



Model Curriculum

QP Name: Pastry/Bakery Assistant

QP Code: THC/Q0415

QP Version: 1.0

NSQF Level: 3

Model Curriculum Version: 1.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel/Restaurant
Occupation	Food Production and Kitchen
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7512.9900
Minimum Educational Qualification and Experience	<p>Completed 2nd year of UG OR Pursuing 2nd year of UG and continuous education OR Completed 2nd year of diploma (after 12th) OR Pursuing 2nd year of 2-year diploma after 12th OR 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS) OR Completed 3 year diploma after 10th with 1 year of relevant experience OR 12th Grade pass with 2 years of relevant experience OR 10th Grade pass with 4 years of relevant experience OR Previous relevant Qualification of NSQF Level 3 (Assistant Chef) and with minimum education as 8th Grade pass with 3 years of relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	15/02/2023
Next Review Date	15/08/2023
NSQC Approval Date	15/02/2023
QP Version	1.0
Model Curriculum Creation Date	15/02/2023
Model Curriculum Valid Up to Date	15/08/2023
Model Curriculum Version	1.0
Minimum Duration of the Course	210 Hours, 0 Minutes (including 120 Hrs. Employability Skills)

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply appropriate practices to preparation and presentation of pastry/bakery products
- Apply appropriate practices to serve the finish products to the guests
- Perform the steps of inventory and stock level management
- Apply appropriate practices to assist in menu preparation, price determination and cost control
- Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, Hygiene, and safety practices at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N2712 – Assist to Prepare, bake, Finish, and Present Pastry/Bakery Products NOS Version No. 2.0 NSQF Level 4	30.00	60.00	00.00	00.00	90.00
Module 1: Introduction to Hotel Industry and Pastry/Bakery Assistant	2.00	00.00	00.00	00.00	2.00
Module 2: Introduction to Pastry/Bakery Products	8.00	20.00	00.00	00.00	28.00
Module 3: Provide Assistance in Pastry/Bakery Products Preparation, Presentation and	10.00	20.00	00.00	00.00	30.00

Serving the Products to the Guests					
Module 4: Perform Administrative Tasks	10:00	20:00	00:00	00:00	30:00
DGT/VSQ/N0104: Employability Skills (120 Hours)	47:00	73:00	00:00	00:00	120:00
Module 5. Introduction to Employability Skills	01:30	01:30	00:00	00:00	03:00
Module 6. Constitutional values - Citizenship	01:00	02:00	00:00	00:00	03:00
Module 7. Becoming a Professional in the 21st Century	02:00	03:00	00:00	00:00	05:00
Module 8. Basic English Skills	08:00	12:00	00:00	00:00	20:00
Module 9. Career Development & Goal Setting	01:30	02:30	00:00	00:00	04:00
Module 10. Communication Skills	04:00	06:00	00:00	00:00	10:00
Module 11. Diversity & Inclusion	02:00	03:00	00:00	00:00	05:00
Module 12. Financial and Legal Literacy	04:00	06:00	00:00	00:00	10:00
Module 13. Essential Digital Skills	08:00	12:00	00:00	00:00	20:00
Module 14. Entrepreneurship	06:00	09:00	00:00	00:00	15:00
Module 15. Customer Service	04:00	06:00	00:00	00:00	10:00
Module 16. Getting Ready for Apprenticeship & Jobs	06:00	09:00	00:00	00:00	15:00
Total Duration	77:00	133:00	00:00	00:00	210:00

Module Details

Module 1: Introduction to Hotel Industry and Pastry/Bakery Assistant Mapped to THC/N2712 v 2.0

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Pastry/Bakery Assistant
- Explain the scope of work for a Pastry/Bakery Assistant

Duration: 02:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Hotel/Restaurant of small, medium, and large establishments • Discuss the roles and responsibilities of a Pastry/ Bakery Commis • Describe the attributes required for a Pastry/Bakery Assistant • Elaborate the scope for the Pastry/Bakery Assistant in the Tourism and Hospitality Industry • Elaborate the basic terms used in the kitchen department 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Introduction to Pastry/Bakery Products

Mapped to THC/N2712 v 2.0

Terminal Outcomes:

- Describe the procedure of using different equipment
- Explain the procedure of preparing a damage report for the kitchen equipment

Duration: 08:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of organising the assigned work area/station • Elaborate various tools and equipment required for preparation, baking, and finishing the pastry/bakery product • Discuss the units of measurements and bakery terms used for bakery products • Describe various food preparation techniques (like marinating, chopping, etc.) and cooking methods (like baking, frying, etc.) • Describe the characteristics and types of various pastry/bakery products 	<ul style="list-style-type: none"> • Employ appropriate practices to organise the work area/station • Demonstrate the operating procedures of various tools and equipment for preparing the pastry/bakery products • Demonstrate various cooking and baking methods
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Bowls, Scales, Whisker, Rolling pin, Spoons (metal/wooded/plastic, spatulas), Baking trays (silicone sheets, non-stick baking liners), Cooling racks, Knives including palette knife, Dough scraper, Peelers, Boards, Mixing machines, Food processors, Liquidizer/ blenders, Mould tins, Graters, Ovens, Oven gloves, Measuring spoons and jugs, Sieves, Cutters, and Other relevant tools and equipment	

Module 3: Provide Assistance in Pastry/Bakery Product Preparation, Presentation, and Serving the Products to the Guests

Mapped to THC/N2712 v 2.0

Terminal Outcomes:

- Discuss how to assist in preparation and presentation of pastry/bakery products
- Explain how to serve the finish products to the guests

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss various essential ingredients of pastry/bakery products, their characteristics and functions • Elaborate various methods of mixing and preparing pastry/bakery products along with their recipes • Explain different temperatures required for preparing and serving pastry/ bakery products • Elaborate different types of finishing, decoration and presentation methods for pastry/bakery products • Explain the procedures to check the pastry/bakery product for the quality, colour, flavour, texture, and finish • State the correct storage procedure of raw/finished products 	<ul style="list-style-type: none"> • Employ appropriate techniques to analyse the recipes to identify the ingredients and their measurements • Dramatize how to check quality of different types of ingredients used in the recipe • Demonstrate how to perform basic tasks like combining and mixing ingredients • Prepare pastry/bakery products using proper ingredients and techniques • Employ appropriate techniques to check the colour, texture, flavour and finish of the prepared product • Show how to store finished/ raw products appropriately at correct temperature • Role play to serve the finished product to the guest • Prepare a sample report to communicate the customer complaints/compliments to the supervisor
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Bowls, Scales, Whisker, Rolling pin, Spoons (metal/wooded/plastic, spatulas), Baking trays (silicone sheets, non-stick baking liners), Cooling racks, Knives including palette knife, Dough scraper, Peelers, Boards, Mixing machines, Food processors, Liquidizer/ blenders, Mould tins, Graters, Ovens, Oven gloves, Measuring spoons and jugs, Sieves, Cutters, and Other relevant tools and equipment	

Module 4: Perform Administrative Tasks

Mapped to THC/N2712 v 2.0

Terminal Outcomes:

- Explain the methods to manage the stock level
- Describe the activities to assist in menu preparation, price determination and cost control
- Perform the tasks to maintain the inventory status report

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the parameters to check the quality of the goods received from the vendors • Explain the stock rotation methods • Discuss the importance of labelling the ingredients and finished products • Describe the environment that affect the stored unused ingredients/finished products • Explain different types of menus and pricing methods • Discuss various food costing and cost control methods • Explain different types of reports to be prepared by the Pastry/Bakery Commis 	<ul style="list-style-type: none"> • Employ appropriate techniques to check for the quality and quantity of the goods/raw material • Demonstrate how to assist in stock management of the ingredients • Demonstrate how to label the ingredients and finished items • Role play a situation to show the ways of storing unused ingredients/finish products at correct location and in controlled environment • Prepare a sample menu Prepare a sample inventory report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Computer, Stock register, Ingredients, Freezer, Refrigerator, Packing material for the storage, Sample reports, Racks	

Module 5: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 01:30	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. • Outline the importance of Employability Skills for the current job market and future of work • List different learning and employability related GOI and private portals and their usage 	<ul style="list-style-type: none"> • Research and prepare a note on different industries, trends, required skills and the available opportunities
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 6: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 01:00	Duration: 02:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen • Discuss the role of personal values and ethics such as honesty, integrity, caring and respecting others, etc. in personal and social development • Identify and practice different environmentally sustainable practices 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 7: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss relevant 21st century skills required for employment • Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life 	<ul style="list-style-type: none"> • Create a pathway for adopting a continuous learning mindset for personal and professional development
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 8: Basic English Skills

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Practice basic English speaking.

Duration: 08:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Use appropriate grammar and sentences while interacting with others • Read English text with appropriate articulation • Role play a situation on how to talk appropriately to a customer in English, over the phone or in person • Write a brief note/paragraph / letter/e - mail using correct English
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 9: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: 02:30	Duration: 02:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of career development & goal setting • Create a career development plan • Identify well-defined short- and long-term goals 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Communication Skills

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Practice basic communication skills

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of communication etiquette including active listening for effective communication 	<ul style="list-style-type: none"> • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette • Write a brief note/paragraph on a familiar topic • Role play a situation on how to work collaboratively with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Diversity & Inclusion

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the POSH Act and its significance 	<ul style="list-style-type: none"> • Exhibit how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss various financial institutions, products, and services Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions Discuss the legal rights, laws, and aids 	<ul style="list-style-type: none"> Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement Calculate income and expenditure for budgeting
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Essential Digital Skills

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 08:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the role of digital technology in day-to-day life and the workplace • Follow the dos and don'ts of cyber security to protect against cyber crimes • Discuss the significance of displaying responsible online behavior while using various social media platforms 	<ul style="list-style-type: none"> • Create an e-mail id and follow e-mail etiquette to exchange e-mails • Show how to create documents, spreadsheets and presentations using appropriate applications • Utilize virtual collaboration tools to work effectively • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely • Demonstrate how to connect devices securely to internet using different means
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Entrepreneurship

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 06:00	Duration: 08:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Describe the types of entrepreneurship and enterprises • Discuss the process of identifying opportunities for potential business and relevant regulatory and statutory requirements • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement • Discuss various sources of funding and identify associated financial and legal risks with its mitigation plan 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity
Classroom Aids <p>LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker</p>	
Tools, Equipment and Other Requirements	

Module 15: Customer Service

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe different types of customers • Explain various tools used to collect customer feedback • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Role play a situation on how to identify customer needs and respond to them in a professional manner
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0104

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 06:00	Duration: 14:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> Discuss how to prepare for an interview List the steps for searching and registering for apprenticeship opportunities 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> Draft a professional Curriculum Vitae (CV) Demonstrate how to apply to identified job openings using offline /online methods as per requirement Role play a mock interview Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
Classroom Aids <p>LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker</p>	
Tools, Equipment and Other Requirements	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. or Certificate/ Diploma/ Degree	Hospitality Management/ Hotel Management/ Pastry/Bakery	5	Hospitality Management/ Hotel Management/ Pastry/Bakery	1	Hospitality Management/ Hotel Management/ Pastry/Bakery	

Trainer Certification	
Domain Certification	Platform Certification
“Pastry/Bakery Assistant”, “THC/Q0415”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601,” with a scoring of minimum 80%

Assessor Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. or Certificate/ Diploma/ Degree	Hospitality Management/ Hotel Management/ Pastry/Bakery	5	Hospitality Management/ Hotel Management/ Pastry/Bakery	1	Hospitality Management/ Hotel Management/ Pastry/Bakery	

Assessor Certification	
Domain Certification	Platform Certification
“Pastry/Bakery Assistant”, “THC/Q0415, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701” with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
WHO	World Health Organization