Model Curriculum

QP Name: Housekeeping Supervisor

QP Code: THC/Q0201

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 1.0

Tourism & Hospitality Skill Council || 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place New Delhi 110001

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.9900
Minimum Educational Qualification and Experience	12th Class/I.T.I (two years after class 10th) with 3-5 Years of experience in Housekeeping Department OR 12th Class/I.T.I (one year after class 10th and with one year of relevant experience) with 3-5 Years of experience in Housekeeping Department OR Certificate-NSQF (level-4 Guest Service Associate (Housekeeping) with 1-2 Years of experience in Housekeeping Department
Pre-Requisite License or Training	
Minimum Job Entry Age	21years
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	396 Hours, 0 Minutes
Maximum Duration of the Course	636 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 monitoring and training housekeeping staff
- Perform the tasks to manage Housekeeping inventory
- Describe the procedure to prepare for the Housekeeping activities
- Apply appropriate skills and knowledge to monitor and supervise various Housekeeping activities
- Perform the activities to handle various administrative duties
- 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
Bridge Module	**08:00**	**00:00**	**00:00**	**00:00**	**08:00**
Module 1: Introduction to Housekeeping Industry and Housekeeping Supervisor	08:00	00:00	00:00	00:00	08:00
THC/N0242 – Manage Housekeeping Staff and Inventory **NOS Version No. 2.0** **NSQF Level 6**	**44:00**	**60:00**	**00:00**	**88:00**	**104:00**
Module 2: Monitor and Train Housekeeping Staff	24:00	32:00	00:00	44:00	56:00
Module 3: Perform Inventory Management for Housekeeping Operations	20:00	28:00	00:00	44:00	48:00
THC/N0243 – Supervise Housekeeping Operations **NOS Version No. 2.0** **NSQF Level 5**	**60:00**	**84:00**	**00:00**	**104:00**	**144:00**

Module 4: Prepare for Housekeeping Operations	24:00	32:00	00:00	44:00	56:00
Module 5: Monitor Housekeeping Activities	20:00	24:00	00:00	40:00	44:00
Module 6: Perform Administrative Duties	20:00	24:00	00:00	20:00	44:00
THC/N9902 – Ensure Effective Communication and Service Standard at Work Place **NOS Version No. 2.0** **NSQF Level 6**	**24:00**	**32:00**	**00:00**	**24:00**	**56:00**
Module 7: Promote Effective Communication and Service Standard	24:00	32:00	00:00	24:00	56:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy **NOS Version No. 2.0** **NSQF Level 6**	**16:00**	**04:00**	**00:00**	**08:00**	**20:00**
Module 8: Organizational Confidentiality and Guest's privacy	16:00	04:00	00:00	08:00	20:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace **NOS Version No. 2.0** **NSQF Level 6**	**24:00**	**40:00**	**00:00**	**16:00**	**64:00**
Module 9: Monitor Health and Safety Standard	24:00	40:00	00:00	16:00	64:00
Total Duration	**176:00**	**220:00**	**00:00**	**240:00**	**396:00**

Module Details

Module 1: Introduction to Housekeeping Industry and Housekeeping Supervisor
Bridge Module

Terminal Outcomes:

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

Duration: _08:00_	Duration: _00:00_
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- 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 of small, medium and large establishments - Discuss the job role and job opportunities as a Housekeeping Supervisor in the Tourism and Hospitality Industry - Explain basic terminologies used in Hotel Industry	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Monitor and Train Housekeeping Staff
Mapped to NOS/N0242 v 2.0

Terminal Outcomes:

- Employ appropriate procedure to schedule and roster the manpower as required for Housekeeping operations
- Describe the staff performance and attendance monitoring procedures
- Perform team management and manpower hiring activities
- Perform the activities of planning, implementing and organizing the training sessions for the Housekeeping staff
- Apply appropriate practices to maintain related records and reports

Duration: *24:00*	Duration: *32:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the significance and procedures of staff scheduling and rostering for Housekeeping duties - Discuss the factors to be considered while planning the staff roster - Describe the methods to monitor the performance and attendance of the staff - Elaborate the techniques of resource management and conflict management - Discuss the importance and procedure of effective team management and staff training - Explain the types of records and reports to be maintained by the Housekeeping Supervisor	- Employ appropriate practices to ensure availability of adequate Housekeeping staff - Apply appropriate practices to arrange for backup in case of unplanned leaves of any employee - Role play on screening job applications and hiring new employees - Prepare a sample duty roster for the housekeeping staff - Dramatize a situation on how to brief the staff on their allocated duties and relevant procedures - Prepare a sample staff attendance record - Show how to check for staff workload, assist them to prioritize their workload according to the requirement, and evaluate their performance - Employ appropriate practices to identify the training needs and implementing the training plan - Dramatize a situation on resolving conflicts and escalation of tough issues to the Supervisor - Show how to prepare and maintain sample reports regarding work hours, payrolls, and other employee 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	

Sample duty roster, Sample format of staff attendance record, Sample performance report, Sample reports regarding working hours, payrolls, employee information, etc.

Module 3: Perform Inventory Management for Housekeeping Operations
Mapped to NOS/N0242 v 2.0

Terminal Outcomes:

- Describe the inventory management and stock rotation procedure for the Housekeeping material and supplies
- Apply appropriate knowledge and skills for storing and maintaining various tools, equipment, and other Housekeeping materials
- Apply appropriate practices to maintain PAR Stock level for the Housekeeping pantry
- Perform the activities to maintain monthly inventory record

Duration: *20:00*	Duration: *28:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the inventory management process for Housekeeping supplies - Explain the importance of checking the quantity of the received stock against the requisition of the Housekeeping material - Describe the stock rotation method - Discuss the significance of proper storage, maintenance, and upkeep of Housekeeping material, tools, and other equipment - Elaborate the procedure of maintaining the PAR Stock level for Linen and discard percentage - Explain the use of inventory record in Housekeeping	- Employ appropriate practices to estimate the daily/weekly cleaning material requirement - prepare a sample requisition form to procure the stock from the store - Role play to check the quantity of the received stock against the raised requisition - Demonstrate the procedure of stock rotation for Housekeeping materials, linen and other consumable stock and returning the old stock for reprocessing - Prepare a sample stock record for the inventory items - Employ appropriate inspection method to ensure proper storage, upkeep as well as maintenance of Housekeeping material, supplies, tools and equipment - Show how to maintain PAR Stock level of Linen and other consumables at Housekeeping pantry - Prepare a sample inventory record
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 requisition form, Sample stock record, Different cleaning equipment, Different linen and cleaning material, Sample inventory report	

Module 4: Prepare for Housekeeping Operations
Mapped to NOS/N0243 v 2.0

Terminal Outcomes:

- Describe the procedures to plan and manage various Housekeeping resources
- Perform the procedure of preparing a material indent sheet
- Explain how to collect various Housekeeping requirements and distribute the same to the staff for Housekeeping operations
- Explain the key issuing procedure
- Prepare material indent sheet

Duration: *24:00*	**Duration**: *32:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of obtaining the Housekeeping requirements from the Manager - Explain the importance and procedure of making a work plan and estimating and managing the required resources - Elaborate various types of cleaning agents, tools, equipment, and machinery required for Housekeeping activities - Discuss the operating procedure of various tools and equipment required for Housekeeping operations - Elaborate the concept and importance of material indent - Explain the importance of co ordinating with various departments like stores, engineering, etc. for the Housekeeping Supervisor - Describe the standard procedure of issuing the keys to the Guest Room Attendants	- Role play how to coordinate with the Manager to obtain the Housekeeping requirements - Employ appropriate practices to estimate resource requirement including materials, equipment and other consumables - Apply appropriate procedure to check the tools and equipment for proper functioning, cleanliness, and sanitization - Prepare a sample material indent sheet as per the requirement of the area - Employ proper practices to verify the required Housekeeping materials, equipment, tools, and other supplies from the store are as per the material indent sheet - Show how to distribute housekeeping resources like cleaning supplies, consumables, tools, equipment etc. to the Housekeeping staff for various activities - Employ proper procedure to co-ordinate with the Engineering Department for repairing the faulty equipment - Show how to ensure supplying clean linen to appropriate locations safely using required equipment - Perform the procedure of issuing floor keys to Guest Room Attendants
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

- Abrasives, Housekeeping Trolleys, Brushes, Mops, Spray bottles, Cleaning and Polishing machines, Dustpans, Cleaning solutions and chemicals, Different linen, Sample Material Indent Sheet

Module 5: Monitor Housekeeping Activities
Mapped to NOS/N0243 v 2.0

Terminal Outcomes:

- Ensure proper use of appropriate cleaning material, tools and equipment as per requirement
- Describe the ways to monitor the cleanliness and sanitization procedure for rooms and common areas
- Explain the ways of supervising various cleaning and housekeeping activities

Duration: *20:00*	Duration: *24:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the importance of maintaining cleanliness and hygiene at the workplace - Describe appropriate material and equipment to be used as per the area to be cleaned - Discuss the safety procedures of equipment and materials used in the Housekeeping operations - Discuss the importance of wearing designated uniform - Explain the procedure to inspect the room and common areas for cleanliness and sanitization - Describe the procedure to handle the soiled linen and placing requisition for fresh linen - Discuss the significance of for housekeeping services meeting the guest needs and expectations - Describe various layout and arrangements for furniture and other items in hotel areas - Elaborate the process of supervising spring-cleaning activities	- Employ appropriate practices to ensure appropriate material and equipment are used for cleaning operations as well as safety procedure is being followed - Employ appropriate inspection methods to check rooms and common areas as well as the work place for proper cleanliness and sanitization - Role play on supervising the handling of soiled linen to laundry and placing requisition for fresh linen - Dramatize a situation to ensure the housekeeping services meet the guest needs and expectations - Dramatize on how to ensure that the work schedule is followed - Apply appropriate practices to ensure that the furniture and other items are arranged properly at all times - Perform the activities to supervise the spring cleaning procedure
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 and equipment, Designated uniform, Required linen, Inspection checklist	

Module 6: Perform Administrative Duties
Mapped to NOS/N0243 v 2.0

Terminal Outcomes:

- Describe the procedure to handle various administrative duties
- Explain how to handle the complaints about services and equipment
- Prepare cleaning schedule for Housekeeping staff

Duration: *20:00*	**Duration**: *24:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Elaborate related Standard Operating Procedures (SOPs) required for Housekeeping Supervisor Job role - Describe the importance and procedure of establishing and implementing operational standards and procedure for the Housekeeping Department - Discuss the procedure of preparing and implementing cleaning schedules - Explain the procedure of maintaining lost & found records - Discuss the importance of maintaining and controlling floor key & master key records - Explain the significance and process to collect guest feedback - Describe the ways to handle guest complaints - Discuss various ways to check and implement guest requests - Explain the importance of investigating complaints regarding service and equipment and taking corrective action for the same	- Employ appropriate practices to establish and implement operational standards and procedures for the Housekeeping Department - Show how to prepare sample cleaning schedules and implementing them - Prepare sample lost and found record - Show how to maintain and control floor key and master key records - Role play on collecting guests' feedback - Employ appropriate practices to handle complaints about services or equipment and implement any special guests' requests
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 feedback form	

Module 7: 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: *24:00*	**Duration**: *32:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- 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	- 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, 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/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: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- 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	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, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 9: 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: *24:00*	Duration: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- 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 - Identify 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	- 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, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment like 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 Housekeeping Supervisor

Mandatory Duration: *00:00*	Recommended Duration: *240:00*
Location: On Site	

Terminal Outcomes

- Employ appropriate practices to ensure availability of adequate Housekeeping staff and prepare the duty roster
- Apply appropriate practices to check for staff workload, assist them to prioritize their workload according to the requirement and evaluate their performance
- Prepare a sample staff attendance record
- Role play on screening job applications, hiring new employees and resolving conflicts
- Employ appropriate techniques to identify the training needs, planning, implementing, and organizing the training sessions for the Housekeeping staff
- Dramatize on escalation of tough issues to the Supervisor
- Demonstrate how to prepare and maintain reports regarding work hours, payrolls, and other employee information
- Employ appropriate practices to plan for the estimated resources including materials, equipment and other consumables
- Apply appropriate procedure to check the tools and equipment for proper functioning, cleanliness, and sanitization
- Demonstrate expertise while preparing material indent sheet for the area to be cleaned
- Dramatize on how to collect the required Housekeeping materials, equipment, tools, and other supplies from the store and distribute the same to the Housekeeping staff
- Perform the procedure of issuing floor keys to Guest Room Attendants
- Employ appropriate practices to establish and implement operational standards and procedures for the Housekeeping Department
- Demonstrate proper skills to prepare and implement cleaning schedules
- Apply proper practices to maintain lost & found procedure
- Role play on meeting guests on the floor regularly for feedback
- Employ appropriate practices to handle complaints about services or equipment and implement any special guests' requests
- Demonstrate positive body language when dealing with guests and colleagues
- 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*	
12th Class/I.T.I OR 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**
"Housekeeping Supervisor", "THC/Q0201, V2.0", 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*	
12th Class/I.T.I OR 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**
"Housekeeping Supervisor", "THC/Q0201, 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