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GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

Qualification Pack

Transforming the skill landscape



Food Delivery Associate

QP Code: THC/Q2902

Version: 2.0

NSQF Level: 3

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THC/Q2902: Food Delivery Associate

Brief Job Description

The individual at work delivers food and beverage orders to customers at their place, on time and as per organization's policy.

Personal Attributes

The job requires the individual to be energetic, punctual, smart and courteous with a pleasant personality. The individual must be willing to work outdoors for long hours, and sometimes in adverse situations.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. THC/N2904: Prepare for home delivery
2. THC/N2905: Deliver orders to customers
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	Restaurant
Occupation	Customer Service
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5243.0300

Minimum Educational Qualification & Experience	10th Class/I.T.I (two years after class 8th) OR 10th Class/I.T.I (one year after class 8th with 1 year of experience in the customer service sector)
Minimum Level of Education for Training in School	Not Applicable
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
Deactivation Date	29/01/2024
NSQC Approval Date	29/01/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04099
NQR Version	1

THC/N2904: Prepare for home delivery

Description

This OS unit is about the activities undertaken prior to leaving for home delivery at the customers' premises. This includes examining the vehicle, collecting and loading order packages for delivery.

Scope

The scope covers the following :

- Examine the vehicle before undertaking daily trips/starting the shift
- Collect order details, packages, and other pre-requisites to deliver the order
- Load food and beverage packages on the vehicle

Elements and Performance Criteria

Examine the vehicle before undertaking daily trips/starting the shift

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

PC1. inspect the vehicle as per the organization’s work instructions/health and safety guidelines before leaving for delivery of orders

PC2. clean the vehicle as per organization’s SOPs or vehicle user manual

PC3. check the food delivery box for proper placement on the vehicle, any damage, and leftover food items/crumbs/liquid

PC4. sanitize the food delivery box, delivery equipment and the vehicle as per health and hygiene standards

PC5. perform routine maintenance checks on the vehicle like fuel level, working condition of horn, head lights and tyre pressure

PC6. confirm availability and validity of all the vehicle related documents as per the standards

PC7. record any anomalies or technical/compliance issues observed during an examination and cleaning the vehicle or during the previous trip

PC8. report actual or potential defects to the senior driver/supervisor in detail to determine road worthiness of the vehicle

PC9. inform superior about any requirements such as fuel refill or repair

Collect order details, packages and other pre-requisites to deliver the order

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

PC10. wear proper uniform and PPE like mask, gloves etc. as per organizational policy

PC11. obtain details of customers and food and beverage orders to be delivered like customer name, delivery location, invoice, mode of payment, delivery instructions, special requests, etc.

PC12. update the details on the application/software, if applicable

PC13. collect the card swipe/digital payment machine and details of digital wallet, if required

PC14. collect the ordered packages carefully from the kitchen/dispatch window

PC15. plan travel routes based on location and estimated travel time

PC16. ensure sufficient amount of change money based on the purchase amount and if not ask for same from the account's division

PC17. count and verify all food and beverage products individually as per the bill before leaving the kitchen

PC18. ensure the package contains disposable cutlery, tissue papers, appropriate condiments etc.

PC19. ensure that food and beverages are packed properly (not open, leaking, and are sturdy in case of fragile items like glass)

Load food and beverage packages on the vehicle

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

PC20. organize the order packages as per delivery location and priority

PC21. store the delivery packages safely in the boot of the two-wheeler and with proper cover to prevent damage during transit

PC22. use insulated hot and cold bags to keep food at the appropriate temperature

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization's SOP on, food safety and quality, package handling, and delivery timelines for specified distances

KU2. food safety and hygiene standards as stipulated by FSSAI, HACCP and ISO 22000

KU3. food safety requirements and methods of packaging

KU4. vehicle safety norms and maintenance standards as per organization's SOP and traffic regulations

KU5. steps to perform the routine inspection of the vehicle at the start and end of the day

KU6. cleaning and sanitization process of the vehicle as per standards

KU7. preventive maintenance techniques for the vehicle

KU8. fuel consumption and other requirements of the vehicle

KU9. importance and ways to achieve fuel efficiency

KU10. procedures to carry out minor repairs of the vehicle

KU11. disinfection procedure for the vehicle

KU12. vehicle documents checklist

KU13. city maps, routes, and traffic condition

KU14. application of GPS

KU15. food labelling requirements

KU16. procedure to cross verify the products with the bill

KU17. procedures for handling and storage of food packages in transit

KU18. techniques of loading, unloading, and stowing the packages to prevent spillage during driving and damage of fragile items such as glass bottles

KU19. procedure to plan travel routes

KU20. usage of food delivery application

KU21. digital payment methods

Generic Skills (GS)

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

GS1. read organizational policies, customer-specific information for order delivery, instructions, SOPs etc.
GS2. listen carefully to the order taker for instructions
GS3. communicate effectively with the customer to confirm time, address, etc.
GS4. plan delivery schedules in the designated areas
GS5. anticipate delays and address them in time
GS6. estimate the fuel requirements for the delivery vehicles

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Examine the vehicle before undertaking daily trips/starting the shift	**15**	**15**	**-**	**5**
PC1. inspect the vehicle as per the organization's work instructions/health and safety guidelines before leaving for delivery of orders	-	-	-	-
PC2. clean the vehicle as per organization's SOPs or vehicle user manual	-	-	-	-
PC3. check the food delivery box for proper placement on the vehicle, any damage, and leftover food items/crumbs/liquid	-	-	-	-
PC4. sanitize the food delivery box, delivery equipment and the vehicle as per health and hygiene standards	-	-	-	-
PC5. perform routine maintenance checks on the vehicle like fuel level, working condition of horn, head lights and tyre pressure	-	-	-	-
PC6. confirm availability and validity of all the vehicle related documents as per the standards	-	-	-	-
PC7. record any anomalies or technical/compliance issues observed during an examination and cleaning the vehicle or during the previous trip	-	-	-	-
PC8. report actual or potential defects to the senior driver/supervisor in detail to determine road worthiness of the vehicle	-	-	-	-
PC9. inform superior about any requirements such as fuel refill or repair	-	-	-	-
Collect order details, packages and other pre-requisites to deliver the order	**10**	**15**	**-**	**5**
PC10. wear proper uniform and PPE like mask, gloves etc. as per organizational policy	-	-	-	-
PC11. obtain details of customers and food and beverage orders to be delivered like customer name, delivery location, invoice, mode of payment, delivery instructions, special requests, etc.	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. update the details on the application/software, if applicable	-	-	-	-
PC13. collect the card swipe/digital payment machine and details of digital wallet, if required	-	-	-	-
PC14. collect the ordered packages carefully from the kitchen/dispatch window	-	-	-	-
PC15. plan travel routes based on location and estimated travel time	-	-	-	-
PC16. ensure sufficient amount of change money based on the purchase amount and if not ask for same from the account's division	-	-	-	-
PC17. count and verify all food and beverage products individually as per the bill before leaving the kitchen	-	-	-	-
PC18. ensure the package contains disposable cutlery, tissue papers, appropriate condiments etc.	-	-	-	-
PC19. ensure that food and beverages are packed properly (not open, leaking, and are sturdy in case of fragile items like glass)	-	-	-	-
Load food and beverage packages on the vehicle	**10**	**15**	**-**	**-**
PC20. organize the order packages as per delivery location and priority	-	-	-	-
PC21. store the delivery packages safely in the boot of the two-wheeler and with proper cover to prevent damage during transit	-	-	-	-
PC22. use insulated hot and cold bags to keep food at the appropriate temperature	-	-	-	-
NOS Total	**35**	**45**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N2904
NOS Name	Prepare for home delivery
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	29/01/2021
Next Review Date	29/01/2024
NSQC Clearance Date	29/01/2021

THC/N2905: Deliver orders to customers

Description

This OS unit is about delivering the food and beverage orders to customers on time, following the road safety standards. It also includes collecting payment for the delivery, if required and reporting the daily work completed and preparing related documentation.

Scope

The scope covers the following :

- Conform to traffic rules and regulations
- Deliver food packages and collect payment
- Perform post-delivery activities

Elements and Performance Criteria

Conform to traffic rules and regulations

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

PC1. adhere to local and state driving laws and road regulations

PC2. follow lane discipline and change lanes safely at appropriate speed as per traffic conditions

PC3. overtake other road users legally, safely and by using correct signalling (e.g. use of indicators while turning left/right)

PC4. control the speed limit and distance in relation to other vehicles ahead, behind and on the sides and maintain a safe distance

PC5. brake the vehicle in a manner appropriate to the driving conditions and the distance available for braking the vehicle

PC6. report any road accidents and traffic violations to the company promptly

Deliver food packages and collect payment

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

PC7. drive carefully to avoid damage or spillage of the food packages to be delivered

PC8. greet the customer cordially on reaching the delivery location as per the organizational standards

PC9. sanitize hands and the delivery equipment before handing over the package to the customer

PC10. deliver the packages safely by taking special care of liquid or fragile items, after reaching the destination

PC11. provide instructions to the customers regarding safe handling of the package

PC12. inform the details of the delivery items in the package

PC13. maintain no-contact delivery and place the item in a bag outside customer’s door, if required

PC14. handle the payment of the order, as required if the order is not pre-paid

PC15. record all payment information for delivered packages

PC16. update the delivery status after each delivery on the online portal

PC17. answer customers’ questions and respond to complaints in a professional manner

PC18. investigate any discrepancies with the delivered packages

PC19. ask for online/offline customer feedback on provided services

Perform post-delivery activities

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

PC20. submit the day's completely filled log sheet and delivery report of all orders

PC21. report anything specific related to day's work e.g. road conditions, difficult customer, etc.

PC22. report any technical fault/problem faced during delivery to supervisor

PC23. note down the readings in the vehicle log book to calculate the fuel consumption and vehicle's average mileage

PC24. park and cover the vehicle at the designated place in a safe manner as per the organization's SOP

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization's SOP on vehicle driving, delivery time management, daily cash management

KU2. health and hygiene guidelines for safe delivery

KU3. detailed geography and map of the area with landmarks and routes/shortcuts covered under the home delivery services of the organization

KU4. local and state traffic rules and regulations

KU5. usage of GPS to determine traffic congestion and shortest/best routes for faster delivery

KU6. documents required for vehicles

KU7. importance of safe driving

KU8. food and beverages handling techniques (e.g. controlling the storage temperature)

KU9. techniques for handling customer complaints

KU10. methods of delivering the package to the customer as per health and safety standards

KU11. modes of payment collection (use of digital wallets/UPI etc.)

KU12. customer feedback procedure

KU13. types of records to be maintained on a day-to-day basis as per organization's SOP

KU14. fuel consumption and other requirements of the vehicle

KU15. importance and ways to achieve fuel efficiency

KU16. vehicle documents checklist

Generic Skills (GS)

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

GS1. read organizational policies, SOPs, instructions etc.

GS2. document and maintain the daily delivery reports/records as per organizational SOP

GS3. communicate effectively with the customer about safe handling of food and delivery, contents of the package, promotional offers etc.

GS4. plan travel routes to delivery address for faster delivery

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Conform to traffic rules and regulations	**20**	**15**	**-**	**10**
PC1. adhere to local and state driving laws and road regulations	-	-	-	-
PC2. follow lane discipline and change lanes safely at appropriate speed as per traffic conditions	-	-	-	-
PC3. overtake other road users legally, safely and by using correct signalling (e.g. use of indicators while turning left/right)	-	-	-	-
PC4. control the speed limit and distance in relation to other vehicles ahead, behind and on the sides and maintain a safe distance	-	-	-	-
PC5. brake the vehicle in a manner appropriate to the driving conditions and the distance available for braking the vehicle	-	-	-	-
PC6. report any road accidents and traffic violations to the company promptly	-	-	-	-
Deliver food packages and collect payment	**5**	**10**	**-**	**5**
PC7. drive carefully to avoid damage or spillage of the food packages to be delivered	-	-	-	-
PC8. greet the customer cordially on reaching the delivery location as per the organizational standards	-	-	-	-
PC9. sanitize hands and the delivery equipment before handing over the package to the customer	-	-	-	-
PC10. deliver the packages safely by taking special care of liquid or fragile items, after reaching the destination	-	-	-	-
PC11. provide instructions to the customers regarding safe handling of the package	-	-	-	-
PC12. inform the details of the delivery items in the package	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. maintain no-contact delivery and place the item in a bag outside customer's door, if required	-	-	-	-
PC14. handle the payment of the order, as required if the order is not pre-paid	-	-	-	-
PC15. record all payment information for delivered packages	-	-	-	-
PC16. update the delivery status after each delivery on the online portal	-	-	-	-
PC17. answer customers' questions and respond to complaints in a professional manner	-	-	-	-
PC18. investigate any discrepancies with the delivered packages	-	-	-	-
PC19. ask for online/offline customer feedback on provided services	-	-	-	-
Perform post-delivery activities	**15**	**15**	**-**	**5**
PC20. submit the day's completely filled log sheet and delivery report of all orders	-	-	-	-
PC21. report anything specific related to day's work e.g. road conditions, difficult customer, etc.	-	-	-	-
PC22. report any technical fault/problem faced during delivery to supervisor	-	-	-	-
PC23. note down the readings in the vehicle log book to calculate the fuel consumption and vehicle's average mileage	-	-	-	-
PC24. park and cover the vehicle at the designated place in a safe manner as per the organization's SOP	-	-	-	-
NOS Total	**40**	**40**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	THC/N2905
NOS Name	Deliver orders to customers
Sector	Tourism & Hospitality
Sub-Sector	Restaurant
Occupation	Customer Service
NSQF Level	3
Credits	TBD
Version	2.0
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
Communicate effectively with guests, colleagues and superiors	**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	-	-	-	-
Maintain professional etiquette	**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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
Provide specific services as per the guests' requirements	**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 recevied 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
Maintain organisational confidentiality	**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	-	-	-	-
Respect guest's privacy	**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
Maintain personal and workplace hygiene	**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.	-	-	-	-
Take precautionary health measures	**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	-	-	-	-
Follow standard safety procedure	**5**	**10**	**-**	**5**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	**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 50% 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 : 50

(**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/N2904.Prepare for home delivery	35	45	0	10	90	25
THC/N2905.Deliver orders to customers	40	40	0	20	100	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	**150**	**170**	**-**	**70**	**390**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
FSSAI	Food Safety and Standards Authority of India
HACCP	Hazard Analysis and Critical Control Point
ISO	International Standards Organization
GPS	Global Positioning System
POS	Point of Sale
PPE	Personal Protective Equipment
OH&S	Occupational Health and Safety
POS	Point of Sale
SOP	Standard Operating Procedures
IPR	Intellectual Property Rights

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.