

NATIONAL EDUCATION POLICY- 2020

**Common Minimum Syllabus for all
Uttarakhand**

State Universities and Colleges



**Syllabus Proposed
2023-24**

**Sri Dev Suman Uttarakhand University
Badshahithol, Tehri (Garhwal)**

पाठ्यक्रम निर्माण समिति, उत्तराखण्ड
Curriculum Design Committee, Uttarakhand

क्र० सं०	नाम एवं पद	
1	प्रो० एन० के० जोशी कुलपति, श्रीदेव सुमन उत्तराखण्ड विश्वविद्यालय, टिहरी	अध्यक्ष
2	कुलपति, कुमाऊँ विश्वविद्यालय, नैनीताल	सदस्य
3	प्रो० जगत सिंह बिष्ट कुलपति, सोबन सिंह जीना विश्वविद्यालय, अल्मोड़ा	सदस्य
4	प्रो० सुरेखा डंगवाल कुलपति, दून विश्वविद्यालय, देहरादून	सदस्य
5	प्रो० ओ० पी० एस० नेगी कुलपति, उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी	सदस्य
6	प्रो. एम० एस० एम० रावत सलाहकार—रूसा, रूसा निदेशालय, देहरादून	सदस्य
7	प्रो० के० डी० पुरोहित सलाहकार—रूसा, रूसा निदेशालय, देहरादून	सदस्य



Model Curriculum

QP Name: Home Stay Host

QP Code: THC/Q0504

QP Version: 1.0

NSQF Level: 5

Model Curriculum Version: 1.0

Home Stay Host

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Training Parameters

Sector	Tourism and Hospitality
Sub-Sector	Hotels
Occupation	Guest House/Dharamshala/Lodge/Hostel Operations/Homestay
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification and Experience	12th Class/I.T.I. (two years after class 10th) OR 12th Class/I.T.I. (one year after class 10th with one year of relevant experience) OR Certificate-NSQF (Level-4 Guest House Caretaker) with 1 Years of experience in hospitality
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	30/09/2021
Next Review Date	30/09/2024
NSQC Approval Date	30/09/2021
QP Version	1.0
Model Curriculum Creation Date	30/09/2021
Model Curriculum Valid Up to Date	30/09/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	656 Hours, 0 Minutes
Maximum Duration of the Course	656 Hours, 0 Minutes

Program Overview

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

Training Outcomes

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

- Employ appropriate methods to register the home stay
- Apply proper preparation methods to host the guests in home stay
- Perform the activities to welcome and assist the guest in home stay
- Prepare a master invoice for the entire stay of the guest
- Apply appropriate practices to promote effective communication with guests, colleagues and superiors to achieve a smooth workflow
- Describe the protocols to protect confidentiality of the organizational information and guests' privacy
- Apply appropriate practices to monitor health, hygiene and safety standards at the workplace

Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	08:00	00:00	00:00	00:00	08:00
Module 1: Introduction to Hospitality Industry and Home Stay Host	08:00	00:00	00:00	00:00	08:00
THC/N0508: Prepare for Hosting the Guests NOS Version No. 1.0 NSQF Level 5	80:00	140:00	00:00	72:00	220:00
Module 2: Prepare for Hosting the Guests	80:00	140:00	00:00	72:00	220:00
THC/N0509: Host the Guests NOS Version No. 1.0 NSQF Level 5	100:00	188:00	00:00	120:00	288:00
Module 3: Assist and Welcome the Guests	68:00	140:00	00:00	88:00	208:00
Module 4: Perform Activities for Guest Check-out	32:00	48:00	00:00	32:00	80:00
THC/N9902 – Ensure Effective Communication and Service Standard at	24:00	32:00	00:00	24:00	56:00

Work Place NOS Version No. 2.0 NSQF Level 6					
Module 5: Promote Effective Communication and Service Standard	24:00	32:00	00:00	24:00	56:00
THC/N9910 – Ensure to Maintain Organizational Confidentiality and Guest's Privacy NOS Version No. 2.0 NSQF Level 6	16:00	04:00	00:00	08:00	20:00
Module 6: Organizational Confidentiality and Guest's privacy	16:00	04:00	00:00	08:00	20:00
THC/N9907 – Monitor and Maintain Health, Hygiene and Safety at Workplace NOS Version No. 2.0 NSQF Level 6	24:00	40:00	00:00	16:00	64:00
Module 7: Monitor Health and Safety Standard	24:00	40:00	00:00	16:00	64:00
Total Duration	252:00	404:00	00:00	240:00	656:00

Module Details

Module 1: Introduction to Hospitality Industry and Home Stay Host

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Hospitality Industry
- Define the roles and responsibilities of a Home Stay Host
- Explain the scope of work for a Home Stay Host

Duration: 08:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the basic terminology used in the hospitality parlance • Discuss various facilities and amenities in the Hospitality Industry • Elaborate the job role and responsibilities for a Home Stay Host in the Tourism and Hospitality Industry • Explain the grooming standards for a home stay host 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Prepare for Hosting the Guests

Mapped to THC/N0508 v 1.0

Terminal Outcomes:

- Describe the various types of survey to be conducted for business start-ups in home stay business
- Apply proper procedure to get the accommodation registered as per government policy as well as on online platforms for guests
- Create a home manual with all the home rules for the guests
- Employ appropriate process to make a home look attractive and presentable for guest
- Describe the procedure for handling online booking portals

Duration: 80:00	Duration: 140:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the various survey and analysis methods for business start-ups in home stay business • Discuss various state and local rules, regulations, legal and regulatory requirements and permissions to be taken to start home stay hosting • Elaborate on the pricing strategies for the homestay to maximize the revenue • Explain the importance and effective ways to make a home attractive, presentable and comfortable for the guests • State the significance of ensuring cleanliness in the accommodation, availability of all amenities in the bathroom, and placing clean and comfortable bedding • State the significance and impact of additional facilities like electricity back-up, wi-fi, laundry facility etc. • Explain the procedure for handling online booking portals and guest profile analysis • Discuss various ways and significance of checking for any special request from the guest well in advance 	<ul style="list-style-type: none"> • Apply appropriate methods to identify the area or space in the house that can be shared with the guests • Employ proper techniques to survey the current trends and forecast for the profitability of the business, guest's preference for location and pricing of nearby homestays to decide on competitive pricing • Apply appropriate practices to get necessary permissions and register the accommodation as per government policy as well as create account and list the accommodation on the online platforms along with the photographs, amenities, pricing, available dates, etc. for the guests to view and book • Draft a sample home manual mentioning the house rules, amenities, and other general information for the guest • Apply applicable methods to renovate the identified space like plastering, western toilets, whitewashing etc., along with adequate ventilation and lighting and ensuring appropriate proportion of the room as per standards appropriate • Employ proper practices to stock necessary kitchen supplies and equipment like pots, cups, plates, dish washing soap etc. in the guest kitchen and furnish the living area with

	<ul style="list-style-type: none"> adequate furniture and other facilities Apply applicable procedures to respond to online booking queries and accept the requested bookings Show how to manage and update the calendar as per guest booking
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample house manual, calendar etc.	

Module 3: Assist and Welcome the Guests

Mapped to THC/N0509 v 1.0

Terminal Outcomes:

- Apply standard procedures to greet and welcome the guest
- Describe the process and requirements of guest registration/check-in and check-out
- Employ appropriate procedure to assist the guest during the stay
- Apply proper methods to prepare and serve meals to the guest

Duration: 68:00	Duration: 140:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of providing all relevant information, including how to reach the accommodation, recommended items to carry/pack, etc., well in advance • Discuss the process and requirements of guest registration/check-in and check-out as per standard regulation • List the various identity/proof documents acceptable during check-in of the guest • Explain the checklist for cleanliness of the guest room • State the significance to inform the guest about places and events of local attraction with maps and photographs, etc. • Describe the procedure for providing first-aid and medical assistance to the guest • Explain effective ways to inform the guest regarding the local language, cuisine, culture, day to day activities, events happening in local community etc. • Describe the procedure of table layout and setting the dining table for the guest • State the significance of considering guests' tastes and preferences while preparation of the meal • Explain the standard procedure to prepare and serve the meal to the guests 	<ul style="list-style-type: none"> • Role play a situation to coordinate with the guest for check-in time and process of self-check-in for accommodation • Apply appropriate practices to attend guests queries for any information related to travel delay or others • Dramatize a situation on how to greet and welcome the guests and incorporate a welcome note, welcome drink etc. to the guest for homely feelings • Apply appropriate process to check-in the guests and collect mandatory information, documents and advance money from the guest(if not pre-paid) • Employ proper practices to escort the guest to the room, show around the space including the kitchen and living area and explain home rules to the guest • Perform the steps to inform the guests about the usage of various appliances and equipment , menu card and various meal services • Role play on how to interact with the guest for providing them any help and suggestions and cater to their special request • Apply proper practices to ensure the cleanliness of the room, availability of help at all the times for the guest and maintaining the guest privacy • Apply proper practices to suggest local meals being prepared at the premises, take meal orders from the guest, clean the dining area and set up dining table attractively for guest

Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Sample menu of food, Required appliances and equipment of kitchen etc.

Module 4: Perform Activities for Check-out the Guest

Mapped to THC/N0509 v 1.0

Terminal Outcomes:

- Discuss the procedure of invoice processing for the guest
- Create a master bill for the entire stay of the guest
- Apply proper practices to collect payments from the guests

Duration: 32:00	Duration: 48:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the procedure of invoice processing for the guest • List the various methods of digital payment • Describe the procedure to take and incorporate appropriate feedback from the guests regarding their stay 	<ul style="list-style-type: none"> • Apply proper practices to confirm the date and time of departure of the guest • Prepare a sample master bill for the entire stay of the guest • Employ proper practices to collect payments from the guests • Apply appropriate practices to seek and incorporate guests' feedback, if appropriate
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample master bill	

Module 5: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 24:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 6: Organizational Confidentiality and Guest's Privacy

Mapped to NOS/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 16:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 7: Monitor Health and Safety Standard

Mapped to NOS/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 24:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 8: On-the-Job Training

Mapped to Home Stay Host

Mandatory Duration: 00:00	Recommended Duration: 240:00
Location: On Site Terminal Outcomes <ul style="list-style-type: none"> • Apply appropriate methods to identify the area or space in the house that can be shared with the guests • Employ proper techniques to survey the current trends and forecast for the profitability of the business, guest's preference for location and pricing of nearby homestays to decide on competitive pricing • Apply appropriate practices to get necessary permissions and register the accommodation as per government policy as well as create account and list the accommodation on the online platforms along with the photographs, amenities, pricing, available dates, etc. for the guests to view and book • Draft a sample home manual mentioning the house rules, amenities, and other general information for the guest • Apply applicable methods to renovate the identified space like plastering, western toilets, whitewashing etc., along with adequate ventilation and lighting and ensuring appropriate proportion of the room as per standards appropriate • Employ proper practices to stock necessary kitchen supplies and equipment like pots, cups, plates, dish washing soap etc. in the guest kitchen and furnish the living area with adequate furniture and other facilities • Apply applicable procedures to respond to online booking queries and accept the requested bookings • Show how to manage and update the calendar as per guest booking • Role play a situation to coordinate with the guest for check-in time and process of self-check-in for accommodation • Apply appropriate practices to attend guests queries for any information related to travel delay or others • Dramatize a situation on how to greet and welcome the guests and incorporate a welcome note, welcome drink etc. to the guest for homely feelings • Apply appropriate process to check-in the guests and collect mandatory information, documents and advance money from the guest(if not pre-paid) • Employ proper practices to escort the guest to the room, show around the space including the kitchen and living area and explain home rules to the guest • Perform the steps to inform the guests about the usage of various appliances and equipment , menu card and various meal services • Role play on how to interact with the guest for providing them any help and suggestions and cater to their special request • Apply proper practices to ensure the cleanliness of the room, availability of help at all the times for the guest and maintaining the guest privacy • Apply proper practices to suggest local meals being prepared at the premises, take meal orders from the guest, clean the dining area and set up dining table attractively for guest • Apply proper practices to confirm the date and time of departure of the guest • Prepare a sample master bill for the entire stay of the guest • Employ proper practices to collect payments from the guests 	

- Apply appropriate practices to seek and incorporate guests' feedback, if appropriate
- Apply appropriate techniques to promote effective communication standard and etiquette while interacting with guests, colleagues, and superiors
- Role play on how to segregate and dispose of the waste as per the standards
- Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow
- Perform the steps to ensure sensitization towards different age groups, gender, and persons with disabilities
- Demonstrate the process of monitoring confidentiality of the organizational information and guests' privacy
- Employ appropriate practices to maintain personal and team hygiene and grooming at workplace
- Dramatize a situation on how to identify hazards at workplace and report to the higher authority
- Perform basic activities to ensure gender and age-sensitive service practices
- Perform all the activities to ensure health, hygiene, and safety standards at the workplace

Annexure

Trainer Requirements

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

Trainer Certification	
Domain Certification	Platform Certification
"Home Stay Host", "THC/Q0504, V1.0", Minimum accepted score is 80%	"Trainer", "MEP/Q2601, V1.0" with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I. OR Certificate/ Diploma/ Degree	Guest House / Hospitality Management/ Hotel Management	5	Guest House / Hospitality Management/ Hotel Management	1	Guest House / Hospitality Management/ Hotel Management	

Assessor Certification	
Domain Certification	Platform Certification
"Home Stay Host", "THC/Q0504, V1.0", Minimum accepted score is 80%	"Assessor", "MEP/Q2701. V1.0" with the scoring of minimum 80%

Assessment Strategy

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

1. Assessment System Overview:

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

2. Testing Environment: Assessor must:

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

3. Assessment Quality Assurance levels / Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

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

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

References

Glossary

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

Acronyms and Abbreviations

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