Freezer, Refrigerator, Packing material for the storage	

Module 7: Maintain Effective Communication and Service Standard Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Communicate effectively with guests, colleagues, and superiors
- Maintain professional etiquette
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 32:00	Duration: 40:00
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 guest satisfaction and guest feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle guest complaints • Discuss different ways to improve the guest experience • 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 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 guests • Dramatize appropriate communication skills and etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guest 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 Guest's Privacy Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Maintain the confidentiality of the organization
- Maintain the privacy of guest information

Duration: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining 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 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 organisational and guest 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:

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

Duration: 24:00	Duration: 40:00
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 Kitchen Steward

Mandatory Duration: 240:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Develop the understanding about the tools, equipment, cleaning agent/solution and various cleaning/polishing/repairing/maintaining procedures • Apply basic skills to operate, maintain, clean and sanitize various relevant equipment • Perform the activities to prepare for the cleaning operations • Clean the kitchenware, service ware, container, utensil, kitchen surface, and storage area • Apply basic skills to clean and polish silverware, brassware and glassware • Perform the activities to remove food particles and all kinds of stain from the utensils, tools, equipment and appliances • Apply appropriate practices to dry and store kitchenware, containers, utensils, tools, equipment, and appliances after cleaning • Drain the water properly after cleaning • Apply basic skills to clean and sanitize the sink, kitchen counter, floor, garbage container, etc. after cleaning • Collect waste from all areas and dispose of in appropriate containers • Demonstrate expertise to escalate issues and report damage to the Supervisor/Control desk as per Standard Operating Procedures • Label the ingredients • Demonstrate procedure of stock management of various kitchen items, fuel, gas, etc. • Demonstrate positive body language when dealing with guests and colleagues • 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 • Maintain personal hygiene and grooming at workplace • Identify hazards at workplace and report to the supervisor • Perform basic activities to apply gender and age-sensitive service practices • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Perform all the activities to maintain health, hygiene, and safety at the workplace 	

Annexure

Trainer Requirements

Trainer Prerequisites							
Minimum Educational Qualification	Academic Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
			Years	Specialization	Years	Specialization	
Certificate in Kitchen Steward	Certificate/ Diploma/ Degree/ Master/ PhD	Hotel/Hospitality Management/ Food Production and Kitchen	5	Hotel/Hospitality Management/ Food production and Kitchen	1	Hotel/Hospitality Management/ Food production and Kitchen	

Trainer Certification	
Domain Certification	Platform Certification
“Kitchen Steward”, “THC/Q0401, v1.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites							
Minimum Educational Qualification	Academic Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
			Years	Specialization	Years	Specialization	
Certificate in Kitchen Steward	Certificate/ Diploma/ Degree/ Master/ PhD	Hotel/Hospitality Management/ Food Production and Kitchen	5	Hotel/Hospitality Management/ Food production and Kitchen	1	Hotel/Hospitality Management/ Food production and Kitchen	

Assessor Certification	
Domain Certification	Platform Certification
“Kitchen Steward”, “THC/Q0401, v1.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1” 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
IATA	International Air Transport Association
WHO	World Health Organization
ICAO	International Civil Aviation Organization
IRDA	Insurance Regulatory and Development Authority of India