

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Skill Council for Persons with Disability
501, City Centre, Plot No 5, Sector -12
Dwarka, New Delhi-110076
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info@scpwd.in

Name and contact details of individual dealing with the submission

Name: Mr. Ravindra Singh

Position in the organization: Chief Executive Officer

Address if different from above: same as above

Tel number(s): + 91-011-2808558-59

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List of documents submitted in support of the Qualification File

1. Qualification Pack for Food & Beverage Service Associate and Model curriculum aligned for Persons with **Speech and Hearing Impairment.**
2. QRC approval (Joint observation sheet) on Food & Beverage Service Associate for Persons with **Speech and Hearing Impairment.**
3. Guidelines for Persons with **Speech and Hearing Impairment** for Assessors.
4. List of Assistive Tools, Trainer Pre-requisites and Break up of proposed extended hours

QUALIFICATION FILE SUMMARY FOR THE PwD

Qualification Title	Food & Beverage Service Associate
Qualification code, if any	PWD/THC/Q0301
Body/ Bodies which will assess candidates	SCPwD affiliated assessment agency
Body/ bodies which will award the certificate for the qualification	Skill Council for Persons with Disability
Body which will accredit providers to offer the qualification	Skill Council for Persons with Disability
Notional Learning Hours	390
Disability	Speech and Hearing Impairment (SHI)
Entry Requirement	Preferable 10th Standard Passed
Formal Structure of the Qualification	

Title of the unit or other component (Include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)		Level
		Theory	Practical	
Communication and fluency in ISL (Bridge Module -PwD)	Mandatory	15	15	
Foundation Course in English (Bridge Module -PwD)	Mandatory	25	15	
Developing Keyboarding skills (Bridge Module -PwD)	Mandatory	0	20	
Understanding Self and Environment (Bridge Module -PwD)	Mandatory	10	0	
Work related training (Bridge Module -PwD)	Mandatory	10	0	
Identifying service area and resources required (THC/N0301)	Mandatory	5	15	4
Preparing and rechecking the service area (THC/N0301)	Mandatory	5	15	4
Greeting customers (THC/N0302)	Mandatory	2	4	4
Order taking (THC/N0302)	Mandatory	3	10	4
Serving food and beverage (THC/N0302)	Mandatory	10	25	4
Cleaning tables and side board after dining (THC/N0303)	Mandatory	10	15	4
Presenting bill (THC/N0303)	Mandatory	5	10	4
Receiving payment (THC/N0304)	Mandatory	5	25	4
Spotting customer service issues (THC/N0305)	Mandatory	5	10	4
Resolving customer problems (THC/N0305)	Mandatory	5	10	4
Interacting with superiors and colleagues (THC/N9901)	Mandatory	2	5	4
Communicating with customers (THC/N9901)	Mandatory	3	6	4
Service quality requirements (THC/N9902)	Mandatory	2	5	4
Achieving customer satisfaction through customer centric service (THC/N9902)	Mandatory	3	5	4
Etiquettes (THC/N9903)	Mandatory	2	5	4
Achieving customer satisfaction by being professional (THC/N9903)	Mandatory	3	5	4
Services and facilities specific to age / gender / special needs (THC/N9904)	Mandatory	2	5	4
How to behave with women at workplace? (THC/N9904)	Mandatory	3	5	4
IPR and Copyright (THC/N9905)	Mandatory	5	10	4
Cleanliness(THC/N9906)	Mandatory	2	5	4
Hygiene (THC/N9906)	Mandatory	3	5	4
Work Hazards (THC/N9907)	Mandatory	2	5	4
Safety standards and procedures (THC/N9907)	Mandatory	3	5	4
Total		150	240	

Recommended OJT Hours: 240 Hrs as a Steward in a Hotel covering the practical aspects of the job

ASSESSMENT

Name of Assessment Agency (AA):

If there will be more than one Assessment Agency for this qualification, give details.

- Aspiring Minds Assessments Private Limited
- Diversified Business Solutions Pvt Ltd
- IRIS-Corporate Solutions Private Limited
- Induslynk Training Services Pvt. Ltd. (Mercer - Mettl)
- Radiant Infonet Pvt Ltd

- SP Institute of Workforce Development Pvt Ltd
- Integrated Learning Solution Private Limited (Wheebox)
- Aon Consulting Private Limited
- Skills Mantra Edutech Consulting India Pvt Ltd

The list of Assessment Agencies is not limited to above and can extend basis their empanelment with SCPwD and having certified Assessor for the Job role from Domain SSC as well as SCPwD.

ASSESSMENT PROCESS

NOTE: SCPwD adopts the Criteria of the Domain SSC and Assessment is conducted by the AA's which are approved by the Domain SSC as well as empaneled with SCPwD. SCPwD develops Assessment guidelines for Persons with Blindness, Low vision, **Speech and Hearing Impairment** and Locomotor Disability to assist the assessors during assessment of the candidate. SCPwD conducts Training of Assessors (ToA) and provide them Disability Orientation and Sensitization.

Process followed by SCPwD for assessments:

Being a Horizontal Council, the prerequisites to the assessment process shared by the Domain SSC is followed mandatorily by the Assessment Agencies. Additionally, they must also follow the guidelines of SCPwD. Below is the assessment process in brief:

Pre-Assessment Phase-

1. Batch allocated to the Assessment Agency by SCPwD through Portal/ Email.
2. Assessment Agency to connect with Training Provider and communicate/confirm the date of assessment through email.
3. Assessment Agency to share requisite lab infrastructure & checklist with TP and discuss about the availability through email.
4. Assessment Agency aligns the Assessor for the assessment (Assessor should be Dual Certified by the Domain SSC as well as SCPwD, and the certification should be valid).
5. Prepare the Assessment link, formats and share with the Assessor over an email.
6. Share the Assessment demo link with the Training Partner over an email.

Assessment Phase-

1. The Assessor verifies the identity and disability through Aadhar Card and Disability Certificate and reports to SCPwD in-case of any discrepancy [*In case of J&K and NE Voter ID & Pan Card also allowed for Candidates Identification*].
2. The candidates are briefed on the assessment process (Prior to starting of the assessment).
3. The Assessor verifies the lab equipment's and reports to SCPwD in-case of any variance.
4. Post validation of photo Id proof for each candidate, attendance of candidate is captured according to the scheme's requirement. i.e., under PMKVY, attendance of the candidates is captured through Aadhar Enabled Assessor Application, however, under other schemes candidates sign the attendance sheet.
5. The candidates attempt the assessment on TAB/Computer System.
6. The Assessor takes the photos and videos of respective activities and complete the documentation formalities.

Post Assessment Phase-

1. The Assessment Agency prepares the result based on responses captured in server.
2. The Assessment Agency shares the result with SCPwD in the prescribed format.

SECTION 2**EVIDENCE OF NEED****What evidence is there that the qualification is needed?**

The Job role has been shortlisted and mapped with **Speech and Hearing Impairment** based on demand from the Industry, Training Partners, Experts and views from the reverent Persons with Speech and Hearing Impairment themselves.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The Indian tourism and hospitality industry have emerged as one of the key drivers of growth among the services sector in India. Tourism in India has significant potential considering the rich cultural and historical heritage, variety in ecology, terrains and places of natural beauty spread across the country. Tourism is also a potentially large employment generator besides being a significant source of foreign exchange for the country. In FY20, 39 million jobs were created in the tourism sector in India; this accounted for 8.0% of the total employment in the country. The number is expected to rise to 52.3 million jobs by 2028. The industry is also looking forward to the expansion of e-Visa scheme, which is expected to double the tourist inflow in India.

Based on positive experiences on PwD inclusion, there is a clear requirement from employers to hire PwD talent. The Hospitality Industry is highly dynamic and labor intensive in nature, and an industry in which the turnover rate is often reported to be extremely high. Given this occurrence, many experts have suggested that disability inclusiveness will be a promising employment strategy in response to the shrinking labor force facing the hospitality industry. In the view of the current pandemic, however, a new perspective needs to be given to the traditional approach. More, cross sectoral and multitasking job opportunities need to be created.

The training has been 1% percent in the Job role of Food & Beverage Service Associate so far under the various schemes, however owing to the growth projections in the Hospitality and QSR sector, the opportunity for the PwD can be assured. Keeping this in view, there is a strong need to create skilled manpower to cater to the upcoming opportunities.

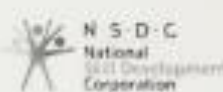
What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

The Qualification Pack for Food & Beverage Service Associate was adopted based on the industry demand for Persons with Disability. SCPwD develops disability specific Expository which contains expounded information on tools/technology /assistive devise for specific disability. The QP is revised at frequent intervals by Domain SSC, to capture updates in the sector. Similarly, Expository is also reviewed and revised to capture updates on any further development /innovations in the specific disability for facilitating the trainers as well as the assessors in addition to the learners. It may be noted that as and when the Domain SSC revises the QP corresponding adoption and updating is done by SCPwD in the related Job Role.

Annexure 1: QRC Approval (Joint Observation Sheet)

SCPWD 21 MCG / RQPs + MCs adopted

Date July 16, 2019




QRC Members Joint Declaration/Recommendations Sheet


QRC Members SS Arya, Ravindra Singh, N K Mohapatra,
Roopak Varshma, Atish Jain, Pooja Saxena,
SSC Representatives
Anup K Srivastava, Niharika Nigam

Recommendations
<ul style="list-style-type: none"> → The RQP version had changed etc had not been shared w/ the SSC → QRC secretariat to have the rectified RQP w/ the SSC. → Discussion on creating a docket of evidence on the training hours increase per disability / expository. O RQP will NOS-committee approval. / Expository wise <u>O R</u> Practitioners and expository concerned evidence / proof of concept for the extension of hours
Resolutions as Accepted by SSC
<ul style="list-style-type: none"> → It is suggested that QRC QRC & SSC secretariat be present or participate in Technical / NOS committee meetings to validate / verify the extension of hours per expository.
Submission Date July 18, 2019
Approved.

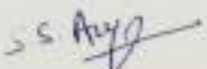
Signature of QRC Members and Presenting SSC's CEO:




SS Arya



Ravindra Singh



N K Mohapatra



Niharika Nigam

Annexure 2: Guidelines for the assessment of Persons with Speech and Hearing Impairment

Common guidelines for assessment of Trainees from all the categories of Disability

- Validate the type of Disability of the candidate along with the original Disability Certificate (Please note: In PMKVY, the batch should not have the candidates with Multiple Disabilities and the Disability type should be same as provided in SDMS).
- Do ask questions openly. Do not assume anything. For example, ask your trainees with disability if they need any change in the kind of assessment setup provided.
- Be prepared to make your assessments person-specific including the practical part too without compromising on the criteria set up by the Domain SSC.
- Provide the candidate with the desired assistive devices which may vary from candidate to candidate.
- Do understand that every trainee with disability has a journey: he/she are likely to have identified solutions that best work for him/her. Do not expect your trainees with disability to go through the same processes with the same rigour as your trainees without disability.
- Remember that your trainees with disability are going to work with persons without disability. Pitying, belittling or lowering the standards would defeat the purpose.
- An extension of 20 minutes per hour is recommended. This can be further increased as per circumstances/ requirement of the candidate (for details please refer to the Examination Guideline developed by MSJE).
- Services of scribe/ writer/ reader/ lab assistant should be allowed to any person who has Disability of 40% or more if so desired by the person.
- General comfort of the candidate should be kept in view inside the assessment room.
- Follow the health/ safety guidelines if any issued by the authorities.

Specific Guidelines

- Do not shout at a Person with Hearing Impairment unless they request you to. Just speak in a normal tone but make sure your lips are visible.
- Keep conversations clear and try minimizing unnecessary noise in the background.
- If you are asked to repeat yourself, answering “nothing, it’s not important” implies that the person is not worth repeating yourself. It is demeaning; be patient and comply.
- Show consideration by facing the light source and keeping things (such as your hands) away from your mouth while speaking.
- Look directly at and speak directly to the person rather than looking at the interpreter or any other person who may accompany the individual.
- Follow the person’s cues to find out if they prefer sign language, gesturing, writing or speaking.
- Make sure the room is well lit to allow the student to see your facial expression, signing and/or lip read.
- Question paper should have more visuals/pictures for better understanding.

Annexure 3: Assistive Tools, Trainer Pre-requisites and Break up of proposed extended hours

List of tools/equipment to conduct the training

Any of the following tools may be used during the training of Persons with Speech and Hearing Impairment

- Assistive Aid/Service
- Ai-Live
- Captions First
- Captions 2020
- Closed Capp
- Let's Talk
- LCD TV
- Visual curricula
- Computer

Please note that for the conduction of the training for Speech and Hearing Impairment SCPwD recommends Indian Sign Language Interpreter (ISL) as a mandatory human resource.

Trainer Qualification

Minimum Educational Qualifications: Certificate/Diploma/Degree in Travel and Tourism

In addition to Domain SSC (as above) Disability specific additional requirement for the trainer.

Disability specific Top Up module (SHI): The Inclusive Trainer should be certified by SCPwD with minimum accepted score of 80% as per SCPwD guidelines in Disability Specific Top Up training/QP of Trainer-PwD.

Experience: For Sign Language Interpreter 2/3 Years of experience in their own field of training will be desirable.

Training Duration

Break up of pre training/ foundation course:

S.NO.	MODULE	THEORY (hours)	PRACTICAL (hours)	TOTAL (hours)
1	Communication and Fluency in Indian Sign Language	15	15	30
2	Developing Functional/English Vocabulary	25	15	40
3	Understanding Self and Environment	10	0	10
4	Work Related Training	10	0	10
GRAND TOTAL		60	30	90

The total **additional hours** recommended by SCPwD for Housekeeping Attendant are 90.

NSQC APPROVED