



Commis Chef

QP Code: THC/Q0406

Version: 2.0

NSQF Level: 4

Tourism & Hospitality Skill Council 404/407, 4th floor, Mercantile House, K.G. Marg, Connaught Place, New Delhi 110001, email: info@thsc.in

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THC/Q0406: Commis Chef

Brief Job Description

The individual at work sets up kitchen for operations and assists in food preparation and cooking. The person prepares sauces, salads, cold starters and other base items, monitors the stock in the kitchen, and closes the kitchen at the end of day's operations or shift end.

Personal Attributes

The job requires the individual to have the stamina to work for long hours, attention to details, creativity and patience.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0415: Assist in kitchen operations and food preparation](#)
2. [THC/N0428: Use tandoor for preparing food](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food Production and Kitchen
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5120.0200

Minimum Educational Qualification & Experience	12th Class/I.T.I (two years after class 10th) OR 12th Class/I.T.I (one year after class 10th) with 1 year of experience in the food production sector) OR Certificate-NSQF (level-3 Assistant Chef)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	29/01/2021
Next Review Date	29/01/2024
Deactivation Date	29/01/2024
NSQC Approval Date	29/01/2021
Version	2.0

THC/N0415: Assist in kitchen operations and food preparation

Description

This OS unit is about assisting in preparing the kitchen before start of operations and making sauces, salads, cold starters, and other base items and cooking a variety of veg/non-veg dishes as per Chef-de-parties' (CDP) instructions and closing the kitchen at the end of day's business.

Scope

The scope covers the following :

- Prepare kitchen for food operations
- Prepare and cook base items, veg and non-veg dishes
- Assist in inventory management
- Close kitchen at the end of day's business/shift

Elements and Performance Criteria

Prepare kitchen for food operations

To be competent, the user/individual on the job must be able to:

- PC1.** organize the assigned work area/station efficiently
- PC2.** arrange the correct tools and equipment required to cook the dishes
- PC3.** confirm the cleanliness and proper functioning of the tools and equipment
- PC4.** monitor and ensure appropriate temperature of the appliances to be used
- PC5.** notify the senior chef if there are any faulty or damaged kitchen equipment/tools
- PC6.** distribute the supplies to different workstations in the kitchen
- PC7.** replenish service lines as needed and restock and prepare the workstation for the next shift

Prepare and cook base items, veg and non-veg dishes

To be competent, the user/individual on the job must be able to:

- PC8.** select the type of ingredients required for preparation of the dishes
- PC9.** collect raw food items/ingredients for cooking from the storage area, fridge, or freezer
- PC10.** measure out ingredients for different recipes
- PC11.** confirm the ingredients meet quality standards and other requirements
- PC12.** mix ingredients in correct proportions
- PC13.** prepare ingredients for cooking including seasoning of different meats as well as washing, peeling, and chopping vegetables and fruits
- PC14.** carry out basic preparatory work like mixing or grinding of spices/ingredients, preparing dough, and wrapping food items etc. as per the CDP's instructions
- PC15.** prepare basic items like sauce, salads, and cold starters, etc. as directed by the Chef de Partie
- PC16.** plate and present meal items as per the Chef de Parties' instructions

Assist in inventory management

To be competent, the user/individual on the job must be able to:

- PC17.** receive and check regular deliveries of fresh ingredients and other delivered goods against invoice for quantity and quality
- PC18.** label all ingredients and prepared items correctly
- PC19.** inform chef/manager about the inventory status and help in re-ordering of supplies
- PC20.** assist in stock rotation to check and use the ingredients before their expiry date
- PC21.** refill kitchen condiment bottles/shakers/oil cans/etc.
- PC22.** store non-distributed provisions, supplies and daily consumables under appropriate conditions as per organisation's work instructions
- PC23.** assist the chef/manager to plan rotations, if required
- PC24.** keep track of quantity of daily and weekly consumption and stock of supplies/fuel/cooking oil

Close kitchen at the end of day's business/shift

To be competent, the user/individual on the job must be able to:

- PC25.** store all unused ingredients and prepared food items at the correct location and in controlled environment in compliance with food safety regulations
- PC26.** discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers
- PC27.** wash and disinfect kitchen tools, knives and other equipment
- PC28.** check that all appliances are turned off, unplugged, and cleaned as per health and hygiene standards
- PC29.** perform basic cleaning duties and ensure that work stations are properly sanitized
- PC30.** ensure disposal of waste and expired items as per waste management policy and recycling of waste material wherever applicable

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** food hygiene, quality, and safety standards as per organizational policy and FSSAI guidelines
- KU2.** occupational health and safety requirements as per HACCP
- KU3.** storage procedure of food items/ingredients as per food safety guidelines and organizational policy
- KU4.** usage of sterilized/sanitized dishware, kitchenware for food preparation
- KU5.** methods for stock rotation
- KU6.** quality standards for the food ingredients
- KU7.** food preparation techniques like marinating, chopping, slicing, etc.
- KU8.** different types of food ingredients and recipes
- KU9.** cooking methods like boiling, frying, grilling, steaming, sifting, kneading, resting, aerating etc.
- KU10.** types of tools/equipment required for preparation and cooking dishes
- KU11.** correct temperatures for cooking different dishes
- KU12.** operating procedure for appliances such as stoves, ovens, steamers, mixing machines, etc.
- KU13.** handling procedure of sharp objects in the kitchen such as knife and their safe storage
- KU14.** correct temperatures and procedures for storing raw/cooked items not for immediate use

KU15. adequate inventory and stock requirements for business continuity

KU16. techniques to avoid accidental risks

KU17. safe waste-disposal techniques

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret instructions, procedures, information, SOP, etc.

GS2. communicate effectively with chef/manager for any clarification

GS3. write labels for identification of products to be stored

GS4. improve and modify own work practices in the kitchen

GS5. assess effort required for any dish preparation

GS6. maintain cordial relationship with co-workers for smooth workflow

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare kitchen for food operations</i>	10	10	-	5
PC1. organize the assigned work area/station efficiently	-	-	-	-
PC2. arrange the correct tools and equipment required to cook the dishes	-	-	-	-
PC3. confirm the cleanliness and proper functioning of the tools and equipment	-	-	-	-
PC4. monitor and ensure appropriate temperature of the appliances to be used	-	-	-	-
PC5. notify the senior chef if there are any faulty or damaged kitchen equipment/tools	-	-	-	-
PC6. distribute the supplies to different workstations in the kitchen	-	-	-	-
PC7. replenish service lines as needed and restock and prepare the workstation for the next shift	-	-	-	-
<i>Prepare and cook base items, veg and non-veg dishes</i>	20	25	-	10
PC8. select the type of ingredients required for preparation of the dishes	-	-	-	-
PC9. collect raw food items/ingredients for cooking from the storage area, fridge, or freezer	-	-	-	-
PC10. measure out ingredients for different recipes	-	-	-	-
PC11. confirm the ingredients meet quality standards and other requirements	-	-	-	-
PC12. mix ingredients in correct proportions	-	-	-	-
PC13. prepare ingredients for cooking including seasoning of different meats as well as washing, peeling, and chopping vegetables and fruits	-	-	-	-
PC14. carry out basic preparatory work like mixing or grinding of spices/ingredients, preparing dough, and wrapping food items etc. as per the CDP's instructions	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. prepare basic items like sauce, salads, and cold starters, etc. as directed by the Chef de Partie	-	-	-	-
PC16. plate and present meal items as per the Chef de Parties' instructions	-	-	-	-
<i>Assist in inventory management</i>	10	10	-	5
PC17. receive and check regular deliveries of fresh ingredients and other delivered goods against invoice for quantity and quality	-	-	-	-
PC18. label all ingredients and prepared items correctly	-	-	-	-
PC19. inform chef/manager about the inventory status and help in re-ordering of supplies	-	-	-	-
PC20. assist in stock rotation to check and use the ingredients before their expiry date	-	-	-	-
PC21. refill kitchen condiment bottles/shakers/oil cans/etc.	-	-	-	-
PC22. store non-distributed provisions, supplies and daily consumables under appropriate conditions as per organisation's work instructions	-	-	-	-
PC23. assist the chef/manager to plan rotations, if required	-	-	-	-
PC24. keep track of quantity of daily and weekly consumption and stock of supplies/fuel/cooking oil	-	-	-	-
<i>Close kitchen at the end of day's business/shift</i>	10	10	-	5
PC25. store all unused ingredients and prepared food items at the correct location and in controlled environment in compliance with food safety regulations	-	-	-	-
PC26. discard all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers	-	-	-	-
PC27. wash and disinfect kitchen tools, knives and other equipment	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. check that all appliances are turned off, unplugged, and cleaned as per health and hygiene standards	-	-	-	-
PC29. perform basic cleaning duties and ensure that work stations are properly sanitized	-	-	-	-
PC30. ensure disposal of waste and expired items as per waste management policy and recycling of waste material wherever applicable	-	-	-	-
NOS Total	50	55	-	25

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0415
NOS Name	Assist in kitchen operations and food preparation
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food Production & Kitchen
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	29/01/2021
Next Review Date	29/01/2024
NSQC Clearance Date	29/01/2021

THC/N0428: Use tandoor for preparing food

Description

This OS unit is about using the tandoor for preparing food and cleaning/maintaining the tandoor.

Scope

The scope covers the following :

- Prepare tandoor for cooking
- Prepare Indian bread on tandoor
- Prepare roasted meat/vegetables
- Clean and maintain tandoor

Elements and Performance Criteria

Prepare tandoor for cooking

To be competent, the user/individual on the job must be able to:

- PC1.** arrange wood kindling, paper, and charcoal, as required
- PC2.** apply a light layer of vegetable oil inside the tandoor for dough to stick to it
- PC3.** light a fire at the bottom of the tandoor using wood kindling, paper, and charcoal
- PC4.** place the lid on the oven and keep for at least two hours to make the tandoor ready for use

Prepare Indian bread on tandoor

To be competent, the user/individual on the job must be able to:

- PC5.** make dough as per requirements
- PC6.** make Indian bread from the dough as per the size requirements
- PC7.** apply vegetable oil on the bread and place it on a cloth
- PC8.** put the bread inside the tandoor with the help of the cloth and ensure bread sticks to the tandoor wall
- PC9.** take it out with the help of tongs/skewers when the bread is ready

Prepare roasted meat/vegetables

To be competent, the user/individual on the job must be able to:

- PC10.** create marinades and rubs
- PC11.** set long skewers threaded with marinated meat/vegetables/cheese or paneer
- PC12.** place the skewer inside the tandoor such that the tip of the skewers rest on the charcoals and the food is suspended in the centre of the oven
- PC13.** take the skewers out when meat/vegetable/cheese or paneer are cooked and ready to eat

Clean and maintain tandoor

To be competent, the user/individual on the job must be able to:

- PC14.** ensure cleanliness and sanitation of the tandoor oven before start and end of day's business
- PC15.** check for any defects in the tandoor oven and inform supervisor/proprietor
- PC16.** clean the tandoor and dispose of fuel residue at the end of day's business
- PC17.** ensure clay is regularly applied on the tandoor walls for better service

PC18. cover the tandoor when not in use to avoid any contamination

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy and work instructions on tandoor handling and cooking food safely using tandoor
- KU2.** food hygiene, quality, and safety standards as per organizational policy and FSSAI
- KU3.** types and features of tandoors
- KU4.** types of fuel used in tandoor
- KU5.** equipment required in tandoor cookery
- KU6.** various types of marinades used in tandoori cookery
- KU7.** techniques of controlling temperature of tandoor
- KU8.** techniques to prepare food in tandoor
- KU9.** dough mixing and making methods
- KU10.** bread making process in tandoor
- KU11.** techniques to use skewers in tandoor
- KU12.** temperature requirements for different dishes in tandoor
- KU13.** hazards associated with the smoke resulting from the burning of charcoal inside the tandoor
- KU14.** precautions to be taken while lighting up the fire inside the tandoor
- KU15.** cleaning and maintenance procedure of tandoors

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read work instructions and information displayed at the workplace
- GS2.** communicate effectively with the superiors to understand the instructions
- GS3.** decide when the tandoor is ready for preparing food
- GS4.** decide when to take out bread or meat/vegetables from the tandoor without burning them

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare tandoor for cooking</i>	20	20	-	5
PC1. arrange wood kindling, paper, and charcoal, as required	-	-	-	-
PC2. apply a light layer of vegetable oil inside the tandoor for dough to stick to it	-	-	-	-
PC3. light a fire at the bottom of the tandoor using wood kindling, paper, and charcoal	-	-	-	-
PC4. place the lid on the oven and keep for at least two hours to make the tandoor ready for use	-	-	-	-
<i>Prepare Indian bread on tandoor</i>	10	10	-	5
PC5. make dough as per requirements	-	-	-	-
PC6. make Indian bread from the dough as per the size requirements	-	-	-	-
PC7. apply vegetable oil on the bread and place it on a cloth	-	-	-	-
PC8. put the bread inside the tandoor with the help of the cloth and ensure bread sticks to the tandoor wall	-	-	-	-
PC9. take it out with the help of tongs/skewers when the bread is ready	-	-	-	-
<i>Prepare roasted meat/vegetables</i>	10	10	-	5
PC10. create marinades and rubs	-	-	-	-
PC11. set long skewers threaded with marinated meat/vegetables/cheese or paneer	-	-	-	-
PC12. place the skewer inside the tandoor such that the tip of the skewers rest on the charcoals and the food is suspended in the centre of the oven	-	-	-	-
PC13. take the skewers out when meat/vegetable/cheese or paneer are cooked and ready to eat	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clean and maintain tandoor</i>	10	10	-	5
PC14. ensure cleanliness and sanitation of the tandoor oven before start and end of day's business	-	-	-	-
PC15. check for any defects in the tandoor oven and inform supervisor/proprietor	-	-	-	-
PC16. clean the tandoor and dispose of fuel residue at the end of day's business	-	-	-	-
PC17. ensure clay is regularly applied on the tandoor walls for better service	-	-	-	-
PC18. cover the tandoor when not in use to avoid any contamination	-	-	-	-
NOS Total	50	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0428
NOS Name	Use tandoor for preparing food
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food Production and Kitchen
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	29/01/2021
Next Review Date	29/01/2024
NSQC Clearance Date	29/01/2021

THC/N9901: Communicate effectively and maintain service standards

Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace

Provide specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability
- PC19.** follow gender and age sensitive service practices at all times

PC20. adhere to the company policies related to prevention of sexual harassment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational hierarchy and reporting structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** gender specific requirements of different types of guest
- KU10.** specific requirements of different age-groups of guests
- KU11.** age and gender specific etiquette
- KU12.** key helpline numbers
- KU13.** organizational policy with regards to Persons with disability

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace
- GS2.** interact with coworkers to work efficiently
- GS3.** communicate effectively with the guests
- GS4.** solve problem when required
- GS5.** improve work processes by incorporating guests' feedback

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	20	20	-	10
PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
PC2. communicate with the guests in a polite and professional manner	-	-	-	-
PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
PC5. build effective yet impersonal relationship with guests	-	-	-	-
PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
PC9. pass on essential information to the colleagues timely	-	-	-	-
PC10. report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	10	10	-	5
PC11. report to work on time	-	-	-	-
PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
PC13. follow the dress code as per organizational policy	-	-	-	-
PC14. maintain personal hygiene	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	10	10	-	5
PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9901
NOS Name	Communicate effectively and maintain service standards
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/12/2020
Next Review Date	24/12/2023
NSQC Clearance Date	24/12/2020

THC/N9903: Maintain organisational confidentiality and respect guests' privacy

Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- PC1.** ensure not leaving any confidential information visible and unattended on the workstation
- PC2.** comply to organizational IPR policy at all times
- PC3.** report any infringement of IPR observed by anyone in the company to the concerned person
- PC4.** maintain the confidentiality of the organisational information through appropriate use, storage and disposal

Respect guest's privacy

To be competent, the user/individual on the job must be able to:

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor

- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	6	-	3
PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
PC2. comply to organizational IPR policy at all times	-	-	-	-
PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	4	4	-	2
PC5. protect personal and financial information of the guest	-	-	-	-
PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
NOS Total	10	10	-	5

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9903
NOS Name	Maintain organisational confidentiality and respect guests' privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/12/2020
Next Review Date	24/12/2023
NSQC Clearance Date	24/12/2020

THC/N9906: Follow Health, Hygiene and Safety practices

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

Elements and Performance Criteria

Maintain personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- PC1.** wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers
- PC2.** clean the workplace with appropriate cleaning solution and disinfectants as recommended
- PC3.** clean the crockery and other articles as per established standards
- PC4.** sanitize all tools and equipment requiring touch points at regular intervals
- PC5.** ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule
- PC6.** use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC7.** dispose of the waste as per the prescribed standards
- PC8.** maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.

Take precautionary health measures

To be competent, the user/individual on the job must be able to:

- PC9.** attend regular health check-ups organized by the management
- PC10.** report personal health issues related to injury, food, air and infectious disease
- PC11.** report to the concerned authority in case any coworker is unwell

Follow standard safety procedure

To be competent, the user/individual on the job must be able to:

- PC12.** follow safety procedures while handling materials, tools, equipment etc.
- PC13.** follow first aid procedures appropriately
- PC14.** identify hazards at the workplace and report to the concerned person in time

Follow effective waste management

To be competent, the user/individual on the job must be able to:

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace
- PC16.** segregate waste into different coloured dustbins

- PC17.** handle the waste as per SOP
- PC18.** recycle waste wherever applicable
- PC19.** dispose of PPEs in a plastic bag, sealed and labelled as infectious waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organisation policy, procedure manuals and instructions, documents and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with guests and co-workers
- GS4.** analyze the impact of not adhering to the health and safety procedures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	10	10	-	5
PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
PC3. clean the crockery and other articles as per established standards	-	-	-	-
PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
PC7. dispose of the waste as per the prescribed standards	-	-	-	-
PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	5	5	-	-
PC9. attend regular health check-ups organized by the management	-	-	-	-
PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	5	10	-	5
PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. follow first aid procedures appropriately	-	-	-	-
PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	5	10	-	5
PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
PC16. segregate waste into different coloured dustbins	-	-	-	-
PC17. handle the waste as per SOP	-	-	-	-
PC18. recycle waste wherever applicable	-	-	-	-
PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
NOS Total	25	35	-	15

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9906
NOS Name	Follow Health, Hygiene and Safety practices
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	24/12/2020
Next Review Date	24/12/2023
NSQC Clearance Date	24/12/2020

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0415.Assist in kitchen operations and food preparation	50	55	0	25	130	25
THC/N0428.Use tandoor for preparing food	50	50	0	20	120	25
THC/N9901.Communicate effectively and maintain service standards	40	40	0	20	100	25
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	0	15	75	20
Total	175	190	-	85	450	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard Analysis and Critical Control Points
SOP	Standard Operating Procedure
ISO	International Standards Organization

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.