



Model Curriculum

QP Name: Food Delivery Associate

QP Code: THC/Q2902

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 2.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5243.0300
Minimum Educational Qualification and Experience	Grade 10 OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 2year relevant experience OR 5th grade pass with 5-year relevant experience
Pre-Requisite License or Training	Driving License for a Two-wheeler
Minimum Job Entry Age	18 Years
Last Reviewed On	29/01/2021
Next Review Date	29/01/2024
NSQC Approval Date	29/01/2021
QP Version	2.0
Model Curriculum Creation Date	29/01/2021
Model Curriculum Valid Up to Date	29/01/2024
Model Curriculum Version	2.0
Minimum Duration of the Course	270 Hours, 0 Minutes
Maximum Duration of the Course	270 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:

- Assess the road worthiness of the vehicle
- Prepare for the delivery
- Describe local/state-oriented guidelines for safe driving
- Perform the activities to deliver the order
- Apply professional skills to maintain relevant reports and records
- Employ appropriate practices to 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/N2904 – Prepare for Home Delivery NOS Version No. 2.0 NSQF Level 3	18:00	15:00	27:00	00:00	60:00
Module 1: Introduction to Customer Service and Food Delivery Associate	02:00	00:00	00:00	00:00	02:00
Module 2: Prepare the Vehicle before Delivery	08.00	07.00	08.00	0.00	23.00
Module 3: Perform the Activities to Prepare for the Food Delivery	08.00	08.00	19.00	0.00	35.00
THC/N2905 – Deliver Orders to Customers NOS Version No. 2.0 NSQF Level 3	15:00	12:00	63:00	00:00	90:00
Module 4: Adhere to Traffic Rules	06.00	06.00	23.00	0.00	35.00
Module 5: Perform Food Delivery Activities	09.00	06.00	40.00	0.00	55.00
THC/N9901 – Communicate Effectively and Maintain Service Standards	15:00	15:00	00:00	00:00	30:00

NOS Version No. 2.0 NSQF Level 3					
Module 6: Maintain Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9903- Maintain Organizational Confidentiality and Respect Guests' Privacy NOS Version No. 2.0 NSQF Level 3	15:00	15:00	00:00	00:00	30:00
Module 7: Organizational Confidentiality and Guest Privacy	15:00	15:00	00:00	00:00	30:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	15:00	15:00	00:00	00:00	30:00
Module 8: Basic Health and Safety Standards	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0101: Employability Skills (30 Hours)	12:00	18:00	00:00	00:00	30:00
Module 9: Introduction to Employability Skills	00:30	00:30	00:00	00:00	01:00
Module 10: Constitutional values - Citizenship	00:30	00:30	00:00	00:00	01:00
Module 11: Becoming a Professional in the 21st Century	00:30	00:30	00:00	00:00	01:00
Module 12: Basic English Skills	01:00	01:00	00:00	00:00	02:00
Module 13: Communication Skills	01:30	02:30	00:00	00:00	04:00
Module 14: Diversity & Inclusion	00:30	00:30	00:00	00:00	01:00
Module 15: Financial and Legal Literacy	01:30	02:30	00:00	00:00	04:00
Module 16: Essential Digital Skills	01:00	02:00	00:00	00:00	03:00

Module 17: Entrepreneurship	02:30	04:30	00:00	00:00	07:00
Module 18: Customer Service	01:30	02:30	00:00	00:00	04:00
Module 19: Getting ready for apprenticeship & Jobs	01:00	01:00	00:00	00:00	02:00
Total	12:00	18:00	00:00	00:00	30:00
Total Duration	90.00	90.00	90.00	0.00	270.00

Module Details

Module 1: Introduction to Customer Service and Food Delivery Associate Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Food Delivery Associate
- Explain the scope of work for a Food Delivery Associate

Duration: 02:00	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 small, medium, and large Restaurants • Discuss the roles and responsibilities of a Food Delivery Associate • Describe the attributes required for a Food Delivery Associate • Elaborate the scope for the Food Delivery Associate in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Prepare the Vehicle Before Delivery

Mapped to THC/N2904 v 2.0

Terminal Outcomes:

- Explain how to check the relevant documents and the vehicle as well
- Apply appropriate practices to Maintain cleanliness of the vehicle
- Perform preventive and corrective maintenance of the vehicle
- Perform the tasks of maintaining reports and other documents

Duration: 08:00	Duration: 07:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various vehicle related documents required to check before starting the delivery of food • Explain food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000 • Describe vehicle safety norms and maintenance standards • Discuss the procedure to perform the routine inspection of the vehicle at the start and end of the day • Elaborate the preventive maintenance procedures of the delivery vehicle • Describe different types of inspection methods to identify fault/damage/fuel requirement in the vehicle • Discuss the methods and the importance of cleaning and sanitizing delivery vehicles along with the food delivery box 	<ul style="list-style-type: none"> • Apply appropriate practices to check the validity and availability of various documents of the delivery vehicle • Employ appropriate inspection procedures to check delivery vehicle at the start and end of the day • Demonstrate the general maintenance and operating procedures of the food delivery vehicle • Apply appropriate techniques to perform fault management activities in the vehicle • Perform cleaning and sanitizing procedures of the delivery boxes and vehicle • Prepare sample report to update the Supervisor regarding technical/ compliance issues, actual/ potential defects and fuel requirement of the vehicle
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 vehicle cleaning material and equipment, FSSAI and HACCP and ISO standard guidelines, Different vehicle documents, Vehicle maintenance checklist, Related reports	

Module 3: Perform the Activities to Prepare for the Food Delivery

Mapped to THC/N2904 v 2.0

Terminal Outcomes:

- Apply appropriate skills to use appropriate tools and equipment
- Prepare the order for delivery
- Describe the handling and storing process in transit

Duration: 08:00	Duration: 08:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate various tools, equipment and other supplies to be carried during the delivery • Discuss the importance of wearing designated uniform, Personal Protective Gear (PPE), etc. • List customer-details and order-information required for the delivery • Describe the basics of computer and relevant operating system • Elaborate the steps to prepare food and beverages for delivery • Discuss the importance of labelling and maintaining appropriate temperature of food and beverages to be delivered • Explain the procedures to handle and store various food and beverage containers during transit 	<ul style="list-style-type: none"> • Demonstrate how to operate various applications, tools and equipment like card swiping machine, city map, GPS, etc. used for food delivery • Demonstrate how to operate computer and update the customer/ order details • Employ appropriate practices to cross-verify delivered products with the bill • Demonstrate how to prepare food containers for delivery • Dramatize how to load, unload and stowing the containers to prevent spillage and damage • Employ appropriate practices to handle and store the delivery packages in transit
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	
FSSAI and HACCP standard guidelines, Uniform and Personal Protective Gear, Different containers and supplies, Various tools and equipment	

Module 4: Adhere to Traffic Rules

Mapped to THC/N2905 v 2.0

Terminal Outcomes:

- Explain the knowledge about local and state specific traffic rules and regulation
- Describe the road safety standard
- Describe the standard protocols to report the mishaps

Duration: 06:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of safe driving • Elaborate local/ state-specific traffic regulations, highway signs, traffic signals, signs, road marking, hand signals of a traffic policeman and lane discipline. • Discuss the usage of the ignition, accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely. • Explain the importance of maintaining safe distance without tailgating. • Describe the appropriate usage of the vehicle’s control systems like horn, indicators and steering control while changing gears. • Discuss the importance of following the protocols to report any mishap to the company 	<ul style="list-style-type: none"> • Apply appropriate driving practices to ensure adherence to the traffic rules • Demonstrate the application of GPS • Demonstrate how to drive a two-wheeler safely and responsibly as per norms • Dramatize how to report any road accident/traffic violation to the company
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	
FSSAI and HACCP standard guidelines, Traffic Signals Symbols Chart, Vehicle Maintenance Checklist, First Aid Box	

Module 5: Perform Food Delivery Activities

Mapped to THC/N2905 v 2.0

Terminal Outcomes:

- Explain professional etiquette to be maintained to be maintained while delivering the food order
- Describe safe delivery of food items
- Explain the procedure of collecting payment
- Perform the tasks of maintaining various relevant reports

Duration: 09:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the communication etiquette and other protocols to be followed during the delivery of food order • Outline the significance and best practices of sanitization of hands and delivery equipment while following 'no-contact' delivery • Discuss the importance of giving the customer a brief idea about the delivered items • Explain various modes of payment • Discuss the procedures to handle customer's complaints • Explain the importance of parking the vehicle in the designated place Elaborate different kinds of reports and records that are to be prepared and maintained by the Food Delivery Associate 	<ul style="list-style-type: none"> • Dramatize how to converse with the customers while delivering the food order • Employ appropriate practices to deliver food items to the customer • Role play a situation depicting the ways of coordinating with customers to collect payment • Show how to handle customer complaints and investigate discrepancy in orders • Demonstrate how to park the vehicle • Prepare a sample report for communicating customer feedback to the supervisor • Prepare different sample reports like log sheet, day's order-delivery report, difficult customer, etc. to close day's operations
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 sample reports, Bill book, Sample feedback form, Electronic card swiping machine, Sanitizers	

Module 6: 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: 15:00	Duration: 15:00
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 7: Organizational Confidentiality and Guest'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: 15:00	Duration: 15:00
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 8: 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: 15:00	Duration: 15:00
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 • List 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 • Dramatize a situation on 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 9: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Basic English Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic English speaking.

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Communication Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic communication skills

Duration: 01:30	Duration: 02:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication 	<ul style="list-style-type: none"> • Demonstrate how to communicate in a well -mannered way with others. • Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Diversity & Inclusion

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 00:30	Duration: 00:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> • Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 01:30	Duration: 02:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of using financial products and services safely and securely. Explain the importance of managing expenses, income, and savings. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Essential Digital Skills

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 01:00	Duration: 02:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> • Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Entrepreneurship

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 02:30	Duration: 04:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Customer Service

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 01:30	Duration: 02:30
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids <p>LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker</p>	
Tools, Equipment and Other Requirements	

Module 19: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of dressing up neatly and maintaining hygiene for an interview Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> Create a biodata Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 20: On-the-Job Training

Mapped to Food Delivery Associate

Mandatory Duration: 90:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Perform the activities to check the availability and validity of all the vehicle documents • Demonstrate the inspection procedure to assess road worthiness of the vehicle before delivery • Perform the preventive and corrective maintenance of the vehicle • Demonstrate the procedure of cleaning and disinfecting of the vehicle and the food container • Demonstrate how to operate the tools and equipment • Perform the activities to prepare for the delivery • Demonstrate the loading, unloading, and handling procedure of the food container to prevent the damage and spillage • Apply appropriate practices to follow the road safety standard • Demonstrate good driving habits to ensure obtaining maximum fuel efficiency • Employ appropriate protocol to report the occurrence of mishap • Demonstrate the procedure of safe and hygienic delivery of the food items • Apply appropriate practices to collect the payment • Apply appropriate ways to handle customer complaints • Demonstrate the procedure to use computer to maintain the record • Perform the activities to prepare all the relevant sample reports • Dramatize appropriate communication skills 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 • 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 tasks of maintaining personal hygiene and grooming at workplace • Apply appropriate practice to identify hazards at workplace and report 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 • Perform all the activities to maintain health, hygiene, and safety at the workplace 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
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
“Food Delivery Associate”, “THC/Q2902, v2.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601” with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
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	

Assessor Certification	
Domain Certification	Platform Certification
“Food Delivery Associate”, “THC/Q2902, v2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701,” 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