

## NSQF QUALIFICATION FILE

Approved in 25th NSQC – NCVET meeting, dated 5th January, 2023

### CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

#### Name and address of submitting body

Domestic Worker Sector Skill Council (DWSSC)

A-15, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi–110020

#### Qualification Code

QG-04-TX-00105-2023-V1-DWSSC

#### Name and contact details of individual dealing with the submission

**Name:** Ms Mona Gupta

**Position in the organisation:** CEO

**Address if different from above:**

**Tel number(s):** 011-42831823

**E-mail address:** info@dwsscindia.in

#### List of documents submitted in support of the Qualifications File

- Occupational Map of the Sector
- Model Curriculum
- Industry Validation
- Concurrence Letter

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### • SUMMARY

<b>Qualification Title:</b>	Tiffin Service Provider
<b>Qualification Code, if any</b>	DWC/Q1702
<b>NCO code and occupation</b>	NCO-2015/5120.0300 and Cooking
<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term)</b>	This is a long-term Qualification, which includes marketing, procurement of raw materials, preparation of tiffin, timely delivery, and accounting.
<b>Body/bodies which will award the qualification</b>	Domestic Worker Sector Skill Council (DWSSC)
<b>Body which will accredit providers to offer courses leading to the qualification</b>	Domestic Worker Sector Skill Council (DWSSC)
<b>Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)</b>	Yes, as per Centre Accreditation and Affiliation Guidelines Smart Guidelines – NSDC Portal
<b>Occupation(s) to which the qualification gives access</b>	Cooking
<b>Job description of the occupation</b>	A tiffin service provider is responsible for the management of tiffin services including marketing, procurement of raw materials, preparation of tiffin, timely delivery, and accounting.
<b>Licensing requirements</b>	Digital Literacy
<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)</b>	NA
<b>Level of the qualification in the NSQF</b>	Level 4
<b>Anticipated volume of training/learning required to complete the qualification</b>	450 hours (Minimum) 570 hours (Maximum –with OJT Recommend)
<b>Indicative list of training tools required to deliver this qualification</b>	Organisation chart, presentations showing roles and responsibilities, escalation matrix, registers, stationary for practice exercises, Different types of packing material for clothes, different types of detergents (washing powder and liquid wash), different types of fabrics, Washing machine (different

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	models commonly used—top loading and front loading), ironing board, iron (steam or electric and coal), Magic seal bags (plastic), packing paper, calculator, permanent markers, labels (label marker), In and Out registers, Dispatch register, Notepads, Pens, Pencils, Blank sheets, Policy documents, Schedule charts, Time logs, Invoices, Receipts, Mirror, soap, nail cutter, comb, hand wash, some , dusters, and such equipment to maintain personal hygiene, Personal Protection Equipment: safety glasses, head protection, rubber gloves, safety footwear, warning signs and tapes, fire extinguishers of different types and first-aid kit, food delivery apps
<b>Entry requirements and/or recommendations and minimum age</b>	Entry requirements:  10th grade pass and pursuing continuous schooling, No Experience Required  OR 10th Grade Pass with 2 year relevant of Experience  OR Certificate-NSQF Level 3 (Housekeeper Cum Cook-DWC/Q0101) with three years of relevant Experience  Minimum age: 18 years
<b>Progression from the qualification (Please show Professional and academic progression)</b>	Tiffin Service Provider (Entrepreneurial job role)
<b>Arrangements for the Recognition of Prior learning (RPL)</b>	RPL arrangements and policies as laid out by MSDE
<b>International comparability where known (research evidence to be provided)</b>	Comparability not established

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<b>Date of planned review of the qualification</b> 05/01/2026		
<b>Formal structure of the qualification</b>		
<b>Mandatory components</b>		
<b>Title of component and identification code/NOSs/Learning outcomes</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
1. DWC/N1706 Set up and oversee business operations	120	4
2. DWC/N1707 Collect and manage orders	60	4
3. DWC/N1708 Management of the kitchen	60	4
4. DWC/N1709 Oversee preparation and delivery of tiffin	60	4
5. DWC/N1711 Perform basic cooking, pre-cooking and post-cooking activities	30	4
6. DWC/N9902 Maintain Service Standards and Communicate Effectively	30	4
7. DWC/N9903 Maintain Health, Hygiene and Safety Standards	30	4
8. DGT/VSQ/N0102: Employability Skills (60 Hours)	60	
<b>Sub Total (A)</b>	<b>450 hours</b>	
<b>(B) OJT (Recommended)</b>	<b>120 hours</b>	

**SECTION 1**  
**ASSESSMENT**

**Body/Bodies which will carry out assessment:**

- Assessments agencies empanelled with NCVET

**How will RPL assessment be managed and who will carry it out?**

Yes, the assessment body shall be responsible for RPL assessment.

In RPL, the candidate has acquired the skills and knowledge while working and requires assessment and certification only. RPL is the acknowledgement of skills and knowledge obtained through:

- formal training
- work experience
- life experiences

The focus of RPL is the competence gained from these experiences; not how, when or where the learning occurred.

**Process or steps in RPL assessments**

1. Offering RPL to potential candidates
2. Providing information to the candidate
3. Self-assessment
4. Evidence Collation
5. Assessment and making the decision
6. Feedback to the candidate
7. Documentation of outcomes

**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.**

Assessment strategy, methodology and process are as per NSDC guidelines.

**Guidelines for Assessment:**

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 proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is

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eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

7. Minimum Pass marks- 70%

## ASSESSMENT EVIDENCE

**Title of Component:** Tiffin Service Provider

### **CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Tiffin Service Provider

**Qualification Pack:** Tiffin Service Provider (DWC/Q1702)

**Sector Skill Council:** Domestic Worker Sector Skill Council (DWSSC)

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DWC/N1706: Set up and oversee business operations in food preparation and distribution				
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Forming a business plan</i>	<b>18</b>	<b>20</b>	-	-
<b>PC1.</b> identify the purpose of the business	-	-	-	-
<b>PC2.</b> describe the product/service provided by the organization	-	-	-	-
<b>PC3.</b> prepare a financial plan for the expenses and budget of the business	-	-	-	-
<b>PC4.</b> identify legal documents/licenses/certificates to be procured	-	-	-	-
<b>PC5.</b> analyse the market and the competitive scenario	-	-	-	-
<b>PC6.</b> identify the potential customers	-	-	-	-
<b>PC7.</b> outline sales and marketing process	-	-	-	-
<b>PC8.</b> segregate and outline the responsibilities under various departments such as kitchen, marketing, cleaning, delivery of tiffin etc	-	-	-	-
<i>Implementing the business plan</i>	<b>12</b>	<b>22</b>	-	-
<b>PC9.</b> finalise office space to run business operations	-	-	-	-
<b>PC10.</b> obtain registration for business and other statutory aspects such as labour laws, TIN, PAN, GST etc., as advised by CA	-	-	-	-
<b>PC11.</b> identify and secure necessary equipment/ appliances and materials to provide Tiffin service	-	-	-	-
<b>PC12.</b> identify, recruit and train suitable staff for handling operational, sales finance/ accounting and HR/ admin etc. in the organisation	-	-	-	-

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PC13. create effective business process to include accounting process	-	-	-	-
PC14. keep a record of issuance, expiry and renewal dates of certificates	-	-	-	-
PC15. develop and maintain company compliance/ statutory docs	-	-	-	-
<i>Managing business operations</i>	<b>10</b>	<b>18</b>	-	-
PC16. obtain and implement the orders for the tiffin service	-	-	-	-
PC17. preparation of the product (packed food) as per orders	-	-	-	-
PC18. packing and delivery	-	-	-	-
PC19. review business plan from time to time	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-
<b>DWC/N1707: Collect and manage orders</b>				
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<i>Taking orders from the customers</i>	<b>12</b>	<b>18</b>	-	-
PC1. collect orders from the customers	-	-	-	-
PC2. ask the customer for any specific instructions related to food, delivery details and add – on(s)	-	-	-	-
PC3. check the availability of the ordered item to manage the same accordingly	-	-	-	-
<i>Keeping accurate record of all orders</i>	<b>12</b>	<b>18</b>	-	-
PC4. develop and maintain a log of customer orders and delivery details	-	-	-	-
PC5. periodically check the records and availability of data	-	-	-	-

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<b>PC6.</b> arrange to trace/ recover the data when required from the existing logs/ data	-	-	-	-
<i>Coordinating to ensure accurate management of orders</i>	<b>16</b>	<b>24</b>	-	-
<b>PC7.</b> inform the kitchen staff about the orders received	-	-	-	-
<b>PC8.</b> inspect the kitchen/ pantry for any requirements	-	-	-	-
<b>PC9.</b> provide information about the special/ customised orders to the kitchen staff and delivery persons	-	-	-	-
<b>PC10.</b> give specific instructions regarding preparation and delivery of the special/ customised orders	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-
<b>DWC/N1708: Management of the kitchen</b>				
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<i>Assessing the pantry supplies on regular basis</i>	<b>12</b>	<b>20</b>	-	-
<b>PC1.</b> maintain record of all items available in the pantry to avoid restocking of same items	-	-	-	-
<b>PC2.</b> use label system to identify all the items correctly	-	-	-	-
<b>PC3.</b> stock the pantry with fresh items of good quality	-	-	-	-
<b>PC4.</b> identify and buy necessary kitchen items such as electrical appliances, utensils, storage jars/boxes, napkins etc.	-	-	-	-
<b>PC5.</b> identify, remove and restock items which have already expired	-	-	-	-
<b>PC6.</b> identify and fix any existing as well as potential technical problem	-	-	-	-
<i>Backward and forward links in food processing industry</i>	<b>6</b>	<b>6</b>	-	-

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<b>PC7.</b> maintain backward linkages with the farmers, farmer producer organizations, self-help groups, farmer's groups etc. to receive the food supplies	-	-	-	-
<b>PC8.</b> maintain the forward linkages with wholesalers, retailers, exporters etc. to sell the processed food	-	-	-	-
<b>PC9.</b> discuss the government Schemes for Creation of Backward and Forward Linkages such as Pradhan Mantri Kisan Sampada Yojana (PMKSY)	-	-	-	-
<i>Cleaning the kitchen pantry on regular basis</i>	<b>6</b>	<b>10</b>	-	-
<b>PC10.</b> identify unnecessary items and get them removed from the pantry	-	-	-	-
<b>PC11.</b> supervise the cleaning of the pantry shelves and columns with suitable products for disinfection	-	-	-	-
<b>PC12.</b> organize the pantry to make the items easily accessible	-	-	-	-
<i>Developing and encouraging systematic storage of items</i>	<b>16</b>	<b>24</b>	-	-
<b>PC13.</b> store the items in groups of the same categories	-	-	-	-
<b>PC14.</b> utilize different spaces to store small items	-	-	-	-
<b>PC15.</b> ensure proper functioning of electrical appliances	-	-	-	-
<b>PC16.</b> monitor and control any pest activity	-	-	-	-
<b>PC17.</b> maintain quality standards by removing clutter and stale food items	-	-	-	-
<b>PC18.</b> arrange for proper distribution and disposal of leftover food such as smart storage, volunteering at near-by shelters or NGO or other methods of using leftover food	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

<b>DWC/N1709: Oversee preparation and delivery of Tiffin</b>				
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<i>Recording orders in a proper format</i>	<b>10</b>	<b>20</b>	-	-
<b>PC1.</b> record the information regarding clients and orders for reliability and quick access, preferably using electronic means	-	-	-	-
<b>PC2.</b> arrange the orders in the correct sequence and priority	-	-	-	-
<b>PC3.</b> convey the overall requirement to the kitchen/cooking team	-	-	-	-
<b>PC4.</b> inform the packing team about packing the quantity	-	-	-	-
<b>PC5.</b> coordinate with the delivery team/staff of the delivery locations	-	-	-	-
<b>PC6.</b> choose and manage food delivery partners such as swiggy/zomato	-	-	-	-
<i>Finalizing and organising orders</i>	<b>16</b>	<b>18</b>	-	-
<b>PC7.</b> ensure the readiness of the cooking team including outsourced orders/items	-	-	-	-
<b>PC8.</b> oversee the food preparation as per orders received/cooking plan	-	-	-	-
<b>PC9.</b> check and ensure the readiness of the packing and delivery team	-	-	-	-
<b>PC10.</b> organise packing of the tiffin as per orders to include labelling and marking	-	-	-	-
<b>PC11.</b> coordinate with food delivery partners such as swiggy /zomato	-	-	-	-
<i>Inspecting and dispatching orders</i>	<b>14</b>	<b>22</b>	-	-
<b>PC12.</b> inspect the food for quality, hygiene, and taste	-	-	-	-
<b>PC13.</b> check for the correctness of the delivery orders and implementation of	-	-	-	-

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specific instructions, if any, received from the client				
<b>PC14.</b> ensure preparation of the correct route plan	-	-	-	-
<b>PC15.</b> ensure that accurate briefing is given to the delivery staff	-	-	-	-
<b>PC16.</b> ensure confirmation of the delivery of the tiffin and any feedback	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-
<b>DWC/N1711 : Perform basic cooking, pre-cooking and post-cooking activities</b>				
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<i>Carry out pre-cooking activities</i>	<b>12</b>	<b>22</b>	-	<b>10</b>
<b>PC1.</b> interact daily with customers for diet and menu requirements	-	-	-	-
<b>PC2.</b> shop or order groceries and supplies, as applicable	-	-	-	-
<b>PC3.</b> clean the food preparation areas, cooking surfaces and utensils	-	-	-	-
<b>PC4.</b> maintain a clean and organised atmosphere in the kitchen	-	-	-	-
<b>PC5.</b> ensure availability of raw material and ingredients for the food to be prepared	-	-	-	-
<b>PC6.</b> check the ingredients for freshness and quality	-	-	-	-
<b>PC7.</b> measure, clean and organize ingredients for the food to be prepared	-	-	-	-
<b>PC8.</b> wash, cut and prepare foods designated for cooking like chopping and peeling vegetables, etc.	-	-	-	-
<b>PC9.</b> prepare the dough as per the recipe for various dishes/breads	-	-	-	-
<b>PC10.</b> set up the necessary tools and equipment to prepare the food	-	-	-	-
<b>PC11.</b> carry out basic preparatory work like mixing or grinding of spices/ingredients, etc.	-	-	-	-

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<i>Prepare food, and beverages</i>	<b>18</b>	<b>20</b>	-	<b>5</b>
<b>PC12.</b> prepare basic items like sauce, salads, and cold starters, etc.	-	-	-	-
<b>PC13.</b> cook food as per the employer's instruction and taste	-	-	-	-
<b>PC14.</b> prepare specialized fancy dishes or food for special diets, as required	-	-	-	-
<b>PC15.</b> cook the breads, chapatis, etc. as instructed	-	-	-	-
<b>PC16.</b> garnish or decorate the food item as per the requirement	-	-	-	-
<b>PC17.</b> check the dish to ensure flavour, colour, taste, and quality consistency	-	-	-	-
<b>PC18.</b> monitor and ensure appropriate temperature of the appliances to be used	-	-	-	-
<b>PC19.</b> prepare different kinds of beverages like tea, coffee, juice, shakes, smoothies, etc. using appropriate instruments and equipment	-	-	-	-
<i>Perform post-cooking activities</i>	<b>10</b>	<b>18</b>	-	<b>5</b>
<b>PC20.</b> store any cooked or remaining uncooked ingredients, vegetables or dough not for immediate use adequately	-	-	-	-
<b>PC21.</b> seal the ingredients properly in the containers after use to avoid contamination or spillage	-	-	-	-
<b>PC22.</b> store the leftovers in appropriate containers for future use	-	-	-	-
<b>PC23.</b> discard the leftovers that can't be stored	-	-	-	-
<b>PC24.</b> dispose of the waste in appropriate receptacles	-	-	-	-
<b>PC25.</b> use the proper cleaning product and enough amount of water to wash, rinse, and dry dishes, glasses, cooking ware, etc.	-	-	-	-

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PC26. drain dirty water and not dirty water properly after dishwashing and cleaning appliance	-	-	-	-
PC27. clean the food storage and kitchen area frequently	-	-	-	-
PC28. clean equipment such as refrigerator, oven, freezer, etc.	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	<b>-</b>	<b>20</b>
<b>DWC/N9902: Maintain service standards and communicate effectively</b>				
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain behavioural etiquette</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
PC1. greet the residents promptly and appropriately in accordance with the procedure	-	-	-	-
PC2. interact with all residents in a polite and professional manner	-	-	-	-
PC3. make requirements clear by asking appropriate questions	-	-	-	-
PC4. respond effectively to residents' dissatisfactions and complaints	-	-	-	-
PC5. create and maintain an effective but impersonal relationship with residents	-	-	-	-
PC6. notify residents in advance of any issues or problems, as well as any developments that may affect them	-	-	-	-
PC7. seek feedback from the residents and incorporate them to improve their experience	-	-	-	-
PC8. avoid arguing with the residents	-	-	-	-
PC9. report any workplace issues to the residents/employers immediately	-	-	-	-
PC10. ensure appropriate personal behaviour and conduct taking gender into consideration	-	-	-	-
PC11. follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.	-	-	-	-

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PC12. recognise, acknowledge and overcome inherent biases regarding disabilities	-	-	-	-
PC13. carry out tasks in a timely and disciplined manner	-	-	-	-
<i>Maintain professional manner at work</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
PC14. report to work on time	-	-	-	-
PC15. behave appropriately when communicating with coworkers and others	-	-	-	-
PC16. keep proper attire and a presentable demeanour	-	-	-	-
PC17. maintain personal hygiene	-	-	-	-
PC18. respect privacy of others at the workplace				
<i>Give specific services as per the residents' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
PC19. provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards	-	-	-	-
PC20. assist people with disabilities when necessary	-	-	-	-
PC21. follow gender and age-sensitive service practices at all times	-	-	-	-
PC22. identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation, and culture	-	-	-	-
PC23. maintain social distance in social situations/at work	-	-	-	-
PC24. inform the employer of any personal health issues related to injury or infectious diseases	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>
<b>DWC/N9903 Maintain health, hygiene and safety standards</b>				
<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<i>Follow personal and workplace hygiene</i>	<b>15</b>	<b>15</b>	-	<b>8</b>

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PC1. wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers	-	-	-	-
PC2. keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals	-	-	-	-
PC3. wash the dishes and other items in accordance with the set requirements	-	-	-	-
PC4. sanitize all tools, equipment, and appliances with touch points on a regular basis	-	-	-	-
PC5. make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance	-	-	-	-
PC6. place trash in designated bins or the proper trash container	-	-	-	-
PC7. wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work	-	-	-	-
PC8. maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.	-	-	-	-
PC9. avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace	-	-	-	-
<i>Follow workplace practices to promote wellbeing</i>	<b>15</b>	<b>15</b>	-	<b>6</b>
PC10. adhere to safety protocols when using materials, tools, and equipment	-	-	-	-
PC11. follow guidelines and safety protocol while using electrical household gadgets	-	-	-	-
PC12. follow first aid instructions appropriately	-	-	-	-
PC13. recognize workplace risks and promptly inform anybody who should know about them	-	-	-	-
PC14. report to various emergency circumstances with prompt response and reporting	-	-	-	-
PC15. attend regular health check-ups	-	-	-	-
PC16. place medicines and hazardous chemicals away	-	-	-	-
PC17. keep sharp objects out of reach of child	-	-	-	-

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<i>Manage waste at workplace</i>	<b>10</b>	<b>10</b>	-	<b>6</b>
PC18. identify and separate hazardous, recyclable, and non-recyclable waste at the workplace	-	-	-	-
PC19. manage wastages like food, water, etc., as directed	-	-	-	-
PC20. dispose of sanitary and other hazardous wastes appropriately	-	-	-	-
PC21. recycle waste wherever applicable	-	-	-	-
PC22. Discard PPEs in plastic bags that are sealed and labelled "infectious waste"	-	-	-	-
PC23. conserve materials, natural resources, and energy at work	-	-	-	-
PC24. use eco-friendly methods at work to reduce pollution of the air, water, and earth	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>
<b>DGT/VSQ/N0102: Employability Skills</b>				
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural	-	-	-	-

## NSQF QUALIFICATION FILE

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awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life				
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails, etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc.	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-

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<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline/online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-

**NSQF QUALIFICATION FILE**

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NOS Total	20	30	-	-
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NSQC Approved

**Means of assessment 1**

The assessment comprises of:

- Written Assessment
- Viva

Practical assessment

**Pass/ Fail**

Total passing mark is 70%.

NSQC Approved

## NSQF QUALIFICATION FILE

### SECTION 2

#### EVIDENCE OF LEVEL

Title/Name of qualification/component: Tiffin Service Provider			
			Level: 4
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relate to the NSQF level descriptors	NSQF Level
Process	<p><b>Work in familiar, predictable, routine, situation of clear choice.</b></p> <ul style="list-style-type: none"> <li>• Perform business operations such as maintaining the quality of food cook and tiffin packaging</li> <li>• Hiring staff to perform tasks such as preparing food, cleaning the work area, preparing material for cooking food,</li> <li>• Operating electrical appliances such as mixer/grinder, monitor and record income flow and provide tiffin services effectively</li> </ul>	<ul style="list-style-type: none"> <li>• Theoretical and practical skills involving work in predictable, routine and familiar context in the provision of tiffin services.</li> </ul>	4
Professional knowledge	<p><b>Factual knowledge of field of knowledge or study.</b></p> <ul style="list-style-type: none"> <li>• Holds knowledge of entrepreneurship, the market, marketing strategies, maintaining kitchen pantry, appliance used in kitchen, packaging material for tiffin and types of diets</li> </ul>	<ul style="list-style-type: none"> <li>• Tiffin Service Provider should be well acquainted with the Factual and theoretical knowledge in the field of tiffin service business</li> </ul>	4
Professional skill	<p><b>Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts.</b></p>	<ul style="list-style-type: none"> <li>• Tiffin Service Provider should have range of cognitive and practical skills required for the</li> </ul>	4

## NSQF QUALIFICATION FILE

Title/Name of qualification/component: Tiffin Service Provider			
			<b>Level: 4</b>
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relate to the NSQF level descriptors	NSQF Level
	<ul style="list-style-type: none"> <li>Possesses skills of decision making, analytical thinking; planning and organizing skills required for providing the service; customer centric centrality</li> </ul>	installation and maintenance of electrical equipment such as food processor/blender/refrigerator and other materials used in the kitchen	
Core skill	<b>Language to communicate written or oral, with required clarity, skill to basic arithmetic and algebraic principles, basic understanding of social political and natural environment</b> <ul style="list-style-type: none"> <li>Read and note down the information Precise writing and reading skills; effective communication skills (listening and speaking)</li> </ul>	<ul style="list-style-type: none"> <li>Tiffin Service Provider should have knowledge of basic mathematical skills in collecting, communicating and presenting materials based on sound social political and natural environment</li> </ul>	4
Responsibility	<b>Responsibility for own work and learning.</b> <ul style="list-style-type: none"> <li>Responsible for providing quality services to individuals and keep open mind for working on improving the business operations for maximum customer satisfaction; Effective team work and safety of self and colleagues.</li> </ul>	<ul style="list-style-type: none"> <li>Tiffin Service Provider is responsible for interacting with supervisor and co-ordinate with colleagues. Also responsible for self-learning in running the business for the provision of tiffin services.</li> </ul>	4

## NSQF QUALIFICATION FILE

### SECTION 3 EVIDENCE OF NEED

What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?

Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)
<b>Need of the qualification</b>	As per the Labour Market Clarity Report there is a huge demand for skilled professionals in Tiffin Service Provider	NA
<b>Industry Relevance</b>	The industry validation is submitted along with its summary sheet for reference.	NA
<b>Usage of the qualification</b>	<ul style="list-style-type: none"> <li>This Qualification Pack will be used across industry which is organised.</li> <li>It would be used by the training institute for new trainings/For employers to conduct RPL and for annual Appraisal</li> <li>The SSC would submit details of the employment generated (wherever applicable) and realised.</li> </ul>	NA
<b>Estimated uptake</b>	Demand for professionally trained workers is higher, and even employers are ready to pay comparatively higher salaries than other work sectors.	NA

## NSQF QUALIFICATION FILE

One of the prominent reasons for obtaining domestic help is the rise in the number of working couples and nuclear families.

**Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences**

Line Ministry Concurrence is Awaited

**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification**

- NSDC list of Approved and Under-Development QPs were checked, prior to commissioning the work.
- QPs for Job Roles of various related SSC's were analysed to ensure that there is no duplicity.

**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? Specify the review process here**

- Employer workshops for buy-in and recognition
- Training centres are being enrolled and informed of the potential
- Counselling sessions by training provider for potential recruits are being encouraged
- A formal review is scheduled in a 03 years' time

## **SECTION 4** **EVIDENCE OF PROGRESSION**

**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?**

***Show the career map here to reflect the clear progression***

## NSQF QUALIFICATION FILE

