NCVET Code 2022/PWD/SCPWD/05799

# QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY Name and address of submitting body:

Skill Council for Persons with Disability 501, City Centre, Plot No 5, Sector -12 Dwarka, New Delhi-110076 011 2808 5058-59 info@scpwd.in

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

Name: Mr. Ravindra Singh

Position in the organization: Chief Executive Officer Address if different

from above: same as above

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

Email address: ravindra.singh@scpwd.in

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

- Qualification Pack and Model curriculum for Food & Beverage Service Associate-(Divyangjan)
- 2. Guidelines for Persons with Intellectual Disability for Assessors.
- 3. List of Assistive Tools, Trainer Pre-requisites and Break up of proposed extended hours.

### Model Curriculum attached including the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Distribution of training duration into theory/practical/OJT component

## **QUALIFICATION FILE SUMMARY**

| 1   | Qualification Title                 | Food & Beverage Service Associate-          |
|-----|-------------------------------------|---|
| 2   | Ovelification Code if any           | (Divyangjan) PWD/Q7301                      |
| 2   | Qualification Code, if any          |   |
| 3   | NCO code and occupation             | NCO-2015/5123.20 and NCO2015/5123.40        |
| 4   | Nature and purpose of the           | Short Term Short Term. Purpose of the       |
|     | qualification (Pleasespecify        | course is to impart Skill development       |
|     | whether qualification is short term | training to the Persons with Intellectual   |
|     | or long term)                       | Disability.                                 |
| 5   | Body/bodies which will award the    |   |
|     | qualification                       | Skill Council for Persons with Disability   |
|     | 4                                   | (SCPwD)                                     |
| 6   | Body which will accredit providers  | Skill Council for Persons with Disability   |
| •   | to offer courses leading to the     | (SCPwD)                                     |
|     | qualification                       | (OOI WD)                                    |
| 7   | -                                   |   |
| 7   | Whether                             |   |
|     | accreditation/affiliation norms are | Yes   |
|     | already inplace or not, if          |   |
|     | applicable (if yes, attach acopy)   |   |
| 8   | Occupation(s) to which the          | Food & Beverage Service Associate           |
|     | qualification gives access          |   |
| 9   | Job description of the occupation   | The individual greets, seats and servesthe  |
|     |                                     | guests. The individual also works in        |
|     |                                     | different service areas like in-room dining |
|     |                                     | (IRD), buffet, and conferences.             |
| 10  | Licensing requirements              | No  |
| 11  | Statutory and Regulatory            | N/A   |
|     | requirement of the relevant         |   |
|     | sector (documentary evidence        |   |
|     | to beprovided)                      |   |
| 12  | Level of the                        | 2   |
|     | qualification in the                |   |
|     | NSQF                                |   |
| 13  | Anticipated volume of               | 690 hrs. of training (Theory: 150,          |
| .   | training/learning requiredto        | Practical: 330 and OJT: 210)                |
|     | complete the qualification          | 1 14011041. 000 4114 001. 210)              |
| 1.4 | -                                   | Hoodphone Personal Digital Assistant        |
| 14  | Indicative list of training tools   | Headphone, Personal Digital Assistant       |
|     | required to deliverthis             | and Touch Screen, Alternative Keyboards,    |
|     | qualification                       | Word Predictor, 'Me' Book, Flash/Picture    |
|     |                                     | Cards                                       |

| 15     | Entry requirements and/or                 | Basic Lite                        | eracy, 18 yea       | ars                   |      |  |  |  |
|--------|---|-----------------------------------|---------------------|-----------------------|------|--|--|--|
|        | recommendations and minimum               |                                   | onal Assessment and |                       |      |  |  |  |
|        | age                                       | Programming System (VAPS) for     |                     |                       |      |  |  |  |
|        | ago .                                     | _                                 | tes with ID- A      | ,                     |      |  |  |  |
| 16     | Progression from the                      | Food and Beverage Service Trainee |                     |                       |      |  |  |  |
| 10     | qualification (Please show                |                                   | 209- Level 3        | civice trainee        |      |  |  |  |
|        | Professional and academic                 | 1110/002                          | 203- Level 3        |                       |      |  |  |  |
|        | progression)                              |                                   |                     |                       |      |  |  |  |
| 17     | Arrangements for the                      | RPI ass                           | essment will        | be as per defined     | 1    |  |  |  |
| ''     | Recognition of Prior learning             |                                   | assessment          |                       | 4    |  |  |  |
|        | (RPL)                                     | SCI WD                            | assessment          | process.              |      |  |  |  |
| 18     | International comparability               | To be es                          | tablished           |                       |      |  |  |  |
|        | where known(research                      |                                   |                     |                       |      |  |  |  |
|        | evidence to be provided)                  |                                   |                     |                       |      |  |  |  |
| 19     | Date of planned review of the             | 3 years f                         | rom NSQC a          | pproval               |      |  |  |  |
|        | qualification                             |                                   |                     |                       |      |  |  |  |
| 20     | Formal Structure of the                   |                                   |                     |                       |      |  |  |  |
|        | QualificationMandatory                    |                                   |                     |                       |      |  |  |  |
|        | Components                                |                                   |                     |                       |      |  |  |  |
|        | Title of the unit or other component      |                                   | Mandatory/          | <b>Estimated Size</b> | Leve |  |  |  |
|        | (Include any identification codeused      | d)                                | Optional            | (Learning Hrs.)       |      |  |  |  |
|        |   |                                   |                     |                       |      |  |  |  |
| (1)    |   |                                   |                     | 00                    |      |  |  |  |
| ` '    | Personal Adequacy, Social Behaviour       |                                   | Mandatory           | 90                    |      |  |  |  |
|        | Communication (Bridge Module -PwD)        |                                   |                     | 1.00                  |      |  |  |  |
| ` '    | Work Related Skills (Bridge Module -Pr    | WD)                               | Mandatory           |                       |      |  |  |  |
|        | (Bridge Module): Tourism                  |                                   | Mandatory           | 4                     | 2    |  |  |  |
|        | and Hospitality Industry –An Introduction | on                                |                     |                       |      |  |  |  |
| (iv)   | PWD/N7301: Receive and serve the gr       | uests                             | Mandatory           | 27                    | 2    |  |  |  |
|        | efficiently                               |                                   |                     |                       |      |  |  |  |
| (v)    | PWD/N7302: Perform different service      |                                   | Mandatory           | 67                    | 2    |  |  |  |
|        | operations                                |                                   |                     |                       |      |  |  |  |
| (vi)   | PWD/N7303: Performbuffet set-up and       | k                                 | Mandatory           | 60                    | 2    |  |  |  |
|        | clearance                                 |                                   |                     |                       |      |  |  |  |
| (vii)  | PWD/N9901: Follow health, safety and      | l hygiene                         | Mandatory           | 76                    | 2    |  |  |  |
|        | practices                                 |                                   |                     |                       |      |  |  |  |
| (viii) |   |                                   | Mandatory           | 36                    | 2    |  |  |  |
|        | effectively                               |                                   |                     |                       |      |  |  |  |
|        | Total (A)                                 |                                   |                     | 480                   |      |  |  |  |
|        | On the Job Training (B)                   |                                   | Mandatory           | 210                   |      |  |  |  |
|        |   |                                   |                     | ·                     |      |  |  |  |
|        |   |                                   |                     |                       |      |  |  |  |
|        | Total (A+ B)                              |                                   |                     | 690                   |      |  |  |  |

## SECTION 1 ASSESSMENT

## 21 Name of Assessment Agency (AA):

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

- Induslynk Training Services Pvt. Ltd. (Mercer Mettl),
- Skills Mantra Edu-Tech Consulting India Pvt. Ltd,
- IRIS Corporate Solutions Private Limited

The list of Assessment Agencies is not limited to above and can extend basis their

empanelment with SCPwD and having certified Assessor for the Job role from THSC as well as SCPwD.

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

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack and will be carried out as per normal SCPwD assessmen process. The Training Partner or any other authority as prescribed by the Steering Committee will identify and counsel candidates eligible for RPL through mobilization camps and advertisements. The mobilized candidates can be counselled, oriented about the standardized NSQF framework and basis their existing competency will be mapped agains the suitable level of the concerned Job role for assessments. The candidates enrolled will be assessed by the Assessment Agency affiliated with the Skill Council for Persons with Disability (SCPwD) on the basis of assessment criteria decided by SCPwD. The candidate will need topass in the minimum assessment criteria of a particular QP decided by the SSC. Successfully assessed candidates with a valid Aadhaar or alternate ID (as per process) will be eligible fo QP-NOS based Certification.

#### 23 **ASSESSMENT PROCESS**

A robust technology enabled assessment methodology has been designed keeping in mindthe geographical/Physical constraints and target segment which assess a trainee's knowledge and skill set through three methods:

- a. An offline Tablet based test through the use of Multiple-Choice Text and Picture based questions (in line with requirement) in English/Hindi and vernacular languages
- b. Actual demonstration

## Assessment Strategy of SCPwD

Criteria for assessment of each Qualification Pack will be created by the Skill Council for Persons with Disability (SCPwD). 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.

The assessment for the theory part will be based on the knowledge bank of questions created by the SCPwD.

Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS. Individual assessment agencies will create unique question papers for the

theory part for each candidate at each examination/training centre.

Individual assessment agencies will create unique evaluations for skill practical for everystudent at each examination/ training centre based on these criteria.

To pass the Qualification Pack assessment, every trainee should score a minimum of 50% of aggregate marks to successfully clear the assessment.

Minimum Aggregate Passing % at QP Level: 50

#### **Pre-Assessment Phase-**

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

#### **Assessment Phase-**

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

#### Post Assessment Phase-

- 1. The Assessment Agency prepares the result based on responses captured in the server.
- 2. The Assessment Agency shares the result with SCPwD in the prescribed format. Guidelines for Assessment of Persons with Intellectual Disability are appended in 'Annexure 1.'

### **ASSESSMENT EVIDENCE**

# Complete a grid for each component as listed in "Formal structure of the qualification" in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.

# 24. Assessment evidences Title of Component:

| Outcomes to | Assessment criteria for the        | Total | Out | Th | Prac  | Project | Viva |
|-------------|------------------------------------|-------|-----|----|-------|---------|------|
| be          | outcome                            | Mark  | of  | е  | tical | •       |      |
| assessed/NO |                                    | s     |     | or |       |         |      |
| Ss tobe     |                                    |       |     | у  |       |         |      |
| assessed    |                                    |       |     |    |       |         |      |
| PWD/N7301:  | PC1 greet guests using             | 25    | 4   | 2  | 2     |         |      |
| Receive and | appropriate titles and terms of    |       |     |    |       |         |      |
| Servethe    | respect and offer them             |       |     |    |       |         |      |
| Guests      | comfortable seating area           |       |     |    |       |         |      |
| Efficiently | PC2. ensure to offer the           |       | 4   | 1  | 3     |         |      |
|             | services to the client as per      |       |     |    |       |         |      |
|             | SOP (pre meal services such        |       |     |    |       |         |      |
|             | as water, welcome drink            |       |     |    |       |         |      |
|             | and snacks etc. and menu card)     |       |     |    |       |         |      |
|             | PC3. maintain appropriate          |       | 5   | 2  | 3     |         |      |
|             | body posture while                 |       |     |    |       |         |      |
|             | interacting with and               |       |     |    |       |         |      |
|             | serving the guests.                |       |     |    |       |         |      |
|             | PC4. inform supervisor/ colleague  |       | 2   |    | 2     |         |      |
|             | if there are specific requirements |       |     |    |       |         |      |
|             | from the guests.                   |       |     |    |       |         |      |
|             | PC5. attend to the client in a     |       | 2   |    | 2     |         |      |
|             | courteous and hospitable           |       |     |    |       |         |      |
|             | manner.                            |       |     |    |       |         |      |
|             | PC6. provide assistance            |       | 2   |    | 2     |         |      |
|             | with a sincere attitude.           |       |     |    |       |         |      |
|             | PC7. use standard                  |       | 4   | 2  | 2     |         |      |
|             | phrases inappropriate              |       |     |    |       |         |      |
|             | situations.                        |       |     |    |       |         |      |
|             | PC8. avoid interrupting the guests |       | 2   |    | 2     |         |      |
|             | whilethey talk.                    |       |     |    |       |         |      |

| PWD/N7302: | PC1. set the table with        | 50 | 5 | 2 | 3 |  |
|------------|--------------------------------|----|---|---|---|--|
| Perform    | linens, tableware and          |    |   |   |   |  |
| Different  | glasses                        |    |   |   |   |  |
| Service    | and cutlery.                   |    |   |   |   |  |
| Operations | PC2. arrange essentials such   |    | 5 | 2 | 3 |  |
|            | as papernapkins, ketchup,      |    |   |   |   |  |
|            | pickle, salt and pepper, etc.  |    |   |   |   |  |
|            | properly on                    |    |   |   |   |  |
|            | the table                      |    |   |   |   |  |
|            | PC3. set up and check          |    | 2 |   | 2 |  |
|            | the side station with          |    |   |   |   |  |
|            | essential                      |    |   |   |   |  |
|            | equipment's for smooth service |    |   |   |   |  |

| PC4. set up trolley with           | 2 |   | 2 |  |
|------------------------------------|---|---|---|--|
| essentialequipment                 |   |   |   |  |
| PC5. arrange tea/ coffee and       | 2 |   | 2 |  |
| snakes fortea breaks               |   |   |   |  |
| PC6. ensure the                    | 2 |   | 2 |  |
| availability of conference         |   |   |   |  |
| pad and pens                       |   |   |   |  |
| etc. if required                   |   |   |   |  |
| PC7. set up IRD trolley with       | 6 | 2 | 4 |  |
| IRD tray, cutlery, etc. as per the |   |   |   |  |
| orderunder supervision.            |   |   |   |  |
| PC8. ensure delivery of            | 2 |   | 2 |  |
| food andbeverage as per            |   |   |   |  |
| the                                |   |   |   |  |
| requirement of the guest           |   |   |   |  |
| PC9. ensure the cleanliness of     | 2 |   | 2 |  |
| the foodservice area such as       |   |   |   |  |
| dining tables, sideboards,         |   |   |   |  |
| trolleys, counters, etc. as        |   |   |   |  |
| per the organizational standards.  |   |   |   |  |
| PC10. ensure that service          | 4 | 2 | 2 |  |
| equipment (glasses, platters,      |   |   |   |  |
| bowls, etc.) is clean, functional, |   |   |   |  |
| free of damage                     |   |   |   |  |
| and located where it should be.    |   |   |   |  |
| PC11. check if there is sufficient | 2 |   | 2 |  |
| stock of service ready clean and   |   |   |   |  |
| damage free items such as salver,  |   |   |   |  |
| service                            |   |   |   |  |
| spoons, bread basket,tongs         |   |   |   |  |
| PC12. ensure that dining           | 2 |   | 2 |  |
| furniture, table linen and table   |   |   |   |  |
| items are undamaged                |   |   |   |  |
| and properly polished.             |   |   |   |  |
| PC13. check the                    | 2 |   | 2 |  |
| menus and promotional              |   |   |   |  |
| items for                          |   |   |   |  |
| cleanliness.                       |   |   | _ |  |
| PC14. ensure the cleanliness       | 2 |   | 2 |  |
| of IRDtray, trolley, and side      |   |   |   |  |
| station.                           |   |   |   |  |
| PC15. clean and rearrange the      | 4 | 2 | 2 |  |
| tables when the guest              |   |   |   |  |
| has left.                          |   |   |   |  |

| PC16. ensure plates are    |          | 2 |  |
|----------------------------|----------|---|--|
| removed without disturbin  | g        |   |  |
| guests when they finish ar | 1        |   |  |
| item.                      |          |   |  |
| PC17. send plate, cutlery, |          | 2 |  |
| crockery and glassware for | or       |   |  |
| cleaning.                  |          |   |  |
| PC18. dispose-off broken.  | , 2      | 2 |  |
| crackeditems and other     |          |   |  |
| waste if required.         |          |   |  |
| ·                          | <u> </u> |   |  |

| PWD/N7303:      | PC1. layout buffet              | 50 | 7 | 2 | 5 |  |
|-----------------|---------------------------------|----|---|---|---|--|
| Perform Buffet  | table asper                     |    | ' | _ |   |  |
| Set-            | instructions.                   |    |   |   |   |  |
| up and          | mondono.                        |    |   |   |   |  |
| Clearance       | PC2. wipe crockery,             |    | 6 | 1 | 5 |  |
| O Total all loo | cutlery                         |    |   | ' |   |  |
|                 | and glass as per                |    |   |   |   |  |
|                 | Standard                        |    |   |   |   |  |
|                 | Operating Procedure             |    |   |   |   |  |
|                 | (SOP).                          |    |   |   |   |  |
|                 | PC3. ensure cleanliness         |    | 5 | 2 | 3 |  |
|                 | at                              |    |   |   |   |  |
|                 | the buffet counter.             |    |   |   |   |  |
|                 | <b>PC4.</b> refill the water in |    | 3 |   | 3 |  |
|                 | the                             |    | 3 |   | 3 |  |
|                 | buffet chafing dish and         |    |   |   |   |  |
|                 | ice                             |    |   |   |   |  |
|                 | cream on ice counter.           |    |   |   |   |  |
|                 | PC5. place the salad            |    | 3 |   | 3 |  |
|                 | stand                           |    | 9 |   |   |  |
|                 | on the salad counter.           |    |   |   |   |  |
|                 | PC6. place                      |    | 2 |   | 2 |  |
|                 | accessories atbuffet            |    |   |   |   |  |
|                 | counter as per                  |    |   |   |   |  |
|                 | Standard Operating              |    |   |   |   |  |
|                 | Procedure (SOP).                |    |   |   |   |  |
|                 | PC7. pick up the dishes         |    | 5 | 2 | 3 |  |
|                 | from                            |    |   |   |   |  |
|                 | the kitchen on the              |    |   |   |   |  |
|                 | instruction of a                |    |   |   |   |  |
|                 | supervisor.                     |    |   |   |   |  |
|                 | PC8. switch the induction       |    | 2 |   | 2 |  |
|                 | on/off as per the               |    |   |   |   |  |
|                 | instruction                     |    |   |   |   |  |
|                 | from supervisor.                |    |   |   |   |  |
|                 | PC9. place buffet signs         |    | 1 |   | 1 |  |
|                 | 10                              |    |   |   |   |  |
|                 | minutes before the out          |    |   |   |   |  |
|                 | time.                           |    |   |   |   |  |
|                 | PC10. place dishes in           |    | 4 | 1 | 3 |  |
|                 | their                           |    |   |   |   |  |
|                 | respective areas and            |    |   |   |   |  |
|                 | open all                        |    |   |   |   |  |
|                 | the food pan cover/lid.         |    |   |   |   |  |
|                 | PC11. remove all name           |    | 2 |   | 2 |  |

|                | tags                     |    |   |   |   |  |
|----------------|--------------------------|----|---|---|---|--|
|                | from the buffet counter. |    |   |   |   |  |
|                | PC12. remove dishes      |    | 2 |   | 2 |  |
|                | from                     |    |   |   |   |  |
|                | the counter.             |    |   |   |   |  |
|                | PC13. place all the food |    | 3 |   | 3 |  |
|                | pans, wiping sheets,     |    |   |   |   |  |
|                | bread                    |    |   |   |   |  |
|                | and butter plates in the |    |   |   |   |  |
|                | washing area.            |    |   |   |   |  |
|                | PC14. clean buffet       |    | 5 | 2 | 3 |  |
|                | counter                  |    |   |   |   |  |
|                | as per Standard          |    |   |   |   |  |
|                | Operating Procedure      |    |   |   |   |  |
|                | (SOP).                   |    |   |   |   |  |
| PWD/N9901:     | PC 1. wash and           | 50 | 6 | 2 | 4 |  |
| Follow health, | sanitize hands at        |    |   |   |   |  |
|                | regular intervals        |    |   |   |   |  |

| safety and | using hand wash             |   |          |          |  |
|------------|-----------------------------|---|----------|----------|--|
| hygiene    | and alcohol-based           |   |          |          |  |
| practices  | sanitizers                  |   |          |          |  |
| 1          | PC 2. clean the             | 3 | 1        | 2        |  |
|            | workplace                   |   |          |          |  |
|            | with an appropriate         |   |          |          |  |
|            | cleaning                    |   |          |          |  |
|            | solution and disinfectants  |   |          |          |  |
|            | as                          |   |          |          |  |
|            | recommended                 |   |          |          |  |
|            | PC 3. sanitize all tools    | 3 | 1        | 2        |  |
|            | and                         |   | '        |          |  |
|            | equipment requiring         |   |          |          |  |
|            | touch                       |   |          |          |  |
|            | points at regular intervals |   |          |          |  |
|            |                             | 4 | 4        |          |  |
|            | PC 4. ensure that the       | 1 | 1        |          |  |
|            | trashcans are cleared       |   |          |          |  |
|            | regularly following the     |   |          |          |  |
|            | cleanliness and             |   |          |          |  |
|            | maintenanceschedule         |   |          |          |  |
|            | PC 5. use appropriate       | 3 | 1        | 2        |  |
|            | Personal Protective         |   |          |          |  |
|            | Equipment (headwear,        |   |          |          |  |
|            | glasses, goggles,           |   |          |          |  |
|            | footwear etc.)              |   |          |          |  |
|            | considering the task to     |   |          |          |  |
|            | be performed and the        |   |          |          |  |
|            | working environment         | - |          |          |  |
|            | PC 6. regularly, wearing    | 2 | 2        |          |  |
|            | clean clothes, following a  |   |          |          |  |
|            | healthy diet etc.           |   |          |          |  |
|            | PC 7. attend regular        | 2 |          | 2        |  |
|            | health                      |   |          |          |  |
|            | check-ups organized by      |   |          |          |  |
|            | the                         |   |          |          |  |
|            | management                  |   |          |          |  |
|            | PC 8. report personal       | 3 | 1        | 2        |  |
|            | health                      |   |          |          |  |
|            | issues related to injury,   |   |          |          |  |
|            | food,                       |   |          |          |  |
|            | air and infectious disease  |   |          |          |  |
|            | PC 9. report to the         | 3 | 1        | 2        |  |
|            | concerned authority in      |   |          |          |  |
| <u> </u>   |                             |   | <u> </u> | <u>I</u> |  |

| case    |                    |   |   |   |   |  |
|---------|--------------------|---|---|---|---|--|
| any co  | worker is unwell   |   |   |   |   |  |
| PC 10.  | follow safety      | - | 3 | 1 | 2 |  |
| proced  | ures while         | - |   |   |   |  |
| handlir | ng                 |   |   |   |   |  |
| materia | als, tools,        | - |   |   |   |  |
| equipm  | nent               |   |   |   |   |  |
| etc.    |                    |   |   |   |   |  |
| PC 11.  | follow first aid   | = | 3 | 1 | 2 |  |
| proced  | ures appropriately | - |   |   |   |  |
| PC 12.  | identify hazards   | - | 3 | 1 | 2 |  |
| at      |                    |   |   | _ |   |  |
| the wo  | rkplace and report |   |   |   |   |  |
| to      |                    |   |   |   |   |  |

|  | the concerned person in time   |    |   |   |   |  |
|--|--|----|---|---|---|--|
|  | PC 13. identify and segregate recyclable, nonrecyclable and hazardous waste at workplace |    | 2 | 2 |   |  |
|  | PC 14. segregate waste into different colored dustbins                                   |    | 2 |   | 2 |  |
|  | PC 15. recycle waste wherever applicable   |    | 3 | 1 | 2 |  |
|  | PC 16. dispose off the waste as per the prescribed standards                             |    | 4 | 2 | 2 |  |
|  | PC 17. dispose off PPEs in a plastic bag, sealed and labelled as infectious waste        | 4  | 4 | 2 | 2 |  |
| PWD/N9903:<br>Communicat<br>e effectively<br>with others | PC 1. follow job order and instructions received from reporting superior                 | 25 | 2 | 1 | 1 |  |
|  | PC 2. deliver quality work and report reasons for delay                                  |    | 2 |   | 2 |  |
|  | PC 3. escalate unresolved problems or complaints to the relevant senior                  |    | 3 | 1 | 2 |  |
|  | PC 4. incorporate feedback to improve the performance                                    |    | 2 |   | 2 |  |
|  | PC 5. trust, support and respect to colleagues and superiors                             |    | 2 | 1 | 1 |  |
|  | PC 6. seek assistance from colleagues and superior when required                         |    | 3 | 2 | 1 |  |

| PC 7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined | 4 | 2 | 2 |  |
|---|---|---|---|--|
| PC 8. help the colleagues if required   | 1 |   | 1 |  |

|   | PC 9. use inclusive language (verbal, non- verbal and written) that is gender, disability and culturally sensitive | 4 | 2 | 2 |   |  |
|---|--|---|---|---|---|--|
|   | PC 10. report incidents of harassment and discrimination to appropriate authority                                  | 2 | 2 |   |   |  |
| Pass/Fail Minimum of 50% ofaggregate marks - Passing criteria |  |   |   |   | 6 |  |

## **SECTION 2 – EVIDENCE OF LEVEL**

| Name of Qualification: NSQ |                          |                              |       |
|----------------------------|--------------------------|------------------------------|-------|
|                            | Outcomes of              | How the outcomes are         | NSQF  |
| NSQF Domain                | the                      | related to the NSQF          | Level |
|                            | qualification            | Level descriptors            | LCVCI |
| Process                    | Manipulate various       | The job holder will be       |       |
|                            | crockeryand food         | required to choose           |       |
|                            | appropriately and        | appropriate tools,           |       |
|                            | hygienically             | equipment, procedures as     |       |
|                            |                          | per                          |       |
|                            | Adopt methods and        | the requirement of the job.  |       |
|                            | techniques for setting   |                              |       |
|                            | and clearing the buffet  |                              |       |
|                            | Prepare the service area |                              |       |
|                            | Carry out In-room        |                              |       |
|                            | diningservices           |                              |       |
|                            | Set up the conference    |                              |       |
|                            | andmeeting area          |                              |       |
|                            |                          |                              | 2     |
|                            | Various types of         | The job holder should be     |       |
|                            |                          | ableto serve different foods |       |
|                            | and tools used in a      | and beverages in             |       |
|                            | restaurant               | accordance with              |       |
|                            | Various linen used       | time and demand.             |       |
|                            | in a restaurant          |                              |       |
| Various types of meals     |                          |                              |       |
|                            | Types of alcoholic and   |                              |       |
|                            | non-alcoholic            |                              |       |
|                            | beverages                |                              |       |
|                            | Different types of       |                              |       |
|                            | flavours                 |                              |       |
|                            | Check stock              |                              |       |
| Professional               |                          |                              | •     |
| knowledge                  |                          |                              | 2     |
| Professional skill         | Receive the guests,      | The job holder is expected   |       |
|                            | seating at the table,    | torecall and demonstrate     |       |
|                            | offer pre mealservices   | practical skill which is     |       |
|                            | Work effectively with    | routineand repetitive in     |       |
|                            | colleagues and           | nature and apply it          |       |
|                            | supervisors              | appropriately in             | 2     |

|                | Maintain personal  | restaurant.   |   |
|----------------|--|---|---|
|                | hygiene  | They should work  |   |
|                | Practice inclusion at work   | effectively with colleagues and supervisors.  |   |
|                | Administer appropriatesafety and emergency procedures  |   |   |
| Core skill     | Maintain the tools and equipment Perform clearance activities  | The job holder should know how to maintain various tools and equipments used and howto perform clearance activities   | 2 |
|                | Take responsibility for his/her own work andlearning.  Check availability of alltools and equipment required for various services. | The role holder is required to perform the work as per specifications and time. They are responsible for their own quality work and learning to ensure the conformance of given job requirements. |   |
| Responsibility | Services.  |   | 2 |

#### **SECTION 3- EVIDENCE OF NEED**

## 24 What evidence is there that the qualification is needed?

The RPwD act identifies 21 benchmark Disabilities. Based on Census 2011, 6 % of the disabled population fall under the category of Intellectual Disabilities. In order to cater to the employment opportunities for the Adults with Intellectual Disability, keeping in view the demand from the Industry, the Job role has been developed.

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

As per the Census 2011, In India out of the 121 Cr population, 2.68 Cr persons are 'disabled' which is 2.21% of the total population. Of the total disabled population, nearly 56% (1.50 Cr) are Male and 44% (1.18 Cr) are Female Divyangjan in the Country.

Further, of the Total Population of Divyangjan, nearly 69% (1.85 Cr) reside in Rural India and 31% (0.83 Cr) in urban India. Nearly 55% (1.46 Cr.) of the total population (2.68 Cr) of Divyangjan in India are literates and of this total literate, 62% (0.91 Cr) are Male and 38% (0.55 Cr) Female Divyangjan.

Among the total disabled population, nearly 6% of the people have Intellectual Disability. There is a lack of data on Intellectual Disability which makes it really difficult to estimate onhow many, among this 6% population, are employed/unemployed, literate/illiterate and so on.

With the RPwD Act 2016, there is an estimated 3 folds increase in the total disabled population which will correspondingly increase percentage of the Persons with Intellectual Disability. The qualification has been created with an intention to reach out to the smallest segment of this population, so that no one is deprived of the employment opportunities for lack of Courses. During the development of this Qualification views and validations of the Sector experts as well as Industry partners have been sought. A review of the qualification will be done after 3 years on the Next review.

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

Attached in the folder

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

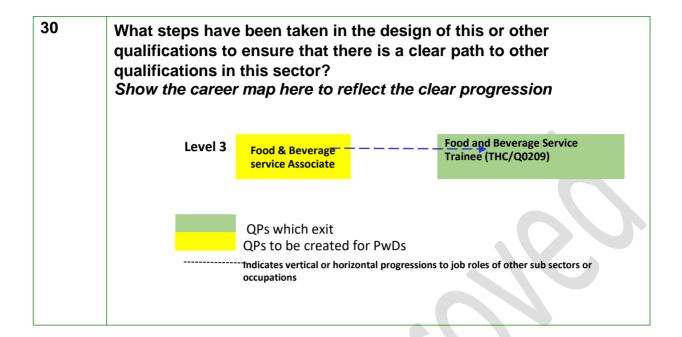
Non duplication has been ensured by the SCPwD. This is unique and very first qualification created for Persons with Intellectual

Disability in the Skill space.

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

The Qualification Pack of Food & Beverage Service Associate was created to cater to the employment opportunities for the Adults with Intellectual Disability and keeping in view the demand from the industry. SCPwD develops disability specific Expository which contains expounded information on tools/technology /assistive devise for specific disability. The Expository for Intellectual Disability has been created by SCPwD. The QP is revised at frequent intervals by SCPwD, to capture updates in the sector. Similarly, Expository is also reviewed and revised to capture updates on any further development /innovations in the specific disability for facilitating the trainers as well as the assessors in addition to the learners.

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



# <u>Annexure 1: Guidelines for the assessment of Persons with Intellectual</u> Disability

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

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

### **Specific Guidelines**

- The presence of an individual for assisting the candidate during the assessment is permissible.
- Rapport should be established with the candidates as Persons with Intellectual Disability take time to interact with a new person.
- Candidates should be familiarized with the digital tool and its operation so that the problems related to understanding the software/system and its functioning could be eased/rectified in advance.
- Light in the assessment room should be appropriate.
- An extension of 20 minutes per hour is recommended. This can be further increased as per circumstances/ requirement of the candidate (for details please refer to the
- Examination Guideline developed by MSJE).

- While communicating with the candidates the language used should be simple, short without jargons with visual cues if required, to facilitate comprehension by the candidate.
- Explain the process of assessment before you begin to assess the candidate.
- Questions should be direct and in simple language to facilitate comprehension by the Candidate.
- Questions should focus on the Practical aspects of learning so that responses are morethrough demonstration of skills acquired than theoretical.
- Speak slowly to the candidate.
- Give pauses frequently while asking questions or giving instructions, in order to avoid mixing up of information and take feedback on candidates' understanding.
- Give the candidates enough time to understand the instructions and to respond.

- Rephrase and repeat questions, if necessary, or give it in writing, if the candidate is able to read.
- Checking for understanding of the candidate is essential. For candidates who can speak in sentences, always ask questions such as: "Can you tell me what I just said?" "Can you tell me what I am going to do next and why?"
- People with limited language ability and understanding rely on familiar routines and environmental cues to understand or anticipate what will happen next. Hence, assessmentin familiar setting is recommended.
- Use simple diagrams and gestures to explain a concept if the candidate expresses inability to understand.
- Question paper should have visuals/ pictorial /audio cues for better understanding.
- Question paper should be in English/Hindi or Regional language which is easily understood by the candidate.
- Questions should be Multiple Choice/ Fill in the blanks /True False/Yes Notype.
- Candidates with Intellectual Disability should be assessed for each small step involved in a process rather than assessing them for the whole process since remembering the sequence for any activity might be challenging for them.
- The Assessor should connect with the SPOC from the council in case there is any concern related to the candidate/process.

### Theory

- Multiple choice (with simple & direct question & visual answer clues)
- Fill in the blanks
- True /False Practical and/or Viva
- The student may be asked to demonstrate the sequence of the task learned.
- They may be asked to arrange the tasks in sequence to perform an activity (using picture/flash cards).
- The option of 5 out of 10 can be provided to the candidate.

#### Guidelines for the assistance (Caregiver/parent/sibling/therapist/supervisor)

- The individual assisting the candidate with Intellectual Disability during the assessment can be a caregiver/parent/sibling/therapist/supervisor who has not been involved directly in the training of the candidate.
- Only one individual per candidate is allowed to assist the candidate in case of online assessment (i.e. a ratio of 1:1) and for off line assessments the ratio of assistance to no. of students would be based on the batch size.
- The help can only be in terms of assisting the candidate's understanding by verbalizing written instructions or repeating the questions (maximum 3 times/question) and also by recording the response given by the candidate.
- Prompting the candidate will not be permissible.

# Annexure 2: Assistive Tools, Trainer Pre-requisites and Break up of proposed extended hours

### List of tools/equipment/aids to conduct the training

Any of the following tools may be used during the training of Persons with Intellectual Disability

- Headphone
- Personal Digital Assistant and Touch Screen
- Alternative Keyboards
- Word Predictor
- 'Me' Book
- Flash/Picture cards

#### **Trainer Qualification**

**Minimum Educational Qualifications:** Diploma/ Degree in Special Education In addition to above, Disability specific additional requirement for the trainer

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

**Experience:** Minimum 2 years' experience in working with Persons with Intellectual Disability as Trainers or Assistant

## **Training Duration**

# Break up of pre training/ foundation course:

| S.NO | MODULE  | THEORY  | PRACTICAL | TOTAL   |
|------|---|---------|-----------|---------|
| •    |   | (hours) | (hours)   | (hours) |
| 1    | Personal Adequacy, Social Behaviour and Communication (Bridge Module -PwD) covering modules on Personal Adequacy and Sex Education, Awareness of Self and Environment and Social and Communication Skills | 10      | 80        | 90      |
| 2    | Work Related Skills (Bridge Module –PwD) covering modules on Cognitive Skills, Socio-Emotional Maturity, Work ethics and Fine motor skills)   | 20      | 100       | 120     |
|      | GRAND TOTAL   | 30      | 180       | 210     |

Total additional hours recommended by SCPwD are 210.