Artisanal Cheese Maker

QP Code: FIC/Q2008

Version: 2.0

NSQF Level: 4

Food Industry Capacity & Skill Initiative || Shriram Bharatiya Kala kendra, 3rd floor, 1, Copernicus Marg, Mandi House, New Delhi, Delhi 110001

Contents

FIC/Q2008: Artisanal Cheese Maker

Brief Job Description

An Artisanal Cheese Maker is responsible for producing specialty cheeses using traditional methods, managing the entire production process, and ensuring quality control and compliance with food safety standards. The individual oversees business operations, including sourcing, marketing, sales, and distribution.

Personal Attributes

The individual should have creativity, attention to detail, strong business acumen, and excellent organizational and problem-solving skills. The person should have good verbal and written communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. FIC/N2027: Prepare for artisanal cheese production

2. FIC/N2028: Carry out artisanal cheese production

3. FIC/N2029: Prepare and pack artisan cheese

4. FIC/N9904: Ensure food safety at the workplace

5. FIC/N9903: Ensure workplace health and safety

6. DGT/VSQ/N0101: Employability Skills (30 Hours)

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing-Dairy Products
Country	India
NSQF Level	4
Credits	NA

Aligned to NCO/ISCO/ISIC Code	NCO-2015/7513.0400
Minimum Educational Qualification & Experience	12th-grade pass OR 10th Grade Pass with 3 years of experience in food processing OR Previous relevant Qualification of NSQF Level 3.0 with 3 years of experience in food processing OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 years of experience in food processing
Minimum Level of Education for Training in School	NA
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	17/12/2024
Next Review Date	16/12/2027
NSQC Approval Date	17/12/2024
Version	2.0
Reference code on NQR	
NQR Version	

FIC/N2027: Prepare for artisanal cheese production

Description

This unit is about performing various tasks prior to cheese production.

Scope

The scope covers the following:
- Plan for cheese production
- Maintain the work area for production
- Maintain the production tools and equipment
- Manage artisanal cheese production materials

Elements and Performance Criteria

Plan for cheese production

To be competent, the individual must be able to:
- **PC1.** organize tasks based on production requirements, ensuring timelines, resources, and equipment are allocated effectively
- **PC2.** create and document a standardized cheese production plan, specifying the quality and quantity of raw materials, type of cheese to be produced, formulation, estimated production timelines, etc.
- **PC3.** develop the production process plan by referring to process flowcharts and formulation, ensuring the inclusion of key production stages
- **PC4.** select the appropriate raw materials and equipment for each type of cheese, ensuring alignment with cheese specifications
- **PC5.** select the appropriate packaging materials based on the cheese being packed
- **PC6.** calculate the required quantities of raw materials, packaging materials, equipment utilization, and workers
- **PC7.** ensure the availability of required resources for the planned production
- **PC8.** assign roles and responsibilities to the production team, providing necessary support and addressing any concerns before production

Maintain the work area for production

To be competent, the individual must be able to:
- **PC9.** identify workplace health and safety hazards and implement appropriate control measures in line with regulatory and safety standards
- **PC10.** identify and document food safety and quality non-compliance issues, and take appropriate corrective measures
- **PC11.** select and document the appropriate cleaning agent and sanitizer application methods and equipment
- **PC12.** implement appropriate cleaning and sanitation methods to minimize contamination risk and comply with environmental regulations
- **PC13.** evaluate cleaning and sanitation methods for effectiveness and environmental impact, and adjust them to optimize performance
- **PC14.** document and communicate the cleaning and sanitation responsibilities to the relevant personnel
- **PC15.** ensure clean tools, equipment and production area for hygienic cheese production
- **PC16.** dispose of the waste according to the applicable environmental guidelines and SOPs

Maintain the production tools and equipment

To be competent, the individual must be able to:

PC17. clean and sanitize the production tools, equipment, and machinery using the recommended sanitizers
PC18. inspect the production tools, equipment, and machinery for proper functioning
PC19. carry out basic repair and maintenance of the production tools, equipment, and machinery, as required
PC20. coordinate with the Original Equipment Manufacturer (OEM) to resolve issues requiring professional assistance
PC21. maintain appropriate records concerning the inspection, repair and maintenance of the production tools, equipment, and machinery

Manage artisanal cheese production materials

To be competent, the individual must be able to:
PC22. ensure a safe environment for receiving, testing, storing, and processing materials as per food safety guidelines
PC23. coordinate the receipt of fresh milk and other necessary materials from suppliers, ensuring traceability and proper documentation
PC24. establish and document standardized testing procedures for received milk and other materials to confirm compliance with production specifications
PC25. inspect and test raw materials based on sensory, physical, chemical, and biological parameters to confirm their suitability for production
PC26. blend milk based on test data to meet specific production needs and cheese specifications
PC27. store milk and other materials under the recommended conditions in compliance with food safety standards
PC28. implement a system to identify defects or abnormalities in received milk and other materials
PC29. report sub-standard materials to the suppliers and coordinate timely resolution of quality-related issues
PC30. organize ingredients in the production area for efficient workflow
PC31. maintain accurate records concerning material receipt, testing, and consumption, including Goods Receipt Notes (GRN), quality testing reports, and inventory

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:
KU1. different cheese types and varieties (fresh, soft-ripened, semi-hard, hard, blue cheese, pasta filata) and their characteristics
KU2. the properties of milk from different animals (cow, buffalo, goat) and how they affect cheese production
KU3. the impact of animal diet, species, and seasonality on cheese quality
KU4. the key processing steps in cheese making (setting milk, cutting curd, cooking, salting, pressing, etc.)
KU5. cheese ripening principles and how they influence final product characteristics
KU6. the role of pH, temperature, and ripening time in the cheese-making process
KU7. the processing steps for various cheese types and their specific requirements
KU8. the milk characteristics and components crucial for cheese making
KU9. the identification and control of inhibitory substances in milk
KU10. the testing procedures for raw materials and ingredients to meet quality and production specifications
KU11. the SOPs for safe handling, storage, and testing of ingredients to maintain their functionality
KU12. the food safety risks associated with cheese production and necessary control measures
KU13. the workplace health and safety hazards and their control measures
KU14. the cleaning, sanitation, and hygiene management procedures for cheese-making tools and equipment
KU15. the hazards associated with raw milk and processes to ensure safe handling and testing
KU16. the food safety and quality standards, including maintaining hygienic conditions in the production area

KU17. the organoleptic properties of cheese and their relationship to production processes and ingredients
KU18. the methods for identifying defects or abnormalities in materials and ensuring appropriate corrective actions
KU19. FSSAI guidelines regarding ingredient selection, storage, equipment upkeep, and documentation
KU20. milk sampling and testing procedures to confirm suitability for cheese production
KU21. the sampling requirements specific to different cheese types and the relevant tests
KU22. data collection for food safety, quality, and production standards
KU23. pH, moisture, and salt gradients in cheese production and how to manage them effectively
KU24. the operation and maintenance of equipment used in artisan cheese production
KU25. the routine maintenance procedures for production tools and machinery
KU26. the selection and maintenance of appropriate packaging materials for different types of cheese
KU27. the control of moisture content during the cheese-making process
KU28. the environmental issues, waste management, and safe disposal procedures relevant to the production process
KU29. the SOPs for the safe disposal of hazardous materials from the workplace
KU30. general nutritional properties of cheese, ensuring it meets quality expectations
KU31. the use of adjunct cultures in the fermentation process
KU32. the factors influencing cheese affinage, ensuring proper aging and quality control

Generic Skills (GS)

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

GS1. follow verbal instructions, convey information clearly and concisely to team members and supervisors
GS2. read, interpret, and write simple instructions, reports, and documentation
GS3. perform basic arithmetic operations such as addition, subtraction, multiplication, and division
GS4. use basic IT tools and applications for effective data management
GS5. work effectively in a team, supporting colleagues and contributing to team goals
GS6. assist others, share knowledge, and seek help, when necessary
GS7. manage time effectively and prioritize tasks to meet deadlines
GS8. adapt to changing work environments, tasks, and processes
GS9. focus on tasks and ensure accuracy in work
GS10. identify and solve routine problems that arise during job performance
GS11. assess situations, consider potential solutions, and implement the best course of action
GS12. follow the established procedures to avoid errors and accidents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Plan for cheese production	8	14	-	6
PC1. organize tasks based on production requirements, ensuring timelines, resources, and equipment are allocated effectively	1	2	-	0.5
PC2. create and document a standardized cheese production plan, specifying the quality and quantity of raw materials, type of cheese to be produced, formulation, estimated production timelines, etc.	1	3	-	0.5
PC3. develop the production process plan by referring to process flowcharts and formulation, ensuring the inclusion of key production stages	1	1	-	1
PC4. select the appropriate raw materials and equipment for each type of cheese, ensuring alignment with cheese specifications	1	1	-	1
PC5. select the appropriate packaging materials based on the cheese being packed	1	2	-	1
PC6. calculate the required quantities of raw materials, packaging materials, equipment utilization, and workers	1	2	-	0.5
PC7. ensure the availability of required resources for the planned production	1	2	-	0.5
PC8. assign roles and responsibilities to the production team, providing necessary support and addressing any concerns before production	1	1	-	1
Maintain the work area for production	7	12	-	5
PC9. identify workplace health and safety hazards and implement appropriate control measures in line with regulatory and safety standards	1	2	-	0.5
PC10. identify and document food safety and quality non-compliance issues, and take appropriate corrective measures	1	2	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. select and document the appropriate cleaning agent and sanitizer application methods and equipment implement appropriate cleaning and sanitation methods to minimize contamination risk and comply with environmental regulations	1	1	-	1
PC12. evaluate cleaning and sanitation methods for effectiveness and environmental impact, and adjust them to optimize performance	1	2	-	0.5
PC13. document and communicate the cleaning and sanitation responsibilities to the relevant personnel	1	2	-	0.5
PC14. ensure clean tools, equipment and production area for hygienic cheese production	1	2	-	1
PC15. dispose of the waste according to the applicable environmental guidelines and SOPs	1	1	-	1
Maintain the production tools and equipment	**5**	**9**		**3**
PC16. clean and sanitize the production tools, equipment, and machinery using the recommended sanitizers inspect the production tools, equipment, and machinery for proper functioning	1	2	-	1
PC17. carry out basic repair and maintenance of the production tools, equipment, and machinery, as required	1	2	-	0.5
PC18. coordinate with the Original Equipment Manufacturer (OEM) to resolve issues requiring professional assistance	2	2	-	0.5
PC19. maintain appropriate records concerning the inspection, repair and maintenance of the production tools, equipment, and machinery	1	3	-	1
Manage artisanal cheese production materials	**10**	**15**	**-**	**6**
PC20. ensure a safe environment for receiving, testing, storing, and processing materials as per food safety guidelines	1	1	-	1
PC21. coordinate the receipt of fresh milk and other necessary materials from suppliers,	1	2	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
ensuring traceability and proper documentation				
PC22. establish and document standardized testing procedures for received milk and other materials to confirm compliance with production specifications	1	1	-	0.5
PC23. inspect and test raw materials based on sensory, physical, chemical, and biological parameters to confirm their suitability for production	1	2	-	0.5
PC24. blend milk based on test data to meet specific production needs and cheese specifications	1	1	-	0.5
PC25. store milk and other materials under the recommended conditions in compliance with food safety standards	1	2	-	0.5
PC26. implement a system to identify defects or abnormalities in received milk and other materials	1	1	-	0.5
PC27. report sub-standard materials to the suppliers and coordinate timely resolution of quality-related issues	1	2	-	0.5
PC28. organize ingredients in the production area for efficient workflow	1	2	-	1
PC29. maintain accurate records concerning material receipt, testing, and consumption, including Goods Receipt Notes (GRN), quality testing reports, and inventory	1	1	-	0.5
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N2027
NOS Name	Prepare for artisanal cheese production
Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing-Dairy Products
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	
Next Review Date	
NSQC Clearance Date	

FIC/N2028: Carry out artisanal cheese production

Description

This unit is about the processing and storage of different types of cheese in an artisan cheese-making environment as per standard practices.

Scope

The scope covers the following:
- Prepare milk for making cheese
- Produce lactic acid-coagulated cheese
- Produce rennet-based coagulated cheese
- Produce acid and heat coagulated cheese
- Monitor the cheese-making parameters
- Ripen artisan cheese
- Perform appropriate tests on cheese

Elements and Performance Criteria

Prepare milk for making cheese

To be competent, the user/individual on the job must be able to:
PC1. pasteurize milk to eliminate microorganisms
PC2. cool the pasteurized milk to the appropriate temperature to promote starter culture growth
PC3. standardize milk composition based on cheese requirements
PC4. transfer the pasteurized milk to cheese vats under hygienic conditions

Produce lactic acid-coagulated cheese

To be competent, the user/individual on the job must be able to:
PC5. add and mix starter culture into preheated milk as per cheese type
PC6. add coagulating enzymes if required by the recipe
PC7. maintain the appropriate vat temperature according to the cheese variety
PC8. manage curd ladling, cutting, and breaking to meet production targets
PC9. plan and adjust curd processing to meet the production goals
PC10. monitor moisture by controlling syneresis
PC11. adjust calcium phosphate levels if necessary
PC12. drain curd to maintain the desired pH and consistency

Produce rennet-based coagulated cheese

To be competent, the user/individual on the job must be able to:
PC13. add starter culture and mould spores to preheated milk
PC14. use adjunct cultures to modify texture and flavour
PC15. control acid levels by adding acid before the culture
PC16. add cultures and rennet, maintaining the required milk temperature
PC17. maintain the record of pH and temperature to track yield
PC18. calculate the time for optimal acidification and moisture
PC19. monitor curd hardening and cutting for optimal yield
PC20. remove or wash whey to control lactose levels
PC21. mat curd under whey if needed for specific cheeses
PC22. drain whey and prepare curd for further processing
PC23. apply pressure for proper cheese formation in moulds
PC24. turn and press cheese to ensure drainage and acidification

Produce acid and heat-coagulated cheese

To be competent, the user/individual on the job must be able to:
PC25. acidify preheated milk with starter culture for coagulation
PC26. hold curd in whey for coagulation
PC27. adjust flavour using ingredients like whey, cream, and salt
PC28. drain whey to achieve the desired cheese texture
PC29. apply salting treatments to achieve the final product
PC30. cool and dry cheese before packaging

Monitor the cheese-making parameters

To be competent, the user/individual on the job must be able to:
PC31. monitor milk temperature and curd consistency
PC32. stir curd according to production goals
PC33. analyze whey content to gauge yield efficiency
PC34. optimize curd yield through process adjustments
PC35. transfer cheese to a brine bath for salting
PC36. control brine temperature for uniform flavour
PC37. record pH, acidity, and temperature after each process

Ripen artisan cheese

To be competent, the user/individual on the job must be able to:
PC38. store cheese for aging based on type
PC39. monitor and adjust ripening conditions (humidity, temperature, aeration)
PC40. optimize ripening agents and composition ratios for soft cheeses
PC41. apply surface treatments as per the cheese recipe
PC42. turn cheese to ensure even ripening
PC43. perform quality tests (pH, moisture, texture) during and post-production
PC44. record necessary data and address defects during maturation

Perform appropriate tests on cheese

To be competent, the user/individual on the job must be able to:
PC45. determine sampling points and sizes for tests
PC46. prepare samples following workplace protocols
PC47. sterilize and select sampling equipment
PC48. follow safety protocols when handling chemicals and microbes
PC49. observe and record yeast and mold data
PC50. test for inhibitory substances in milk
PC51. conduct sensory testing for organoleptic properties
PC52. interpret test results and adjust the process accordingly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:
KU1. different cheese types such as cream cheese, queso fresco, cheddar, and Swiss cheese
KU2. the raw materials, additives, and preservatives specific to each cheese type
KU3. the quality parameters of milk, cultures, enzymes, and other ingredients
KU4. the appropriate cultures, starter bacteria, and enzymes for different cheese varieties
KU5. how to follow and adjust cheese recipes based on production requirements
KU6. the processes of testing, pasteurizing, and cooling milk for cheese production
KU7. the techniques for acidifying milk, adding starter cultures, and using coagulating enzymes
KU8. the importance of recording pH, temperature, and other critical parameters throughout the cheese-making process
KU9. the impact of curd size on moisture retention and selection the correct size based on cheese type

KU10. the importance of stirring during curd formation and monitoring consistency and texture

KU11. the techniques for producing moulded cheese, including hooping, pressing, and surface drying

KU12. the procedure for adding salt and controlling brine solution temperature to ensure even flavor and texture

KU13. the storage methods for cheese aging and monitoring ripening conditions such as humidity and temperature

KU14. the procedures for conducting sensory, physical, and chemical tests to ensure cheese quality

KU15. the methods for testing microbial contamination (e.g., salmonella, staphylococcus, listeria, E. coli) and interpreting results

KU16. how ingredients and techniques influence cheese flavour and texture

KU17. the methods for improving curd yield and cheese quality through process control

KU18. the basic molecular structure of proteins, fats, and carbohydrates in cheese

KU19. the use of surface treatments and adjunct cultures to control the ripening process

KU20. the pH and acidity profiles for different types of cheese and how they affect texture and taste

Generic Skills (GS)

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

GS1. follow verbal instructions, convey information clearly and concisely to team members and supervisors

GS2. read, interpret, and write simple instructions, reports, and documentation

GS3. perform basic arithmetic operations such as addition, subtraction, multiplication, and division

GS4. use basic IT tools and applications for effective data management

GS5. work effectively in a team, supporting colleagues and contributing to team goals

GS6. assist others, share knowledge, and seek help, when necessary

GS7. manage time effectively and prioritize tasks to meet deadlines

GS8. adapt to changing work environments, tasks, and processes

GS9. focus on tasks and ensure accuracy in work

GS10. identify and solve routine problems that arise during job performance

GS11. assess situations, consider potential solutions, and implement the best course of action

GS12. follow the established procedures to avoid errors and accidents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare milk for making cheese	2	4	-	2
PC1. pasteurize milk to eliminate microorganisms	0.5	1	-	0.5
PC2. cool the pasteurized milk to the appropriate temperature to promote starter culture growth	0.5	1	-	0.5
PC3. standardize milk composition based on cheese requirements	0.5	1	-	0.5
PC4. safely transfer pasteurized milk to cheese vats under hygienic conditions	0.5	1	-	0.5
Produce lactic acid-coagulated cheese	5	8	-	3
PC5. add and mix starter culture into preheated milk as per cheese type	1	1	-	0.5
PC6. add coagulating enzymes if required by the recipe	0.5	1	-	-
PC7. maintain appropriate vat temperature according to the cheese variety	0.5	1	-	0.5
PC8. manage curd ladling, cutting, and breaking to meet production targets	0.5	1	-	
PC9. plan and adjust curd processing to meet production goals	0.5	1	-	0.5
PC10. monitor moisture by controlling syneresis	0.5	1	-	0.5
PC11. adjust calcium phosphate levels if necessary	0.5	1	-	0.5
PC12. drain curd to maintain desired pH and consistency	1	1	-	0.5
Produce rennet-based coagulated cheese	7	12	-	4
PC13. add starter culture and mold spores to preheated milk	0.5	1	-	0.5
PC14. use adjunct cultures to modify texture and flavor	0.5	1	-	0.5
PC15. control acid levels by adding acid before culture	1	1	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. add cultures and rennet, maintaining the required milk temperature	0.5	1	-	0.5
PC17. maintain the record of pH and temperature to track yield	0.5	1	-	0.5
PC18. calculate time for optimal acidification and moisture	0.5	1	-	-
PC19. monitor curd hardening and cutting for optimal yield	0.5	1	-	0.5
PC20. remove or wash whey to control lactose levels	1	1	-	0.5
PC21. mat curd under whey if needed for specific cheeses	0.5	1	-	-
PC22. drain whey and prepare curd for further processing	0.5	1	-	-
PC23. apply pressure for proper cheese formation in moulds	0.5	1	-	0.5
PC24. turn and press cheese to ensure drainage and acidification	0.5	1	-	-
Produce acid and heat coagulated cheese	4	6	-	2
PC25. acidify preheated milk with starter culture for coagulation	0.5	1	-	0.5
PC26. hold curd in whey for coagulation	0.5	1	-	0.5
PC27. adjust flavor using ingredients like whey, cream, and salt	1	1	-	-
PC28. drain whey to achieve the desired cheese texture	1	1	-	-
PC29. apply salting treatments to achieve the final product	0.5	1	-	0.5
PC30. cool and dry cheese before packaging	0.5	1	-	0.5
Monitor the cheese-making parameters	4	7	-	4
PC31. monitor milk temperature and curd	0.5	1	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
consistency.				
PC32. stir curd according to production goals.	0.5	1	-	0.5
PC33. analyze whey content to gauge yield efficiency.	1	1	-	0.5
PC34. optimize curd yield through process adjustments.	0.5	1	-	0.5
PC35. transfer cheese to a brine bath for salting.	0.5	1	-	0.5
PC36. control brine temperature for uniform flavor.	0.5	1	-	0.5
PC37. record pH, acidity, and temperature after each process.	0.5	1	-	0.5
Ripen artisan cheese	4	7		3
PC38. store cheese for aging based on type.	0.5	1	-	1
PC39. monitor and adjust ripening conditions (humidity, temperature, aeration).	0.5	1	-	0.5
PC40. optimize ripening agents and composition ratios for soft cheeses.	0.5	1	-	0.5
PC41. apply surface treatments per cheese recipe.	0.5	1	-	-
PC42. turn cheese to ensure even ripening.	0.5	1	-	-
PC43. perform quality tests (pH, moisture, texture) during and post-production.	0.5	1	-	0.5
PC44. record necessary data and address defects during maturation	1	1	-	0.5
Perform appropriate tests on cheese	4	6	-	2
PC45. determine sampling points and sizes for tests	0.5	1	-	0.5
PC46. prepare samples following workplace protocols	0.5	1	-	0.5
PC47. sterilize and select sampling equipment	0.5	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC48. follow safety protocols when handling chemicals and microbes	0.5	0.5	-	0.5
PC49. observe and record yeast and mold data	0.5	0.5	-	-
PC50. test for inhibitory substances in milk	0.5	1	-	-
PC51. conduct sensory testing for organoleptic properties	0.5	0.5	-	0.5
PC52. interpret test results and adjust the process accordingly	0.5	0.5		-
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N2028
NOS Name	Carry out artisanal cheese production
Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing-Dairy Products
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	
Next Review Date	
NSQC Clearance Date	

FIC/N2029: Prepare and pack artisan cheese

Description

This unit is about presenting, serving and packaging different types of artisan cheese by following standard practices.

Scope

The scope covers the following:
- Pack the cheese
- Prepare and present artisan and specialty cheese
- Carry out post-production activities

Elements and Performance Criteria

Pack the cheese

To be competent, the user/individual on the job must be able to:
- **PC1.** ensure packaging material meets the required specifications (e.g., grease/moisture-proof, low metallic content, oxygen barrier)
- **PC2.** pack cheese safely in packaging material, maintaining product integrity
- **PC3.** monitor the packaging process to ensure the cheese is properly sealed and protected
- **PC4.** record packaging information, e.g. product name, batch number, packing time, manufacture/expiry dates, and packaging materials
- **PC5.** dispose of waste and unwanted materials from packaging following the applicable procedure

Prepare and present artisan and specialty cheese

To be competent, the user/individual on the job must be able to:
- **PC6.** cut cheese appropriately into specified weights for different types (e.g., soft, hard, large, small) using appropriate tools
- **PC7.** create and arrange a visually appealing display of cheese for display cabinets
- **PC8.** organize cheese tastings around a theme, including pairing suggestions
- **PC9.** serve cheese to customers at the appropriate temperature for tastings
- **PC10.** present cheese with details on its characteristics, provenance, and processing techniques
- **PC11.** store cheese in appropriate environmental conditions to maintain its quality
- **PC12.** wrap different types of cheese appropriately using suitable wrapping materials
- **PC13.** advise customers on proper post-purchase cheese storage

Carry out post-production activities

To be competent, the user/individual on the job must be able to:
- **PC14.** assess the quality of cheese before dispatch
- **PC15.** guide buyers and sellers on the optimal ripening stage and care for cheese
- **PC16.** coordinate with vendors for effective distribution and supply of cheese to customers and organizations
- **PC17.** maintain records of goods supplied, vendor and customer details, shipment times, and material receipts
- **PC18.** track and ensure the quality and quantity of raw, processed, and finished goods align with purchase orders
- **PC19.** ensure a clean workplace and take appropriate measures to prevent pest infestations, dust, and contamination
- **PC20.** sanitize the equipment, tools, and work areas using the recommended cleaning agents and sanitizers

PC21. perform basic repairs on equipment and machines when necessary
PC22. follow the recommended measures to minimize packaging waste during production
PC23. dispose of waste materials standard procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the cheese packaging process, including the specifications for packaging materials and the information to be recorded (e.g., batch number, expiry date) according to FSSAI standards
KU2. the properties of packaging materials (e.g., moisture/grease proof, low metallic content, oxygen barrier) for different cheese varieties
KU3. various cheese types (e.g., soft, hard, large, small) and their specific handling, presentation, and storage requirements
KU4. the Food Safety and Standards Authority of India (FSSAI) guidelines for production, packaging, labelling, and storage of cheese
KU5. how to inspect the finished product before dispatch to ensure quality and compliance with specifications
KU6. the importance of coordination with vendors for distribution and the necessary details to share (e.g., shipment times, product quantities)
KU7. the safe disposal of waste and unwanted materials according to standard procedures
KU8. the optimal temperatures and environmental conditions for storing different cheese types of cheese
KU9. the techniques for wrapping various types of cheese to preserve its flavour, texture, and shelf life
KU10. the methods for designing attractive cheese displays and selecting appropriate themes for tastings
KU11. the steps for conducting cheese tastings, including cutting, presentation, and customer engagement
KU12. how to monitor and control the packaging process, ensuring product safety and proper sealing
KU13. how to manage finished products, including recording information about quality, stock levels, and shipment details
KU14. the procedures for cleaning and sanitizing work areas, tools, and equipment to ensure hygiene and prevent contamination
KU15. the troubleshooting and repairing of minor equipment faults to maintain production efficiency
KU16. the ongoing care required during cheese ripening and the methods to monitor and adjust conditions during storage
KU17. the importance of accurately recording data such as pH levels, temperature, and moisture content during production, packaging, and distribution

Generic Skills (GS)

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

GS1. read, interpret, and write simple instructions, reports, and documentation
GS2. perform basic arithmetic operations such as addition, subtraction, multiplication, and division
GS3. use basic IT tools and applications for effective data management
GS4. work effectively in a team, supporting colleagues and contributing to team goals
GS5. assist others, share knowledge, and seek help, when necessary
GS6. manage time effectively and prioritize tasks to meet deadlines
GS7. adapt to changing work environments, tasks, and processes
GS8. focus on tasks and ensure accuracy in work
GS9. identify and solve routine problems that arise during job performance
GS10. assess situations, consider potential solutions, and implement the best course of action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Pack the cheese	8	14		5
PC1. ensure packaging material meets the required specifications (e.g., grease/moisture proof, low metallic content, oxygen barrier)	1	3	-	1
PC2. pack cheese safely in packaging material, maintaining product integrity	2	2	-	1
PC3. monitor the packaging process to ensure cheese is properly sealed and protected	1	3	-	1
PC4. record packaging information, e.g. product name, batch number, packing time, manufacture/expiry dates, and packaging materials	2	4	-	1
PC5. dispose of waste and unwanted materials from packaging following the applicable procedure	2	2	-	1
Prepare and present artisan and specialty cheese	12	19	-	7
PC6. cut cheese appropriately into specified weights for different types (e.g., soft, hard, large, small) using appropriate tools	2	2	-	1
PC7. create and arrange visually appealing display of cheese for display cabinets	1	2	-	1
PC8. organize cheese tastings around a theme, including pairing suggestions	2	3	-	1
PC9. serve cheese to customers at appropriate temperature for tastings	1	1	-	1
PC10. present cheese with details on its characteristics, provenance, and processing techniques	2	4	-	1
PC11. store cheese in appropriate environmental conditions to maintain its quality	2	3	-	1
PC12. wrap cheese appropriately us suitable wrapping materials for different types of cheese	1	2	-	0.5
PC13. advise customers on proper post-purchase cheese storage	1	2	-	0.5
Carry out post-production activities	10	17	-	8

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. assess the quality of cheese before dispatch	1	2	-	1
PC15. guide buyers and sellers on the optimal ripening stage and care for cheese	1	2	-	1
PC16. coordinate with vendors for effective distribution and supply of cheese to customers and organizations	1	2	-	1
PC17. maintain records of goods supplied, vendor and customer details, shipment times, and material receipts	1	2	-	0.5
PC18. track and ensure the quality and quantity of raw, processed, and finished goods align with purchase orders	1	1	-	1
PC19. ensure a clean workplace and take measures to prevent pest infestations, dust, and contamination	1	2	-	0.5
PC20. sanitize the equipment, tools, and work areas using the recommended cleaning agents and sanitizers	1	1	-	1
PC21. perform basic repairs on equipment and machines when necessary	1	2	-	0.5
PC22. follow the recommended measures to minimize packaging waste during production	1	2	-	0.5
PC23. dispose of waste materials standard procedures	1	1	-	1
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N2029
NOS Name	Prepare and pack artisan cheese
Sector	Food Processing
Sub-Sector	Dairy Products
Occupation	Processing-Dairy Products
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	
Next Review Date	
NSQC Clearance Date	

FIC/N9904: Ensure food safety at the workplace

Description

This unit is about performing various tasks to ensure food safety at the workplace.

Scope

The scope covers the following:

- Ensure food safety at the workplace

Elements and Performance Criteria

Ensure food safety at the workplace

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

PC1. identify the biological, chemical, and physical hazards at various stages of food processing Stages: procurement of raw material; production, manufacturing, distribution, delivery of finished product, etc.

PC2. implement food safety procedures and regulatory policies at the food processing workplace. Policies: Visitor's Policy, Health declaration policy, Jewellery policy, Quality, and safety policy

PC3. ensure that the materials are adequately isolated to prevent them from contamination. Materials: raw materials, processed materials, finished goods, etc. Contamination: Physical, Chemical, Biological & shop floor environment

PC4. establish and follow Good Manufacturing Practices (GMPs) laid down in applicable Food Safety and Standards Authority of India (FSSAI) guidelines. Good Manufacturing Practices (GMPs): location and layout(ergonomics), cleaning and sanitation, equipment and containers, pest control, facilities (lighting, water supply, drainage and waste disposal, air quality and ventilation), food storage, transportation, distribution etc.

PC5. establish and follow allergen management system for handling and storage of raw materials

PC6. establish and follow monitoring systems like Hazard Analysis Critical Control Point (HACCP), product information and consumer awareness, product recall and withdrawal, and traceability HACCP: Hazard identification, identification of critical control points, establish critical limits, corrective and preventive action. Product information and consumer awareness: Product labelling and consumer education. Traceability: forward and backward traceability

PC7. take appropriate action in instances such as VACCP (Vulnerability Assessment Critical Control Points) and TACCP (Threat Assessment Critical Control Points)

PC8. plan, conduct, manage, consolidate outcomes, and close corrective actions of workplace audit on food safety as per FSSAI guidelines, address the non-conformance with root cause analysis (RCA), corrective action preventive action(CAPA)

PC9. address issues pertaining to food safety and quality reported by the team members

PC10. record information such as food safety regulations followed, inspections done, faults observed, etc. as per standard procedure

PC11. organize trainings and workshops on food safety aspects such as Good Manufacturing Practices (GMP), HACCP, VACCP, TACCP, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. various processes that take place in a food industry

KU2. biological, chemical, and physical hazards in a food industry

KU3. types of food contaminations, their causes, and ways to prevent it

KU4. organisational policy and procedures for ensuring food safety(such as Visitor's Policy, Health declaration policy, Jewelry policy, Quality, and safety policy)

KU5. applicable regulations for ensuring food safety as listed in 'The Food Safety and Standards Act, 2006'

KU6. role of HACCP in food industry, its constituents and procedure to implement it in an organisation

KU7. VACCP and TACCP and how to implement it effectively

KU8. how to conduct workplace food safety audits

KU9. types of allergen and allergen management at workplace

KU10. key observations and corrective actions to be applied for ensuring food safety

KU11. various issues that can arise during production and other processes as faced by team

KU12. information to be recorded in the work process

KU13. how to do root cause analysis and perform corrective action and preventive actions

KU14. how to conduct training of workforce on various food safety procedures such as GMP, HACCP, information to be shared, ways to report accidents, escalation of issues beyond own scope, etc.

Generic Skills (GS)

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

GS1. write an accident/incident report in local language or English

GS2. read and comprehend basic content to read labels, charts, signages and symbols

GS3. read and comprehend basic English to read product manuals for safe operation

GS4. question coworkers appropriately in order to clarify instructions and other issues

GS5. make appropriate decisions pertaining to the concerned area of work regarding the work objective, span of authority, responsibility, laid down procedure and guidelines

GS6. plan and organize the work schedule, work area, tools, equipment, and materials for improved productivity

GS7. identify probable solutions to the problems in hand

GS8. evaluate proposed solution with respect to key priorities and considerations

GS9. seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority

GS10. identify cause and effect relations in their area of work to anticipate potential problems and their solution

GS11. analyse the problem, suggest corrective actions and implement workable solutions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure food safety at the workplace	30	70	-	-
PC1. identify the biological, chemical, and physical hazards at various stages of food processing. Stages: procurement of raw material; production, manufacturing, distribution, delivery of finished product, etc.	-	-	-	-
PC2. implement food safety procedures and regulatory policies at the food processing workplace. Policies: Visitor's Policy, Health declaration policy, Jewellery policy, Quality, and safety policy	-	-	-	-
PC3. ensure that the materials are adequately isolated to prevent them from contamination. Materials: raw materials, processed materials, finished goods, etc. Contamination: Physical, Chemical, Biological & shop floor environment	-	-	-	-
PC4. establish and follow Good Manufacturing Practices (GMPs) laid down in applicable Food Safety and Standards Authority of India (FSSAI) guidelines. Good Manufacturing Practices (GMPs): location and layout(ergonomics), cleaning and sanitation, equipment and containers, pest control, facilities (lighting, water supply, drainage and waste disposal, air quality and ventilation), food storage, transportation, and distribution etc.	-	-	-	-
PC5. establish and follow allergen management system for handling and storage of raw materials	-	-	-	-
PC6. establish and follow monitoring systems like Hazard Analysis Critical Control Point (HACCP), product information and consumer awareness, product recall and withdrawal, and traceability HACCP: Hazard identification, identification of critical control points, establish critical limits, corrective and preventive action. Product information and consumer awareness: Product labelling and consumer education. Traceability: forward and backward traceability	-	-	-	-
PC7. take appropriate action in instances such as VACCP (Vulnerability Assessment Critical Control Points) and TACCP (Threat Assessment Critical Control Points)	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC8. plan, conduct, manage, consolidate outcomes, and close corrective actions of workplace audit on food safety as per FSSAI guidelines, address the non-conformance with root cause analysis (RCA), corrective action preventive action(CAPA)	-	-	-	-
PC9. address issues pertaining to food safety and quality reported by the team members	-	-	-	-
PC10. record information such as food safety regulations followed, inspections done, faults observed, etc. as per standard procedure	-	-	-	-
PC11. organize trainings and workshops on food safety aspects such as Good Manufacturing Practices (GMP), HACCP, VACCP, TACCP, etc.	-	-	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9904
NOS Name	Ensure food safety at the workplace
Sector	Food Processing
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	17/11/2022
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

FIC/N9903: Ensure workplace health and safety

Description

This unit is about following health and safety procedures at the food processing workplace.

Scope

The scope covers the following:

- Follow preventive measures to avoid accidents
- Deal with emergencies
- Manage infection control

Elements and Performance Criteria

Follow preventive measures to avoid accidents

To be competent, the user/individual on the job must be able to:
PC1. wear appropriate personal protective equipment (PPE) as per task requirements. PPE: gloves, hairnets, masks, ear plugs, goggles, shoes etc.
PC2. identify job-site hazardous work and possible causes of risk or accident at the workplace
PC3. deal with hazards safely and appropriately to ensure safety of self and others
PC4. ensure that the equipment used (such as for lifting and carrying materials, power tools, etc.) is maintained effectively
PC5. implement organisational safety protocols to prevent accidents and hazards
PC6. ensure that general health and safety equipment are readily available at all times
PC7. ensure that common hazard signs are displayed properly wherever required
PC8. use various types of fire extinguishers effectively
PC9. train the workforce on accident prevention techniques required at the workplace. Accident prevention techniques: role of appropriate PPE; use of fire extinguishers, dealing with hazards; identification of risks that could lead to accidents; safety protocols followed to avoid accidents; role of different types of hazard signs, safe lifting and carrying practices, etc.

Deal with emergencies

To be competent, the user/individual on the job must be able to:
PC10. follow workplace emergency and evacuation procedures
PC11. use safe methods to free a person from electrocution
PC12. administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning, etc.
PC13. provide artificial respiration and cardio-pulmonary resuscitation (CPR) in various instances (e.g., cardiac arrest)
PC14. report any identified breaches in health, safety and security policies and procedures to the concerned authority
PC15. train the workforce on emergency procedures to be followed at the workplace. Emergency procedures: safe evacuation; treating a person from electrocution; immediate first aid to be given at times of cuts, bleeding, burns, choking, electric shock, poisoning, etc.; administering artificial respiration and cardio-pulmonary resuscitation (CPR); escalating issues beyond own scope, etc.

Manage infection control

To be competent, the user/individual on the job must be able to:
PC16. follow and enforce Good Hygiene Practices (GHP) among the team. GHP: washing hands regularly, reporting personal health issues to the concerned, undertaking preventive health check-ups at regular intervals, getting vaccinated as per standard procedures whenever

required, etc.

PC17. identify the type of infection spread in discussion with designated personnel and relevant sources. Type of infection spread: severity; precautions to be taken; safety protocols to be followed during spread; sanitisers to be used, etc.

PC18. ensure the work area, equipment and related facilities are being sanitised effectively as per organisational schedule and work requirements

PC19. ensure that materials used for sanitisation are stored appropriately and readily available at times of need

PC20. take appropriate action at times of illness to self and others in the team

PC21. train the workforce on infection control practices followed at the workplace. Infection control practices: precautions to be taken; types of sanitisers to be used; ensuring appropriate sanitization of self and work area; reporting illness to self and others promptly, etc.

PC22. review standard operating procedures (SOPs) as per organisational schedule to ensure compliance with regulatory requirements

PC23. ensure periodic health check-up of all workers in compliance with FSSAI guidelines

PC24. provide regulatory support and process improvements which have an impact on regulatory affairs related to quality and safety assurance in respective departments

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. meaning of 'hazards' and 'risks'

KU2. various types of risks, hazards and accidents at the workplace and their possible causes

KU3. standard practices to be followed to control and prevent risks, hazards, and accidents

KU4. where to find all the general health and safety equipment in the workplace

KU5. parameters to be assessed during review of SOPs and compliances

KU6. how to improve regulations and processes in an organisation as per required quality and safety standards

KU7. procedure to conduct audits pertaining to workplace health and safety

KU8. parameters to be assessed during health and safety audits and acceptability levels of appropriateness

KU9. how to address team issues relating to workplace health and safety

KU10. documents and records to be maintained in the work process

KU11. types of personal protective equipment used such as eye protection, hard hats, gloves apron, rubber boots, etc. and its importance while conducting the tasks

KU12. how to deal with various types of hazards safely and appropriately

KU13. how to ensure that the equipment used is maintained effectively

KU14. preventative measures and remedial actions to be taken to avoid accidents

KU15. various types of safety signs and their relevance at the workplace

KU16. various causes of fire, ways to prevent them and rescue techniques to be followed at times of fire

KU17. use of different types of fire extinguishers

KU18. how to train the workforce on various accident prevention techniques

KU19. workplace emergency and evacuation procedures

KU20. how to administer immediate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning, etc.

KU21. procedure followed for providing artificial respiration and cardio-pulmonary resuscitation (CPR) to the affected

KU22. impact of breach in health, safety and security policies and procedures on self, team, and work process

KU23. how to train the workforce on emergency procedures to be followed at the workplace

KU24. information sources and the factors to be considered for determining the type of infection

KU25. procedure to carry out sanitization of work area, equipment, and related facilities

KU26. how to act at times of illness to self and others at the workplace

KU27. train the workforce on infection control practices followed at the workplace

KU28. storing sanitization materials appropriately

Generic Skills (GS)

User/individual on the job needs to know how to:
- **GS1.** write an accident/incident report in local language or English
- **GS2.** read and comprehend basic content to read labels, charts, signages and symbols
- **GS3.** read and comprehend basic English to read product manuals for safe operation
- **GS4.** question coworkers appropriately in order to clarify instructions and other issues
- **GS5.** make appropriate decisions pertaining to the concerned area of work regarding the work objective, span of authority, responsibility, laid down procedure and guidelines
- **GS6.** plan and organize the work schedule, work area, tools, equipment, and materials for improved productivity
- **GS7.** identify probable solutions to the problems in hand
- **GS8.** evaluate proposed solution with respect to key priorities and considerations
- **GS9.** seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority
- **GS10.** identify cause and effect relations in their area of work to anticipate potential problems and their solution

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow preventive measures to avoid accidents	13	31	-	-
PC1. wear appropriate personal protective equipment (PPE) as per task requirements. PPE: gloves, hairnets, masks, ear plugs, goggles, shoes etc.	-	-	-	-
PC2. identify job-site hazardous work and possible causes of risk or accident at the workplace	-	-	-	-
PC3. deal with hazards safely and appropriately to ensure safety of self and others	-	-	-	-
PC4. ensure that the equipment used (such as for lifting and carrying materials, power tools, etc.) are maintained effectively	-	-	-	-
PC5. implement organisational safety protocols to prevent accidents and hazards	-	-	-	-
PC6. ensure that general health and safety equipment are readily available at all times	-	-	-	-
PC7. ensure that common hazard signs are displayed properly wherever required	-	-	-	-
PC8. use various types of fire extinguishers effectively	-	-	-	-
PC9. train the workforce on accident prevention techniques required at the workplace. Accident prevention techniques: role of appropriate PPE; use of fire extinguishers, dealing with hazards; identification of risks that could lead to accidents; safety protocols followed to avoid accidents; role of different types of hazard signs, safe lifting and carrying practices, etc.	-	-	-	-
Deal with emergencies	8	18	-	-
PC10. follow workplace emergency and evacuation procedures	-	-	-	-
PC11. use safe methods to free a person from electrocution	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning, etc.	-	-	-	-
PC13. provide artificial respiration and cardio-pulmonary resuscitation (CPR) in various instances (e.g., cardiac arrest)	-	-	-	-
PC14. report any identified breaches in health, safety and security policies and procedures to the concerned authority	-	-	-	-
PC15. train the workforce on emergency procedures to be followed at the workplace. Emergency procedures: safe evacuation; treating a person from electrocution; immediate first aid to be given at times of cuts, bleeding, burns, choking, electric shock, poisoning, etc.; administering artificial respiration and cardio-pulmonary resuscitation (CPR); escalating issues beyond own scope, etc.	-	-	-	-
Manage infection control	**9**	**21**	-	-
PC16. follow and enforce Good Hygiene Practices (GHP) among the team. GHP: washing hands regularly, reporting personal health issues to the concerned, undertaking preventive health check-ups at regular intervals, getting vaccinated as per standard procedures whenever required, etc.	-	-	-	-
PC17. identify the type of infection spread in discussion with designated personnel and relevant sources. Type of infection spread: severity; precautions to be taken; safety protocols to be followed during spread; sanitisers to be used, etc.	-	-	-	-
PC18. ensure the work area, equipment and related facilities are being sanitised effectively as per organisational schedule and work requirements	-	-	-	-
PC19. ensure that materials used for sanitisation are stored appropriately and readily available at times of need	-	-	-	-
PC20. take appropriate action at times of illness to self and others in the team	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. train the workforce on infection control practices followed at the workplace. Infection control practices: precautions to be taken; types of sanitisers to be used; ensuring appropriate sanitization of self and work area; reporting illness to self and others promptly, etc.	-	-	-	-
PC22. review standard operating procedures (SOPs) as per organisational schedule to ensure compliance with regulatory requirements	-	-	-	-
PC23. ensure periodic health check-up of all workers in compliance with FSSAI guidelines	-	-	-	-
PC24. provide regulatory support and process improvements which have an impact on regulatory affairs related to quality and safety assurance in respective departments	-	-	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9903
NOS Name	Ensure workplace health and safety
Sector	Food Processing
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	17/11/2022
Next Review Date	17/11/2025
NSQC Clearance Date	17/11/2022

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following:
- Introduction to Employability Skills
- Constitutional values – Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship
To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century
To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self- motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

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

PC4. speak with others using some basic English phrases or sentences

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

PC5. follow good manners while communicating with others
PC6. work with others in a team

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC18. create a basic biodata

PC19. search for suitable jobs and apply

PC20. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and don'ts of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

KU12. different legal rights and laws

KU13. how to operate digital devices and applications safely and securely

KU14. ways to identify business opportunities

KU15. types of customers and their needs

KU16. how to apply for a job and prepare for an interview

KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. communicate effectively using appropriate language

GS2. behave politely and appropriately with all

GS3. perform basic calculations

GS4. solve problems effectively

GS5. be careful and attentive at work

GS6. use time effectively

GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-

PC9. use various financial products and services safely and securely	-	-	-	-
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	**4**	**6**	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	**3**	**5**	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**1**	**3**	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	17/11/2022
Next Review Date	29/09/2024
NSQC Clearance Date	30/09/2021

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
Total						

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.