



Craft Baker

QP Code: FIC/Q5002

Version: 2.0

NSQF Level: 4

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

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FIC/Q5002: Craft Baker

Brief Job Description

A Craft Baker produces baked products (breads, puffs, cookies, cakes/pastries, desserts, specialty baked products etc.) in artisan bakeries and patisseries by measuring raw materials and ingredients, mixing, kneading, fermenting, shaping, and baking in order to achieve the desired quality and quantity of products.

Personal Attributes

A Craft Baker must have the ability to plan, organize, prioritize, calculate and handle pressure. S/he must be creative and possess reading, writing and communication skills. In addition, the individual must have stamina to be able to stand for long hours, have personal and professional hygiene and an understanding of food safety standards and requirements.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [FIC/N5005: Prepare and maintain work area and process machineries for producing baked products in artisan bakeries and patisseries](#)
2. [FIC/N5006: Prepare for production of baked products in artisan bakeries and patisseries](#)
3. [FIC/N5007: Produce baked products in artisan bakeries and patisseries](#)
4. [FIC/N5008: Complete documentation and record keeping related to production of baked products in artisan bakeries and patisseries.](#)
5. [FIC/N9001: Ensure food safety, hygiene and sanitation for processing food products](#)

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	Bread and Bakery
Occupation	Processing-Bread and Bakery
Country	India
NSQF Level	4

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Aligned to NCO/ISCO/ISIC Code	NCO-2004/7412.90
Minimum Educational Qualification & Experience	10th Class with 2 Years of experience relevant experience OR 12th Class (any stream) OR 10th Class (2 years course in any stream) OR 10th Class + I.T.I (2 years)
Minimum Level of Education for Training in School	8th Class
Pre-Requisite License or Training	1.Baking process for all baked process 2.Training on food standards for baked products 3. Operation and basic maintenance of various baking machineries and equipment (used in an artisan bakery) 4.GMP 5.HACCP 6.QMS 7.Computer basics 8. Training in food Safety Standards and Regulations (as per FSSAI) (Mandatory)
Minimum Job Entry Age	18 Years
Last Reviewed On	29/07/2021
Next Review Date	29/07/2024
NSQC Approval Date	29/07/2021
Version	2.0
Reference code on NQR	2021/FI/FICSI/04371
NQR Version	1.0

Remarks:

NA

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FIC/N5005: Prepare and maintain work area and process machineries for producing baked products in artisan bakeries and patisseries

Description

This unit is about preparing work area for hygiene and safety, and ensuring performance, efficiency and maintenance of process machineries and tools for producing baked products in artisan bakeries and patisseries, as per the specifications and standards of the organization.

Elements and Performance Criteria

Prepare and maintain work area (for producing baked products in artisan bakeries and patisseries)

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

- PC1.** clean and maintain the cleanliness of the work area using approved sanitizers and keep it free from dust, waste, flies and pests
- PC2.** ensure that the work area is safe and hygienic for food processing
- PC3.** dispose waste materials as per defined SOP's and industry requirements

Prepare and maintain process machineries and tools (for producing baked products in artisan bakeries and patisseries)

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

- PC4.** check the working and performance of all machineries and tools used for production
- PC5.** clean the machineries and tools used with approved sanitizers following specifications and SOP's
- PC6.** place the necessary tools required for the process
- PC7.** attend minor repairs/ faults of machines, if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organization
- KU2.** types of products produced by the organization
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** types of chemicals, materials and equipment required for cleaning and maintenance
- KU10.** cleaning process to disinfect equipment/ tools
- KU11.** knowledge on food safety standards and regulations (as per FSSAI)
- KU12.** supplier/manufacturers instructions related to cleaning and maintenance

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- KU13.** knowledge on legal regulations pertaining to work place such as health and safety, recommended dosage for use of sanitizers, control of substances hazardous to health, handling/storage/ disposal/ cautions for use of sanitizers and disinfectants, fire precautions/ occurrences, hygiene practice, disposal of waste, environmental protection, etc.

Generic Skills (GS)

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

- GS1.** note the information communicated by the supervisor
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for ERP or as required by the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipment operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities with the supervisor
- GS12.** effectively communicate with the team members
- GS13.** question the supervisor in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly with the supervisor and cross department team on the issues faced during process
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received from the supervisor
- GS19.** organize raw materials and packaging materials required for all products following the instruction provided by the supervisor
- GS20.** plan and prioritize the work based on the instructions received from the supervisor
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the supervisor in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support supervisor in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the supervisor for problem solving

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- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare and maintain work area (for producing baked products in artisan bakeries and patisseries)</i>	18	32	-	-
PC1. clean and maintain the cleanliness of the work area using approved sanitizers and keep it free from dust, waste, flies and pests	10	15	-	-
PC2. ensure that the work area is safe and hygienic for food processing	3	7	-	-
PC3. dispose waste materials as per defined SOP's and industry requirements	5	10	-	-
<i>Prepare and maintain process machineries and tools (for producing baked products in artisan bakeries and patisseries)</i>	17	33	-	-
PC4. check the working and performance of all machineries and tools used for production	5	10	-	-
PC5. clean the machineries and tools used with approved sanitizers following specifications and SOP's	5	10	-	-
PC6. place the necessary tools required for the process	2	3	-	-
PC7. attend minor repairs/ faults of machines, if required	5	10	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N5005
NOS Name	Prepare and maintain work area and process machineries for producing baked products in artisan bakeries and patisseries
Sector	Food Processing
Sub-Sector	Bread and Bakery
Occupation	Processing
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

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FIC/N5006: Prepare for production of baked products in artisan bakeries and patisseries

Description

This unit is about preparation of raw materials and machineries for production of various baked products in artisan bakeries and patisseries.

Elements and Performance Criteria

Production Planning (for producing baked products in artisan bakeries and patisseries)

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

- PC1.** read and understand the production order from the supervisor (or) calculate the type of products and quantity of products to be produced based on sales of the outlet
- PC2.** check the availability of raw materials, packaging materials, equipment and manpower
- PC3.** plan production sequence by: grouping products which are of the same type (fermented/unfermented products) selecting raw materials that do not impact the quality of the other using the same equipment and machinery for various products planning maximum capacity utilization of machineries considering the process time for each product planning efficient utilization of resources/manpower prioritizing urgent orders
- PC4.** calculate the batch size based on the production order and machine capacity
- PC5.** calculate the raw material requirement (considering the process loss) to produce the required quantity of finished product(s)
- PC6.** calculate the raw materials (including ingredients, if any), packaging materials and manpower requirement for the completing the order

Plan equipment utilization and manpower (for producing baked products in artisan bakeries and patisseries)

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

- PC7.** check the working and performance of equipment required for the baking process
- PC8.** calculate the lead time from mixing to oven loading for effective utilization of baking equipments
- PC9.** plan batch size considering full capacity utilization of equipments
- PC10.** plan to utilize equipments for multiple products without affecting the quality of the finished products, and to optimize production and save energy
- PC11.** allot responsibilities/ work to the assistants and helpers

Prepare for Baking (for producing baked products in artisan bakeries and patisseries)

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

- PC12.** refer to the process chart/ product flow chart/formulation chart for product(s) produced
- PC13.** check the conformance of raw material quality to organization standards through physical parameters such as appearance, colour, texture, etc.
- PC14.** weigh the raw materials required for the batch (including ingredients, additives, preservatives, etc.) accurately, considering that exact quantity of ingredients and additives are responsible for final yield and quality of the finished products

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- PC15.** start machine and check its working and performance, make minor adjustments or repairs (if required)
- PC16.** keep tools accessible to attend repairs/faults in case of breakdown

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organization
- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** types of raw materials (including ingredients) and various baked products
- KU10.** methods for baking various types of baked product
- KU11.** types of machineries used for baking various products and machineries
- KU12.** basic maintenance of baking equipments
- KU13.** supplier/manufacturers instructions related to machineries
- KU14.** basic mathematics
- KU15.** calculation of raw material for required quantity of finished product
- KU16.** quality parameters and quality assessment based on physical parameters
- KU17.** food safety and hygiene
- KU18.** knowledge on food safety standards and regulations (as per FSSAI)
- KU19.** GMP
- KU20.** HACCP

Generic Skills (GS)

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

- GS1.** note the information communicated by the supervisor
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for ERP or as required by the organization
- GS7.** read and interpret the process required for producing various types of products

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- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipment operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities with the supervisor
- GS12.** effectively communicate with the team members
- GS13.** question the supervisor in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly with the supervisor and cross department team on the issues faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received from the supervisor
- GS19.** organize raw materials and packaging materials required for all products following the instruction provided by the supervisor
- GS20.** plan and prioritize the work based on the instructions received from the supervisor
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the supervisor in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support supervisor in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the supervisor for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Production Planning (for producing baked products in artisan bakeries and patisseries)</i>	17	28	-	-
PC1. read and understand the production order from the supervisor (or) calculate the type of products and quantity of products to be produced based on sales of the outlet	4	6	-	-
PC2. check the availability of raw materials, packaging materials, equipment and manpower	2	3	-	-
PC3. plan production sequence by: grouping products which are of the same type (fermented/unfermented products) selecting raw materials that do not impact the quality of the other using the same equipment and machinery for various products planning maximum capacity utilization of machineries considering the process time for each product planning efficient utilization of resources/manpower prioritizing urgent orders	5	10	-	-
PC4. calculate the batch size based on the production order and machine capacity	2	3	-	-
PC5. calculate the raw material requirement (considering the process loss) to produce the required quantity of finished product(s)	2	3	-	-
PC6. calculate the raw materials (including ingredients, if any), packaging materials and manpower requirement for the completing the order	2	3	-	-
<i>Plan equipment utilization and manpower (for producing baked products in artisan bakeries and patisseries)</i>	8	17	-	-
PC7. check the working and performance of equipment required for the baking process	2	5	-	-
PC8. calculate the lead time from mixing to oven loading for effective utilization of baking equipments	2	5	-	-
PC9. plan batch size considering full capacity utilization of equipments	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. plan to utilize equipments for multiple products without affecting the quality of the finished products, and to optimize production and save energy	1	2	-	-
PC11. allot responsibilities/ work to the assistants and helpers	2	3	-	-
<i>Prepare for Baking (for producing baked products in artisan bakeries and patisseries)</i>	10	20	-	-
PC12. refer to the process chart/ product flow chart/formulation chart for product(s) produced	1	4	-	-
PC13. check the conformance of raw material quality to organization standards through physical parameters such as appearance, colour, texture, etc.	1	4	-	-
PC14. weigh the raw materials required for the batch (including ingredients, additives, preservatives, etc.) accurately, considering that exact quantity of ingredients and additives are responsible for final yield and quality of the finished products	1	4	-	-
PC15. start machine and check its working and performance, make minor adjustments or repairs (if required)	5	5	-	-
PC16. keep tools accessible to attend repairs/faults in case of breakdown	2	3	-	-
NOS Total	35	65	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	FIC/N5006
NOS Name	Prepare for production of baked products in artisan bakeries and patisseries
Sector	Food Processing
Sub-Sector	Bread and Bakery
Occupation	Processing
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

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FIC/N5007: Produce baked products in artisan bakeries and patisseries

Description

This OS unit is about producing various baked products using required equipments and acquired skills as per the defined SOPs, in artisan bakeries and patisseries.

Elements and Performance Criteria

Mix ingredients

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

- PC1.** check the quality of ingredients through physical parameters such as appearance, colour, odour, texture, etc. for its conformance to organization standards
- PC2.** weigh and accurately measure all ingredients as per formulation and transfer the weighed raw materials to the working bench/ mixing table
- PC3.** cream the shortenings till they reach the required consistency
- PC4.** knead/mix the ingredient to prepare dough/batter of required consistency
- PC5.** check the quality of the dough/batter for its conformance to the defined SOP's

Fermentation and proofing dough

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

- PC6.** transfer the dough into a container and allow it to stand for specified time for fermentation and periodically check the consistency and texture to determine the level of fermentation
- PC7.** dust the table with flour and transfer the dough from the container to the table dusted with flour
- PC8.** stretch and fold the fermented dough for degassing, brush the dough surface to remove excess flour and transfer dough back to the dough container for continued fermentation
- PC9.** repeat stretch and fold four to five times to obtain desired consistency
- PC10.** cut the dough and weigh the quantity required for making the product and mould dough into loaves or form to desired shape
- PC11.** sprinkle topping such as spices, cereals, seeds, etc. for making special rolls or breads and place the loaves or shaped dough in the bread box/mould or baking pans
- PC12.** check the water level in the proof box and set to the required time, temperature and humidity and load the proof box with the bread box/mould filled with dough, following production sequence
- PC13.** monitor proof box parameters such as temperature/humidity during proofing process, monitor raising of dough in the proof box and remove the bread mould out of proof box after dough has rise to specified height

Roll, shape, cut and mould

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

- PC14.** sprinkle flour on dough and work bench to prevent dough from sticking, and roll dough to desired thickness with rolling pin to make cookies and biscuits
- PC15.** cut the dough to desired shape using cookie cutter, spread or sprinkle toppings on the shaped dough
- PC16.** grease or flour the baking pans and place the shaped dough in it

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PC17. pour the measured quantity of batter(cake batter) into the moulds of various shape

Bake products

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

PC18. start the oven and set the temperature for preheating

PC19. set the oven temperature and baking time for the product referring to the process parameter chart, load the filled baking pans in the oven and observe spacing between the pans

PC20. monitor oven parameters such as temperature and time during baking process

PC21. observe colour of baking product to detect over baking and to achieve finished product of uniform quality

PC22. unload the baked products from the oven and check the quality of the product through physical parameters such as colour, size, appearance, texture, aroma, etc. and ensure that the product meets the required standards

PC23. unload the pans/trays immediately after removing from the oven and place baked product on the cooling racks for cooling, and stack the emptied baking pans in the designated area

PC24. adjust or reset controls to load the next batch/ product in the oven

PC25. weigh the baked product to check the yield (from raw material to finished product)

PC26. slice, pack, label and store the product following the product requirement /defined SOPs

PC27. report discrepancies/concerns in each stage of production to department supervisor for immediate action

Design and develop specialty bakery products

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

PC28. create designs based on concepts of colour, shape, texture, pattern, form, etc. or check designs from production order for developing specialty bakery products such as wedding cakes, celebration cakes, etc.

PC29. organize tools and equipments required for filling, trimming, masking, covering, decoration and storage of specialty bakery products

PC30. check the quality of finishing materials such as icings, fondants, glazes, chocolate, fruits, grains , nuts, etc. required for preparation of specialty bakery products

PC31. cut and shape the cake for decoration

PC32. prepare icings, fondants, colours, fruits, etc. required according to the design

PC33. apply glazes, icings, or other toppings to baked goods using spatulas, brushes, piping bags, etc.

PC34. check the decorated product for its conformance to customer order or organization standards

PC35. check and maintain cleanliness and required storage conditions for the product

PC36. set and maintain temperature of the refrigeration system for storage of finished product

PC37. store the specialty bakery products following the product requirement and defined SOP's

Post production cleaning and regular

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

PC38. clean the work area, machineries, equipment and tools using recommended cleaning agents and sanitizers

PC39. attend minor repairs/faults of all machines (if any)

Maintenance of equipments

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

PC40. ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the sop or following suppliers instructions/manuals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organization
- KU2.** types of products produced by the organization
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** types of raw materials, ingredients and finishing materials required for making various baked products
- KU10.** production process, process parameters and formulation for all types of various baked products
- KU11.** types of machineries used for baking various products and machineries used in the organization
- KU12.** handling and maintenance of baking equipments
- KU13.** hand in machine safety
- KU14.** process parameters and machine parameters for all products handled
- KU15.** basic mathematics
- KU16.** quality parameters, quality standards to be maintained and quality assessment based on physical parameters
- KU17.** types of packaging materials for various type of products
- KU18.** types of chemicals, materials, tools and equipment required for cleaning and maintenance
- KU19.** clean-in-place and clean-out-of-place methods and procedures
- KU20.** methods to clean and disinfect equipments, tools and work area
- KU21.** food safety and hygiene
- KU22.** knowledge on food safety standards and regulations (as per FSSAI)
- KU23.** GMP
- KU24.** HACCP

Generic Skills (GS)

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

- GS1.** note the information communicated by the supervisor

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- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for ERP or as required by the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipment operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities with the supervisor
- GS12.** effectively communicate with the team members
- GS13.** question the supervisor in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly with the supervisor and cross department team on the issues faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received from the supervisor
- GS19.** organize raw materials and packaging materials required for all products following the instruction provided by the supervisor
- GS20.** plan and prioritize the work based on the instructions received from the supervisor
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the supervisor in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support supervisor in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the supervisor for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Mix ingredients</i>	8.5	13.5	-	-
PC1. check the quality of ingredients through physical parameters such as appearance, colour, odour, texture, etc. for its conformance to organizationstandards	2	3	-	-
PC2. weigh and accurately measure all ingredients as per formulation and transfer the weighed raw materials to the working bench/ mixing table	2	3	-	-
PC3. cream the shortenings till they reach the required consistency	0.5	1.5	-	-
PC4. knead/mix the ingredient to prepare dough/batter of required consistency	2	3	-	-
PC5. check the quality of the dough/batter for its conformance to the defined SOP's	2	3	-	-
<i>Fermentation andproofing dough</i>	7	13	-	-
PC6. transfer the dough into a container and allow it to stand for specified time for fermentation and periodically check the consistency and texture todetermine the level of fermentation	0.5	1.5	-	-
PC7. dust the table with flour and transfer the dough from the container to the table dusted with flour	2	3	-	-
PC8. stretch and fold the fermented dough for degassing, brush the dough surface to remove excess flour and transfer dough back to the dough container for continued fermentation	0.5	1.5	-	-
PC9. repeat stretch and fold four to five times to obtain desired consistency	0.5	1.5	-	-
PC10. cut the dough and weigh the quantity required for making the product and mould dough into loaves or form to desired shape	0.5	1.5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. sprinkle topping such as spices, cereals, seeds, etc. for making special rolls or breads and place the loaves or shaped dough in the bread box/mould or baking pans	1	2	-	-
PC12. check the water level in the proof box and set to the required time, temperature and humidity and load the proof box with the bread box/mould filled with dough, following production sequence	1	1	-	-
PC13. monitor proof box parameters such as temperature/humidity during proofing process, monitor raising of dough in the proof box and remove the bread mould out of proof box after dough has rise to specified height	1	1	-	-
<i>Roll, shape, cut and mould</i>	2	5	-	-
PC14. sprinkle flour on dough and work bench to prevent dough from sticking, and roll dough to desired thickness with rolling pin to make cookies and biscuits	0.5	1.5	-	-
PC15. cut the dough to desired shape using cookie cutter, spread or sprinkle toppings on the shaped dough	0.5	0.5	-	-
PC16. grease or flour the baking pans and place the shaped dough in it	0.5	1.5	-	-
PC17. pour the measured quantity of batter(cake batter) into the moulds of various shape	0.5	1.5	-	-
<i>Bake products</i>	7.5	12.5	-	-
PC18. start the oven and set the temperature for preheating	0.5	1.5	-	-
PC19. set the oven temperature and baking time for the product referring to the process parameter chart, load the filled baking pans in the oven and observe spacing between the pans	0.5	1.5	-	-
PC20. monitor oven parameters such as temperature and time during baking process	0.5	1.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. observe colour of baking product to detect over baking and to achieve finished product of uniform quality	0.5	1.5	-	-
PC22. unload the baked products from the oven and check the quality of the product through physical parameters such as colour, size, appearance, texture, aroma, etc. and ensure that the product meets the required standards	0.5	1.5	-	-
PC23. unload the pans/trays immediately after removing from the oven and place baked product on the cooling racks for cooling, and stack the emptied baking pans in the designated area	1	1	-	-
PC24. adjust or reset controls to load the next batch/ product in the oven	1	1	-	-
PC25. weigh the baked product to check the yield (from raw material to finished product)	1	1	-	-
PC26. slice, pack, label and store the product following the product requirement /defined SOPs	1	1	-	-
PC27. report discrepancies/concerns in each stage of production to department supervisor for immediate action	1	1	-	-
<i>Design and develop specialty bakery products</i>	7.5	15.5	-	-
PC28. create designs based on concepts of colour, shape, texture, pattern, form, etc. or check designs from production order for developing specialty bakery products such as wedding cakes, celebration cakes, etc.	1	1	-	-
PC29. organize tools and equipments required for filling, trimming, masking, covering, decoration and storage of specialty bakery products	0.5	1.5	-	-
PC30. check the quality of finishing materials such as icings, fondants, glazes, chocolate, fruits, grains, nuts, etc. required for preparation of specialty bakery products	0.5	1.5	-	-
PC31. cut and shape the cake for decoration	0.5	1.5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC32. prepare icings, fondants, colours, fruits, etc. required according to the design	1	2	-	-
PC33. apply glazes, icings, or other toppings to baked goods using spatulas, brushes, piping bags, etc.	1	2	-	-
PC34. check the decorated product for its conformance to customer order or organization standards	0.5	1.5	-	-
PC35. check and maintain cleanliness and required storage conditions for the product	0.5	0.5	-	-
PC36. set and maintain temperature of the refrigeration system for storage of finished product	1	2	-	-
PC37. store the specialty bakery products following the product requirement and defined SOP's	1	2	-	-
<i>Post production cleaning and regular</i>	1.5	3.5	-	-
PC38. clean the work area, machineries, equipment and tools using recommended cleaning agents and sanitizers	1	2	-	-
PC39. attend minor repairs/faults of all machines (if any)	0.5	1.5	-	-
<i>Maintenance of equipments</i>	1	2	-	-
PC40. ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the sop or following suppliers instructions/manuals	1	2	-	-
NOS Total	35	65	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N5007
NOS Name	Produce baked products in artisan bakeries and patisseries
Sector	Food Processing
Sub-Sector	Bread and Bakery
Occupation	Processing
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
Next Review Date	29/06/2024
NSQC Clearance Date	30/09/2021

Qualification Pack

FIC/N5008: Complete documentation and record keeping related to production of baked products in artisan bakeries and patisseries.

Description

This unit is about documenting and maintaining records of raw materials, process and finished products, related to production of baked products in artisan bakeries and patisseries.

Elements and Performance Criteria

Document and maintain record of raw materials (related to production of baked products in artisan bakeries and patisseries)

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

- PC1.** document and maintain record of details of all raw materials used such as names of raw materials, supplier details, receiving date/ date of manufacture, expiry date, supplier quality document, quality parameters for all raw materials, internal quality analysis report, etc., as per organization standards
- PC2.** maintain record of observations (if any) related to raw materials and packaging materials
- PC3.** load the raw material details in computer or in the erp system followed by the organization for future reference
- PC4.** verify the documents and track from finished product to raw materials, in case of quality concerns and during quality management system audits

Document and maintain record of production schedule and process parameters (related to production of baked products in artisan bakeries and patisseries)

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

- PC5.** document and maintain records of production details such as the product produced, production sequence, equipment and machinery details, efficiency and capacity utilization of equipment, etc.
- PC6.** document and maintain records of process details such as type of raw material used, process parameters (temperature, time etc. as applicable) for the entire process in process chart or production log for all products produced
- PC7.** document and maintain record of batch size, raw material used, yield after each stage of process, wastage, energy utilization and final products produced
- PC8.** maintain record of observations or deviations (if any) related to production and process parameters
- PC9.** load the production and process parameter details in computer or in the erp system followed by the organization for future reference
- PC10.** verify documents and track them with respect to the production schedule and process parameters, in case of quality concerns, and during quality management system audits

Document and maintain records of the finished products (related to production of baked products in artisan bakeries and patisseries)

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

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- PC11.** document and maintain records of finished products details such as name of the product, batch number, time of packing, date of manufacture, date of expiry, other label details, primary and secondary packaging materials for all finished products, storage conditions, etc., as per organization standards
- PC12.** maintain record of observations or deviations (if any) related to finished products
- PC13.** load the finished product details in computer or in the erp system followed by the organization for future reference
- PC14.** verify the documents and track them from finished product to raw materials, in case of quality concerns, and during quality management system audits

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organization
- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** documentation system followed in the organization such as production chart, process chart and finished goods chart
- KU10.** details to be recorded on raw materials and dough prepared
- KU11.** details to be recorded and maintained on production sequence and process parameters
- KU12.** methods to record and maintain record of observations (if any) related to raw materials, process and finished products
- KU13.** method to track back the record from prepared dough to raw material
- KU14.** basic computer knowledge
- KU15.** knowledge on food safety standards and regulations (as per FSSAI)
- KU16.** enter details in ERP system followed by the organization

Generic Skills (GS)

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

- GS1.** note the information communicated by the supervisor
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process

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- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for ERP or as required by the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipment operation and process requirement
- GS10.** read internal information documents sent by internal teams
- GS11.** discuss task lists, schedules and activities with the supervisor
- GS12.** effectively communicate with the team members
- GS13.** question the supervisor in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly with the supervisor and cross department team on the issues faced
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received from the supervisor
- GS19.** organize raw materials and packaging materials required for all products following the instruction provided by the supervisor
- GS20.** plan and prioritize the work based on the instructions received from the supervisor
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the supervisor in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support supervisor in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the supervisor for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Document and maintain record of raw materials (related to production of baked products in artisan bakeries and patisseries)</i>	15	10	-	-
PC1. document and maintain record of details of all raw materials used such as names of raw materials, supplier details, receiving date/ date of manufacture, expiry date, supplier quality document, quality parameters for all raw materials, internal quality analysis report, etc., as per organization standards	6	4	-	-
PC2. maintain record of observations (if any) related to raw materials and packaging materials	3	2	-	-
PC3. load the raw material details in computer or in the erp system followed by the organization for future reference	3	2	-	-
PC4. verify the documents and track from finished product to raw materials, in case of quality concerns and during quality management system audits	3	2	-	-
<i>Document and maintain record of production schedule and process parameters (related to production of baked products in artisan bakeries and patisseries)</i>	30	20	-	-
PC5. document and maintain records of production details such as the product produced, production sequence, equipment and machinery details, efficiency and capacity utilization of equipment, etc.	6	4	-	-
PC6. document and maintain records of process details such as type of raw material used, process parameters (temperature, time etc. as applicable) for the entire process in process chart or production log for all products produced	9	6	-	-
PC7. document and maintain record of batch size, raw material used, yield after each stage of process, wastage, energy utilization and final products produced	6	4	-	-
PC8. maintain record of observations or deviations (if any) related to production and process parameters	3	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. load the production and process parameter details in computer or in the erp system followed by the organization for future reference	3	2	-	-
PC10. verify documents and track them with respect to the production schedule and process parameters, in case of quality concerns, and during quality management system audits	3	2	-	-
<i>Document and maintain records of the finished products (related to production of baked products in artisan bakeries and patisseries)</i>	15	10	-	-
PC11. document and maintain records of finished products details such as name of the product, batch number, time of packing, date of manufacture, date of expiry, other label details, primary and secondary packaging materials for all finished products, storage conditions, etc., as per organization standards	6	4	-	-
PC12. maintain record of observations or deviations (if any) related to finished products	3	2	-	-
PC13. load the finished product details in computer or in the erp system followed by the organization for future reference	3	2	-	-
PC14. verify the documents and track them from finished product to raw materials, in case of quality concerns, and during quality management system audits	3	2	-	-
NOS Total	60	40	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N5008
NOS Name	Complete documentation and record keeping related to production of baked products in artisan bakeries and patisseries.
Sector	Food Processing
Sub-Sector	Bread and Bakery
Occupation	Processing
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

Qualification Pack

FIC/N9001: Ensure food safety, hygiene and sanitation for processing food products

Description

This unit is about maintaining food safety, hygiene and sanitation in work area and processing unit for processing food products

Elements and Performance Criteria

Perform safety and sanitation related functions (for processing food products)

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

- PC1.** comply with food safety and hygiene procedures followed in the organization
- PC2.** ensure personal hygiene by use of gloves, hairnets, masks, ear plugs, goggles, shoes, etc.
- PC3.** ensure hygienic production of food by inspecting raw materials, ingredients, finished products etc. for compliance to physical, chemical and microbiological parameters
- PC4.** pack products in appropriate packaging materials, label and store them in designated area, free from pests, flies and infestations
- PC5.** clean, maintain and monitor food processing equipment periodically, using it only for the specified purpose
- PC6.** use safety equipment such as fire extinguisher, eye wash unit, first aid kit when required
- PC7.** follow housekeeping practices by having designated area for machines/tools
- PC8.** follow industry standards like GMP, HACCP and product recall process
- PC9.** attend training on hazard management to understand types of hazards such as physical, chemical and biological hazards and measures to control and prevent them
- PC10.** Identify, document and report problems such as rodents and pests to management
- PC11.** conduct workplace checklist audit before and after work to ensure safety and hygiene
- PC12.** document and maintain raw material, packaging material, process and finished products for the credibility and effectiveness of the food safety control system

Apply food safety practices (for processing food products)

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

- PC13.** determine the quality of food using criteria such as odour, appearance, taste and best before date, and take immediate measures to prevent spoilage
- PC14.** store raw materials, finished products and allergens separately to prevent cross contamination
- PC15.** label raw materials and finished products and store them in different storage areas according to safe food practices
- PC16.** follow stock rotation based on FEFO/FIFO

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization standards, process standards and procedures followed in the organisation

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- KU2.** types of products produced by the organisation
- KU3.** code of business conduct
- KU4.** dress code to be followed
- KU5.** job responsibilities/duties and standard operating procedures
- KU6.** internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution
- KU7.** provision of wages, working hours as per organisation policy
- KU8.** food safety and hygiene standards followed
- KU9.** possible physical, chemical and biological hazards and methods of prevention of various hazards
- KU10.** personal hygiene requirement
- KU11.** different types of sanitizers used for process area, equipment and the procedure to use them
- KU12.** knowledge on food safety standards and regulations (as per fssai)
- KU13.** quality parameters and quality assessment based on physical parameters, basic food microbiology
- KU14.** labelling/marketing requirements for raw materials, finished goods, stored materials, packaging materials and their designated storage area
- KU15.** cleaning and sanitation of equipment and work area
- KU16.** CIP and COP methods and procedures
- KU17.** storage norms for raw materials, packaging material and finished products
- KU18.** stock rotation of ingredients and finished products based on FEFO/FIFO
- KU19.** method of maintaining safety check lists for all machineries
- KU20.** GHP
- KU21.** GMP
- KU22.** HACCP

Generic Skills (GS)

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

- GS1.** note the information communicated by the supervisor
- GS2.** note the raw materials used for production and the finished products produced
- GS3.** note the readings of the process parameters and provide necessary information to fill the process chart
- GS4.** note down observations (if any) related to the process
- GS5.** write information documents to internal departments/ internal teams
- GS6.** note down the data for online ERP or as per applicability in the organization
- GS7.** read and interpret the process required for producing various types of products
- GS8.** read and interpret and process flowchart for all products produced
- GS9.** read equipment manuals and process documents to understand the equipment operation and process requirement
- GS10.** read internal information documents sent by internal teams

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- GS11.** discuss task lists, schedules and activities with the supervisor
- GS12.** effectively communicate with the team members
- GS13.** question the supervisor in order to understand the nature of the problem and to clarify queries
- GS14.** attentively listen and comprehend the information given by the speaker
- GS15.** communicate clearly with the supervisor and cross department teams on the issues faced during process
- GS16.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS17.** handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
- GS18.** plan and organize the work order and jobs received from the supervisor
- GS19.** organize raw materials and packaging materials required for all products following the instruction provided by the supervisor
- GS20.** plan and prioritize the work based on the instructions received from the supervisor
- GS21.** plan to utilise time and equipment's effectively
- GS22.** organize all process/ equipment manuals so as to access information easily
- GS23.** support the supervisor in scheduling tasks for helper(s)
- GS24.** understand customer requirements and their priority and respond as per their needs
- GS25.** support supervisor in solving problems by detailing out problems
- GS26.** discuss the possible solutions with the supervisor for problem solving
- GS27.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS28.** use common sense and make judgments on day to day basis
- GS29.** use reasoning skills to identify and resolve basic problems
- GS30.** use intuition to detect any potential problems which could arise during operations
- GS31.** use acquired knowledge of the process for identifying and handling issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform safety and sanitation related functions (for processing food products)</i>	25	50	-	-
PC1. comply with food safety and hygiene procedures followed in the organization	2	3	-	-
PC2. ensure personal hygiene by use of gloves, hairnets, masks, ear plugs, goggles, shoes, etc.	1	5	-	-
PC3. ensure hygienic production of food by inspecting raw materials, ingredients, finished products etc. for compliance to physical, chemical and microbiological parameters	2	3	-	-
PC4. pack products in appropriate packaging materials, label and store them in designated area, free from pests, flies and infestations	4	6	-	-
PC5. clean, maintain and monitor food processing equipment periodically, using it only for the specified purpose	2	3	-	-
PC6. use safety equipment such as fire extinguisher, eye wash unit, first aid kit when required	4	6	-	-
PC7. follow housekeeping practices by having designated area for machines/tools	2	3	-	-
PC8. follow industry standards like GMP, HACCP and product recall process	4	6	-	-
PC9. attend training on hazard management to understand types of hazards such as physical, chemical and biological hazards and measures to control and prevent them	1	4	-	-
PC10. Identify, document and report problems such as rodents and pests to management	1	4	-	-
PC11. conduct workplace checklist audit before and after work to ensure safety and hygiene	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. document and maintain raw material, packaging material, process and finished products for the credibility and effectiveness of the food safety control system	1	3	-	-
<i>Apply food safety practices (for processing food products)</i>	10	15	-	-
PC13. determine the quality of food using criteria such as odour, appearance, taste and best before date, and take immediate measures to prevent spoilage	2	3	-	-
PC14. store raw materials, finished products and allergens separately to prevent cross contamination	2	3	-	-
PC15. label raw materials and finished products and store them in different storage areas according to safe food practices	2	3	-	-
PC16. follow stock rotation based on FEFO/FIFO	4	6	-	-
NOS Total	35	65	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9001
NOS Name	Ensure food safety, hygiene and sanitation for processing food products
Sector	Food Processing
Sub-Sector	Fruits and Vegetables
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
Next Review Date	30/07/2024
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 Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on 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 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 the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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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
FIC/N5005.Prepare and maintain work area and process machineries for producing baked products in artisan bakeries and patisseries	35	65	-	-	100	15
FIC/N5006.Prepare for production of baked products in artisan bakeries and patisseries	35	65	-	-	100	20
FIC/N5007.Produce baked products in artisan bakeries and patisseries	35	65	-	-	100	25
FIC/N5008.Complete documentation and record keeping related to production of baked products in artisan bakeries and patisseries.	60	40	-	-	100	15
FIC/N9001.Ensure food safety, hygiene and sanitation for processing food products	35	65	-	-	100	25
Total	200	300	-	-	500	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
CIP	Clean In Place
COP	Clean Out Of Place
ERP	Enterprise Resource Planning
FIFO	First In First Out
FEFO	First Expiry First Out
FSSAI	Food Safety and Standards Authority of India
GMP	Good Manufacturing Practices
GHP	Good Hygiene Practices
HACCP	Hazard Analysis and Critical Control Point

Qualification Pack

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.

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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.