



Pastry/Bakery Commis

QP Code: THC/Q2708

Version: 2.0

NSQF Level: 4

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THC/Q2708: Pastry/Bakery Commis

Brief Job Description

The individual at work is responsible for ensuring cleanliness at all stations and assists the CDP (Chef de Partie) and Sous Chef in the preparation and presentation of pastry/bakery products

Personal Attributes

The job requires the individual to have good eye sight, patience, attention to details, good communication skills, and physical strength to work for long working hours.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N2712: Assist to prepare, bake, finish and present pastry/bakery products](#)
2. [THC/N9901: Communicate effectively and maintain service standards](#)
3. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
4. [THC/N9906: Follow Health, Hygiene and Safety practices](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food Production and Kitchen
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7512.9900
Minimum Educational Qualification & Experience	12th Class/I.T.I
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Not Applicable
Minimum Job Entry Age	18 Years
Last Reviewed On	21/10/2020

Next Review Date	21/10/2023
Deactivation Date	21/10/2023
NSQC Approval Date	
Version	2.0

THC/N2712: Assist to prepare, bake, finish and present pastry/bakery products

Description

This OS unit is about assisting in preparation, baking, finishing, presentation, and serving of the pastry/bakery products, and undertaking administrative work like handling deliveries, storage of prepared/unused food and ingredients, etc.

Scope

The scope covers the following :

- Assist in preparation and presentation of pastry/bakery products
- Assist in serving the guests
- Undertake administrative tasks

Elements and Performance Criteria

Assist in preparation and presentation of pastry/bakery products

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

- PC1.** organise the assigned work area/station efficiently
- PC2.** select the type of ingredients required for preparation of the pastry/bakery product
- PC3.** measure out ingredients for different recipes
- PC4.** confirm the ingredients meet quality standards and other requirements
- PC5.** mix ingredients in correct proportions
- PC6.** arrange the correct tools and equipment required to prepare the pastry/bakery product
- PC7.** perform basic baking tasks like combining, mixing ingredients under the supervision of chef/manager
- PC8.** follow correct recipe and techniques for the basic preparation of the pastry/bakery product
- PC9.** assist with plate decoration for desserts and other baked items
- PC10.** check if the pastry/bakery product has the correct flavour, colour, texture, quantity and finish
- PC11.** finish and present the pastry/bakery product to meet requirements
- PC12.** store baked products which are not for immediate use in line with food safety regulations

Assist in serving the guests

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

- PC13.** ensure the pastry/bakery product is at the correct temperature for holding and serving
- PC14.** assist in serving the ordered pastry/bakery product to the guests, as required
- PC15.** interact with guests as per the organisational code of conduct
- PC16.** report customer complaints or compliments, if any

Undertake administrative tasks

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

- PC17.** receive and check goods against invoice for quality and quantity
- PC18.** assist with stock rotation to check and use the ingredients before their use-by date

- PC19.** label all ingredients and prepared items correctly
- PC20.** ensure all unused ingredients and prepared items are stored at the correct location and in controlled environment in compliance with health & safety regulations
- PC21.** organize the workplace to maintain standards of hygiene and cleanliness as per the health and safety guidelines in the food preparation and service areas at all times
- PC22.** inform chef/manager about the inventory status and help in re-ordering of supplies for pastry/bakery products
- PC23.** assist the chef/manager to plan menus, rotations, and orders, if required
- PC24.** contribute to organizational cost savings through accurate measurements, proper storage, stock rotation (following the rule 'first in, first out'), and timely service

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** about food hygiene, quality, and safety standards as per organizational policy and FSSAI
- KU2.** occupational health and safety requirements as per HACCP
- KU3.** organisational SOP for serving the guests
- KU4.** storage procedure of food items/ingredients as per food safety guidelines and organizational policy
- KU5.** methods for stock rotation
- KU6.** different types of pastry/bakery products and their characteristics
- KU7.** food preparation techniques like marinating, chopping, slicing, creaming etc.
- KU8.** recipes for different types of pastry/bakery products
- KU9.** cooking methods like baking, frying, microwaving, steaming, sifting, kneading, resting, aerating etc.
- KU10.** finishing methods like garnishing, lining/moulding, de-moulding etc.
- KU11.** types of tools/equipment required for preparation, baking and finishing the pastry/bakery products
- KU12.** appropriate temperatures for cooking and serving pastry/bakery products
- KU13.** operating procedure for equipment such as kitchen knives, stoves, ovens, steamers, mixing machines, etc.
- KU14.** techniques to check pastry/bakery product for correct colour, flavour, texture quantity and finish
- KU15.** adequate inventory and stock requirements for business continuity

Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, SOP, etc.
- GS2.** communicate with chef/manager for any clarification
- GS3.** write labels for identification of products to be stored
- GS4.** improve and modify own work practices in the bakery

- GS5.** analyse effort required for any dish preparation
- GS6.** maintain cordial relationship with co-workers for smooth workflow

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in preparation and presentation of pastry/bakery products</i>	20	30	-	10
PC1. organise the assigned work area/station efficiently	-	-	-	-
PC2. select the type of ingredients required for preparation of the pastry/bakery product	-	-	-	-
PC3. measure out ingredients for different recipes	-	-	-	-
PC4. confirm the ingredients meet quality standards and other requirements	-	-	-	-
PC5. mix ingredients in correct proportions	-	-	-	-
PC6. arrange the correct tools and equipment required to prepare the pastry/bakery product	-	-	-	-
PC7. perform basic baking tasks like combining, mixing ingredients under the supervision of chef/manager	-	-	-	-
PC8. follow correct recipe and techniques for the basic preparation of the pastry/bakery product	-	-	-	-
PC9. assist with plate decoration for desserts and other baked items	-	-	-	-
PC10. check if the pastry/bakery product has the correct flavour, colour, texture, quantity and finish	-	-	-	-
PC11. finish and present the pastry/bakery product to meet requirements	-	-	-	-
PC12. store baked products which are not for immediate use in line with food safety regulations	-	-	-	-
<i>Assist in serving the guests</i>	5	10	-	-
PC13. ensure the pastry/bakery product is at the correct temperature for holding and serving	-	-	-	-
PC14. assist in serving the ordered pastry/bakery product to the guests, as required	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. interact with guests as per the organisational code of conduct	-	-	-	-
PC16. report customer complaints or compliments, if any	-	-	-	-
<i>Undertake administrative tasks</i>	25	40	-	10
PC17. receive and check goods against invoice for quality and quantity	-	-	-	-
PC18. assist with stock rotation to check and use the ingredients before their use-by date	-	-	-	-
PC19. label all ingredients and prepared items correctly	-	-	-	-
PC20. ensure all unused ingredients and prepared items are stored at the correct location and in controlled environment in compliance with health & safety regulations	-	-	-	-
PC21. organize the workplace to maintain standards of hygiene and cleanliness as per the health and safety guidelines in the food preparation and service areas at all times	-	-	-	-
PC22. inform chef/manager about the inventory status and help in re-ordering of supplies for pastry/bakery products	-	-	-	-
PC23. assist the chef/manager to plan menus, rotations, and orders, if required	-	-	-	-
PC24. contribute to organizational cost savings through accurate measurements, proper storage, stock rotation (following the rule 'first in, first out'), and timely service	-	-	-	-
NOS Total	50	80	-	20

National Occupational Standards (NOS) Parameters

NOS Code	THC/N2712
NOS Name	Assist to prepare, bake, finish and present pastry/bakery products
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant
Occupation	Food Production and Kitchen
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

THC/N9901: Communicate effectively and maintain service standards

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Communicate effectively with guests, colleagues and superiors

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

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

Maintain professional etiquette

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

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

Provide specific services as per the guests' requirements

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

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

Description

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

Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

Elements and Performance Criteria

Maintain organisational confidentiality

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

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

Respect guest's privacy

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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

Assessment Criteria

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

National Occupational Standards (NOS) Parameters

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

THC/N9906: Follow Health, Hygiene and Safety practices

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain personal and workplace hygiene

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

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

Take precautionary health measures

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

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

Follow standard safety procedure

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

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

Follow effective waste management

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N2712.Assist to prepare, bake, finish and present pastry/bakery products	50	80	0	20	150	50
THC/N9901.Communicate effectively and maintain service standards	40	40	0	20	100	25

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	0	5	25	5
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	0	15	75	20
Total	125	165	0	60	350	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
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.
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 organization.
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 (K) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standard	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 qualification 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	Knowledge and Understanding are statements that together specify the technical, generic, professional and organizational specific knowledge that an individual need in order to perform to the required standard.
Organizational Context	Organizational context includes the way the organization 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	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 contribution towards a 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 within options.
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.

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