



Food & Beverage Service Associate (Divyangjan)

QP Code: PWD/Q7301

Version: 1.0

NSQF Level: 2

Skill Council for PwD || 501, City Centre, 5th Floor, 12/5, Plot 5, Sector 12, Dwaraka
New Delhi 110076

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PWD/Q7301: Food & Beverage Service Associate (Divyangjan)

Brief Job Description

The individual greets, seats and serves the guests. The individual also works in different service areas like in-room dining (IRD), buffet, and conferences.

Personal Attributes

This job role is specifically designed for people with Intellectual Disability (ID). The job requires the individual to be fit to perform physical activities, have a pleasing deportment and social etiquette.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [PWD/N7301: Receive and Serve the Guests Efficiently](#)
2. [PWD/N7302: Perform Different Service Operations](#)
3. [PWD/N7303: Perform Buffet Set-up and Clearance](#)
4. [PWD/N9901: Follow health, safety and hygiene practices](#)
5. [PWD/N9902: Communicate effectively with others](#)

Qualification Pack (QP) Parameters

Sector	PwD
Sub-Sector	Hospitality
Occupation	Food & Beverage Service/Guest Service Associate
Country	India
NSQF Level	2
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5123.20 and NCO-2015/5123.40
Minimum Educational Qualification & Experience	Basic Literacy with NA of experience

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	No formal education required
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	1.0

Remarks:

This job role is specifically designed for people with Intellectual Disability (ID).

PWD/N7301: Receive and Serve the Guests Efficiently

Description

This unit is about how to greet and receive a guests.

Scope

The scope covers the following :

- Greet and receive the guests

Elements and Performance Criteria

Greet and receive the guests

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

- PC1.** greet guests using appropriate titles and terms of respect.
- PC2.** assist the guests in finding seats.
- PC3.** ensure that guests are seated comfortably.
- PC4.** ensure the music is organized at the right noise level.
- PC5.** offer pre-meal services such as water, welcome drink and snacks etc.
- PC6.** ensure menu card is placed on the table.
- PC7.** maintain proper body posture while interacting with and serving the guests.
- PC8.** inform supervisor/ colleague if there are specific requirements from the guests.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the concept of guest services in the country.
- KU2.** different types of flavours, like sweet, salty, sour, bitter, umami, etc.
- KU3.** different types of meals that are served and their timings.
- KU4.** kinds of food items eaten in different meals.
- KU5.** features of vegetarian vs. non-vegetarian food.
- KU6.** different courses of a meal i.e., soups, appetizers, salads, mains, desserts.
- KU7.** different types of beverages that are served at different time and occasions.
- KU8.** features of alcoholic vs. non-alcoholic beverages.
- KU9.** advantages and disadvantages of common beverages.
- KU10.** who are guests.
- KU11.** different types of food and beverage service outlets.
- KU12.** the types of services and food & beverage served at different outlets.
- KU13.** where to refer queries outside your authority.
- KU14.** what are greetings and why do we use them.
- KU15.** greetings in accordance with the timing of the day and occasion.

Generic Skills (GS)

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

- GS1.** adhere to relevant organizational policies and procedures.
- GS2.** maintain organizational hierarchy.
- GS3.** follow instructions from supervisor.
- GS4.** work within a team in collaboration and co-ordination.
- GS5.** escalate problems to the right authority.
- GS6.** maintain personal grooming standards.
- GS7.** verbally report safety hazards.
- GS8.** maintain appropriate body posture.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Greet and receive the guests</i>	15	35	-	-
PC1. greet guests using appropriate titles and terms of respect.	3	7	-	-
PC2. assist the guests in finding seats.	-	5	-	-
PC3. ensure that guests are seated comfortably.	-	3	-	-
PC4. ensure the music is organized at the right noise level.	2	-	-	-
PC5. offer pre-meal services such as water, welcome drink and snacks etc.	-	5	-	-
PC6. ensure menu card is placed on the table.	3	5	-	-
PC7. maintain proper body posture while interacting with and serving the guests.	2	5	-	-
PC8. inform supervisor/ colleague if there are specific requirements from the guests.	5	5	-	-
NOS Total	15	35	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N7301
NOS Name	Receive and Serve the Guests Efficiently
Sector	PwD
Sub-Sector	Hospitality
Occupation	Food & Beverage Service/Guest Service Associate
NSQF Level	2
Credits	TBD
Version	1.0
Next Review Date	NA

PWD/N7302: Perform Different Service Operations

Description

This unit is about offering different services to the guests as per the standards of the organization.

Scope

The scope covers the following :

- Prepare the service and dining area
- Prepare the conference and meeting area
- Provide in room dining services
- Perform cleaning activities

Elements and Performance Criteria

Prepare the service and dining area

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

- PC1.** set the table with linens, tableware and glasses and cutlery.
- PC2.** arrange essentials such as paper napkins, ketchup, pickle, salt and pepper, etc. properly on the table
- PC3.** set up and check the side station with essential equipment's for smooth service

Prepare the conference and meeting area as per organizational policy

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

- PC4.** set up trolley with essential equipment
- PC5.** arrange tea/ coffee and snacks for tea breaks
- PC6.** ensure the availability of conference pad and pens etc. if required

Provide in room dining services as per organizational policy

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

- PC7.** set up IRD trolley with IRD tray, cutlery, etc. as per the order under supervision.
- PC8.** ensure delivery of food and beverage as per the requirement of the guest

Perform cleaning activities as per organizational policy

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

- PC9.** ensure the cleanliness of the food service area such as dining tables, sideboards, trolleys, counters, etc. as per the organizational standards.
- PC10.** ensure that service equipment (glasses, platters, bowls, etc.) is clean, functional, free of damage and located where it should be.
- PC11.** check if there is sufficient stock of service ready clean and damage free items such as salver, service spoons, bread basket, tongs
- PC12.** ensure that dining furniture, table linen and table items are undamaged and properly polished.
- PC13.** check the menus and promotional items for cleanliness.
- PC14.** ensure the cleanliness of IRD tray, trolley, and side station.

Perform clearance activities as per organisational policies

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

- PC15.** clean and rearrange the tables when the guest has left.
- PC16.** ensure plates are removed without disturbing guests when they finish an item.
- PC17.** send plate, cutlery, crockery and glassware for cleaning.
- PC18.** dispose-off broken, cracked items and other waste if required.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to maintain cleanliness in the dining area.
- KU2.** how to maintain the ambience of the dining area.
- KU3.** the different types of furniture used in restaurants.
- KU4.** the organizational culture.
- KU5.** typical guests profile.
- KU6.** the different types of linen used in a restaurant.
- KU7.** the layout of a table in a restaurant.
- KU8.** meaning of a side station and its use.
- KU9.** the process for preparing the dining area.
- KU10.** how to maintain stock in the service area.
- KU11.** the different sections of a kitchen.
- KU12.** the different types of service equipment used in restaurants.
- KU13.** the different types of condiments and accompaniments.
- KU14.** how to deal with breakage.
- KU15.** the process for preparing the service area.
- KU16.** the site layout.
- KU17.** the different equipment, appliances and tools used in restaurant.
- KU18.** how to use a slaver for shifting crockery from backend to restaurant or vice versa.
- KU19.** the steps of clearance from a table (when the guest is not there).
- KU20.** the steps of clearance from a sideboard.
- KU21.** different types of waste and their disposal in different kinds of dustbins.

Generic Skills (GS)

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

- GS1.** adhere to relevant organizational policies and procedures.
- GS2.** follow instructions from supervisor.
- GS3.** work within a team in collaboration and co-ordination.
- GS4.** escalate problems to the right authority.
- GS5.** verbally report safety hazards.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare the service and dining area</i>	4	8	-	-
PC1. set the table with linens, tableware and glasses and cutlery.	2	3	-	-
PC2. arrange essentials such as paper napkins, ketchup, pickle, salt and pepper, etc. properly on the table	2	3	-	-
PC3. set up and check the side station with essential equipment's for smooth service	-	2	-	-
<i>Prepare the conference and meeting area as per organizational policy</i>	-	6	-	-
PC4. set up trolley with essential equipment	-	2	-	-
PC5. arrange tea/ coffee and snakes for tea breaks	-	2	-	-
PC6. ensure the availability of conference pad and pens etc. if required	-	2	-	-
<i>Provide in room dining services as per organizational policy</i>	2	6	-	-
PC7. set up IRD trolley with IRD tray, cutlery, etc. as per the order under supervision.	2	4	-	-
PC8. ensure delivery of food and beverage as per the requirement of the guest	-	2	-	-
<i>Perform cleaning activities as per organizational policy</i>	2	12	-	-
PC9. ensure the cleanliness of the food service area such as dining tables, sideboards, trolleys, counters, etc. as per the organizational standards.	-	2	-	-
PC10. ensure that service equipment (glasses, platters, bowls, etc.) is clean, functional, free of damage and located where it should be.	2	2	-	-
PC11. check if there is sufficient stock of service ready clean and damage free items such as salver, service spoons, bread basket, tongs	-	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure that dining furniture, table linen and table items are undamaged and properly polished.	-	2	-	-
PC13. check the menus and promotional items for cleanliness.	-	2	-	-
PC14. ensure the cleanliness of IRD tray, trolley, and side station.	-	2	-	-
<i>Perform clearance activities as per organisational policies</i>	2	8	-	-
PC15. clean and rearrange the tables when the guest has left.	2	2	-	-
PC16. ensure plates are removed without disturbing guests when they finish an item.	-	2	-	-
PC17. send plate, cutlery, crockery and glassware for cleaning.	-	2	-	-
PC18. dispose-off broken, cracked items and other waste if required.	-	2	-	-
NOS Total	10	40	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N7302
NOS Name	Perform Different Service Operations
Sector	PwD
Sub-Sector	Hospitality
Occupation	Food & Beverage Service/Guest Service Associate
NSQF Level	2
Credits	TBD
Version	1.0
Next Review Date	NA

PWD/N7303: Perform Buffet Set-up and Clearance

Description

This unit is about setting up of buffet table, equipment and other arrangements related to the table setting and clearance post-operation.

Scope

The scope covers the following :

- Perform pre-operation activities for buffet
- Perform post-operation activities for buffet

Elements and Performance Criteria

Perform pre-operation activities for buffet

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

- PC1.** layout buffet table as per instructions.
- PC2.** wipe crockery, cutlery and glass as per Standard Operating Procedure (SOP).
- PC3.** ensure cleanliness at the buffet counter.
- PC4.** refill the water in the buffet chafing dish and ice cream on ice counter.
- PC5.** place the salad stand on the salad counter.
- PC6.** place accessories at buffet counter as per Standard Operating Procedure (SOP).
- PC7.** pick up the dishes from the kitchen on the instruction of a supervisor.
- PC8.** switch the induction on/off as per the instruction from supervisor.
- PC9.** place buffet signs 10 minutes before the out time.
- PC10.** place dishes in their respective areas and open all the food pan cover/lid.

Perform post-operation activities for buffet

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

- PC11.** remove all name tags from the buffet counter.
- PC12.** remove dishes from the counter.
- PC13.** place all the food pans, wiping sheets, bread and butter plates in the washing area.
- PC14.** clean buffet counter as per Standard Operating Procedure (SOP).

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the types of equipment used in buffet service and their use.
- KU2.** the essential checkpoints of buffet service.
- KU3.** the rules followed while doing buffet service and their importance.
- KU4.** the process flow of setting up the buffet.
- KU5.** the process flow of clearance of buffet.

KU6. importance of maintaining the process flow during buffet service.

Generic Skills (GS)

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

- GS1.** adhere to relevant organizational policies and procedures.
- GS2.** follow instructions from supervisor.
- GS3.** work within a team in collaboration and co-ordination.
- GS4.** escalate problems to the right authority.
- GS5.** verbally report safety hazards.
- GS6.** use salver for shifting crockery from backend to restaurant and vice versa.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform pre-operation activities for buffet</i>	8	30	-	-
PC1. layout buffet table as per instructions.	2	5	-	-
PC2. wipe crockery, cutlery and glass as per Standard Operating Procedure (SOP).	1	5	-	-
PC3. ensure cleanliness at the buffet counter.	2	3	-	-
PC4. refill the water in the buffet chafing dish and ice cream on ice counter.	-	3	-	-
PC5. place the salad stand on the salad counter.	-	3	-	-
PC6. place accessories at buffet counter as per Standard Operating Procedure (SOP).	-	2	-	-
PC7. pick up the dishes from the kitchen on the instruction of a supervisor.	2	3	-	-
PC8. switch the induction on/off as per the instruction from supervisor.	-	2	-	-
PC9. place buffet signs 10 minutes before the out time.	-	1	-	-
PC10. place dishes in their respective areas and open all the food pan cover/lid.	1	3	-	-
<i>Perform post-operation activities for buffet</i>	2	10	-	-
PC11. remove all name tags from the buffet counter.	-	2	-	-
PC12. remove dishes from the counter.	-	2	-	-
PC13. place all the food pans, wiping sheets, bread and butter plates in the washing area.	-	3	-	-
PC14. clean buffet counter as per Standard Operating Procedure (SOP).	2	3	-	-
NOS Total	10	40	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N7303
NOS Name	Perform Buffet Set-up and Clearance
Sector	PwD
Sub-Sector	Hospitality
Occupation	Food & Beverage Service/Guest Service Associate
NSQF Level	2
Credits	TBD
Version	1.0
Next Review Date	NA

PWD/N9901: Follow health, safety and hygiene 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 and alcohol-based sanitizers
- PC2.** clean the workplace with an appropriate cleaning solution and disinfectants as recommended
- PC3.** sanitize all tools and equipment requiring touch points at regular intervals
- PC4.** check that the trash cans are cleared regularly following the cleanliness and maintenance schedule
- PC5.** use appropriate Personal Protective Equipment (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment
- PC6.** 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:

- PC7.** attend regular health check-ups organized by the management
- PC8.** report personal health issues related to injury, food, air and infectious disease
- PC9.** 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:

- PC10.** follow safety procedures while handling materials, tools, equipment etc
- PC11.** follow first aid procedures appropriately
- PC12.** 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:

- PC13.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace
- PC14.** segregate waste into different coloured dustbins
- PC15.** recycle waste wherever applicable
- PC16.** dispose off the waste as per the prescribed standards

PC17. dispose off 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.** listen carefully the orally communicated information
- GS2.** verbally report safety hazards
- GS3.** work within a team in collaboration and co-ordination
- GS4.** be punctual and complete tasks within stipulated time

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	8	10	-	-
PC1. wash and sanitize hands at regular intervals using hand wash and alcohol-based sanitizers	2	4	-	-
PC2. clean the workplace with an appropriate cleaning solution and disinfectants as recommended	1	2	-	-
PC3. sanitize all tools and equipment requiring touch points at regular intervals	1	2	-	-
PC4. check that the trash cans are cleared regularly following the cleanliness and maintenance schedule	1	-	-	-
PC5. use appropriate Personal Protective Equipment (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	1	2	-	-
PC6. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc	2	-	-	-
<i>Take precautionary health measures</i>	2	6	-	-
PC7. attend regular health check-ups organized by the management	-	2	-	-
PC8. report personal health issues related to injury, food, air and infectious disease	1	2	-	-
PC9. report to the concerned authority in case any coworker is unwell	1	2	-	-
<i>Follow standard safety procedure</i>	3	6	-	-
PC10. follow safety procedures while handling materials, tools, equipment etc	1	2	-	-
PC11. follow first aid procedures appropriately	1	2	-	-
PC12. identify hazards at the workplace and report to the concerned person in time	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow effective waste management</i>	7	8	-	-
PC13. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	2	-	-	-
PC14. segregate waste into different coloured dustbins	-	2	-	-
PC15. recycle waste wherever applicable	1	2	-	-
PC16. dispose off the waste as per the prescribed standards	2	2	-	-
PC17. dispose off PPEs in a plastic bag, sealed and labelled as infectious waste	2	2	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N9901
NOS Name	Follow health, safety and hygiene practices
Sector	PwD
Sub-Sector	Persons with Disability
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	18/08/2021
Next Review Date	18/08/2024

PWD/N9902: Communicate effectively with others

Description

This unit is about communicating effectively with others to achieve a smooth workflow.

Scope

The scope covers the following :

- Work effectively with colleagues and superiors
- Practice inclusive behaviour

Elements and Performance Criteria

Work effectively with colleagues and superiors

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

- PC1.** follow job order and instructions received from reporting superior
- PC2.** deliver quality work and report reasons for delay
- PC3.** escalate unresolved problems or complaints to the relevant senior
- PC4.** incorporate feedback to improve the performance
- PC5.** trust, support and respect to colleagues and superiors
- PC6.** seek assistance from colleagues and superior when required
- PC7.** follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined
- PC8.** offer friendly, courteous and hospitable service to others
- PC9.** provide assistance whenever required with a sincere attitude
- PC10.** use standard phrases in appropriate situations
- PC11.** avoid interrupting others while they talk

Practice inclusive behaviour

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

- PC12.** use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive
- PC13.** report incidents of harassment and discrimination to appropriate authority

Digital Literacy

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

- PC14.** operate and use common features of phones/smartphones correctly Operate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, Use messaging service to send and receive messages, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera
- PC15.** follow effective safety and security measures related to information sharing on digital devices and platforms
- PC16.** connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.
- PC17.** use relevant and common social media platforms and their basic features

PC18. create a personal email account, send and process received messages as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the meaning of body language and its importance at the workplace
- KU2.** greeting style and use of greetings in accordance with the timing of the day and occasion
- KU3.** what is a courtesy and its importance
- KU4.** different types of roles in a department
- KU5.** how a person gets promoted to the next role
- KU6.** how to discuss problems with superiors and resolve the same
- KU7.** the difference between positive and negative feedback
- KU8.** how to work on positive and negative feedback
- KU9.** basic concepts of Prevention of Sexual Harassment Act (POSH) 2013
- KU10.** how to respect gender differences and gender diversity

Generic Skills (GS)

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

- GS1.** listen carefully the orally communicated information
- GS2.** work within a team in collaboration and co-ordination
- GS3.** verbally report safety hazard
- GS4.** be punctual and complete tasks within the stipulated time

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work effectively with colleagues and superiors</i>	14	26	-	5
PC1. follow job order and instructions received from reporting superior	1	3	-	-
PC2. deliver quality work and report reasons for delay	2	2	-	-
PC3. escalate unresolved problems or complaints to the relevant senior	1	2	-	-
PC4. incorporate feedback to improve the performance	2	2	-	-
PC5. trust, support and respect to colleagues and superiors	2	3	-	-
PC6. seek assistance from colleagues and superior when required	2	2	-	-
PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined	2	3	-	-
PC8. offer friendly, courteous and hospitable service to others	-	3	-	-
PC9. provide assistance whenever required with a sincere attitude	-	2	-	-
PC10. use standard phrases in appropriate situations	2	2	-	-
PC11. avoid interrupting others while they talk	-	2	-	-
<i>Practice inclusive behaviour</i>	6	4	-	5
PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	3	2	-	-
PC13. report incidents of harassment and discrimination to appropriate authority	3	2	-	-
<i>Digital Literacy</i>	6	8	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. operate and use common features of phones/smartphones correctly Operate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, Use messaging service to send and receive messages, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera	2	2	-	-
PC15. follow effective safety and security measures related to information sharing on digital devices and platforms	1	-	-	-
PC16. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.	1	2	-	-
PC17. use relevant and common social media platforms and their basic features	1	2	-	-
PC18. create a personal email account, send and process received messages as per requirement	1	2	-	-
NOS Total	26	38	-	10

National Occupational Standards (NOS) Parameters

NOS Code	PWD/N9902
NOS Name	Communicate effectively with others
Sector	PwD
Sub-Sector	Persons with Disability
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	18/08/2021
Next Review Date	18/08/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

Criteria for assessment for each Qualification Pack (QP) will be created by the Sector Skill Council (SSC). Each performance criteria (PC) will be assigned Theory and Skill/Practical marks proportional to its importance in NOS.

To pass a QP, a trainee should pass each individual NOS. Standard passing criteria for each NOS is 50%.

For the latest details on the assessment criteria, please visit www.sscnasscom.com.

In case of successfully passing only a certain number of NOS's, the trainee is eligible to take the subsequent assessment on the balance NOS's to pass the Qualification Pack.

Recommended Pass %: 50

Minimum Aggregate Passing % at QP Level : 50

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

Minimum Passing % at NOS Level: 50

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
PWD/N7301.Receive and serve the guests efficiently	15	35	-	-	50	20
PWD/N7302.Perform different service operations	10	40	-	-	50	20
PWD/N7303.Perform Buffet Set-up and Clearance	10	40	-	-	50	40
PWD/N9901.Follow Health, Safety and Hygiene Practices	20	30	-	-	50	10
PWD/N9902.Communicate effectively with others	20	30	-	10	60	10
Total	75	175	-	10	260	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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.