

ANNEXURE-E

Specific Guidelines for the conduct of Short Term Hospitality courses for Multi Cuisine Cook, Craft Baker, Food & Beverage Service Steward, Room Attendant and Front office Associate to be implemented by Classified Hotels;

In order to give boost to the HSRT initiative, the Ministry of Tourism (MoT) has established partnership with Hotel Association of India and Federation of Hotel Restaurants Association of India for training in classified hotels. Besides, developing skilled labour has been made mandatory for hotels from the date of Classification and the guidelines for Classification/Re-classification of hotels have been amended. The main goal of this strategy is to synergize the efforts of MoT and the Hotel Industry to skill persons in trades specific to hospitality trades through the following Guidelines.

Developing skilled labour through training is mandatory for 1 to 5 Star Deluxe hotels and Heritage properties for which funding will be provided by the Ministry of Tourism. Target of persons to be trained annually by hotels will be based on rooms per hotel as follows:

Rooms Per Hotel	No. of Persons to be Trained in				
	1 st Year	2 nd Year	3 rd Year	4 th Year	5 th Year
100+	20	20	25	25	30
50 to 100	10	10	15	15	20
20 to 50	5	5	5	5	5

Hotels with number of rooms less than 20 have been exempted from this requirement.

I) Name, Educational Qualification, duration and NSQF QP-NOS for the Course

Name of Course	Minimum Educational Qualification required	Duration of Training (by Training Provider + On-the-Job Training (OJT))	Job Role mapped to Qualification Pack No.
Multi Cuisine Cook	8th Class Pass	700 Hours (500 Hours + 200 Hours OJT)	QP:THC/Q3006 Version 1.0
Craft Baker	8th Class Pass	240 Hours (176 Hours + 64 hours OJT)	QP:FIC/Q5002
F&B Service -Steward	10th Class Pass	500 Hours (300 Hours + 200 Hours OJT)	QP:THC/Q0301 Version 1.0
Room Attendant	5th (Primary) Class Pass	500 Hours (300 Hours + 200 Hours OJT)	QP:THC/Q0202 Version 1.0
Front office Associate	12th Class Pass	540 Hours (340 Hours + 200 Hours OJT)	QP:THC/Q0102 Version 1.0

The URL of the courses, containing the syllabus etc., are as follows:

https://www.nsdcindia.org/New/sites/default/files/MC_THC-Q3006_Multi-cuisine-Cook.pdf
https://www.nsdcindia.org/New/sites/default/files/MC_FIC-Q5002_Craft-Baker.pdf
https://www.nsdcindia.org/New/sites/default/files/MC_THC_Q0301_Food%20and%20Beverage%20Service%20-Steward.pdf
https://www.nsdcindia.org/New/sites/default/files/MC_THC-Q0202_Room-Attendant.pdf
https://www.nsdcindia.org/New/sites/default/files/MC_THC-Q0102_Front-Office-Associate.pdf

It is hereby clarified that no payment would be due to the Implementing Agencies (training providers) for the duration of on-the-job-training. As such, funds under common norms would be released to the Implementing Agencies (training providers) for the duration of the in-Institute training only.

- II) **Target Group** : The training programmes will be open to youth in the age group of 18 to 28 years. However, those holding Graduate level degree or diploma or still higher qualifications will not be eligible for admission to the programme. (The age limit can be relaxed for a class or category of persons by the Ministry of Tourism depending upon reasons to be recorded in writing).
- III) Advertisement for the courses are to be released by the nearest Institute of Hotel Management for the five trades in English/ Hindi and vernacular language.
- IV) The candidates will be called for an 'orientation programme' followed by interview at a hotel to be identified by the local hotel, restaurant association. The prospective trainees will be educated about the objectives of the HSRT programme and its prospects, thereafter. The programme is open to minimum 10th class pass unemployed youth in the age groups 18 to 28 years.
- V) Candidates will be interviewed and screened for suitability. The screening committee will have representative of local Hotel Association, Principal/staff of local IHM. No TA/DA would be paid to candidates for attending the interview. The list of suitable candidates will be made available to the Hotel Association for deployment at their member hotels.
- VI) Hotels can conduct training for sponsored candidates from NGOs, Voluntary Organizations and Local Municipality etc. Names of such candidates must be registered with the local IHM prior to commencement of programme.
- VII) Candidates selected will join only after undergoing basic medical test and police verification.
- VIII) Hotels should take in 50% more candidates than the number of seats to accommodate for drop-outs during the training period.

- IX)** A minimum of ten persons will constitute a training class to begin with. Since a hotel with rooms between 20 to 50 will not be expected to have facilities / infrastructure necessary for the conduct of trainings, an arrangement can be worked out between 2 to 5 hotels to conduct this obligatory training (only the theory part) in one cluster and the practical part is carried out in the respective hotels.
- X)** For provision of uniforms for trainees, an amount of Rs.1900/- per trainee will be allowed and this amount shall be over and above the Base Cost. Uniforms for the different trades will be supplied by The Handicrafts & Handlooms Exports Corporation of India Ltd. (HHEC). These will be ordered as per requirement by the local IHM to be collected by hotels of the region, based on their demand. Hotels must issue only one set of uniform during the first week of training of candidates and only after ensuring their continuity, issue the second uniform to prevent misuse. (Cost of uniform will be reimbursed to IHM by the Ministry of Tourism). Hotels, if required, can issue their own uniform during the training period.
- XI)** Tool-kits to be provided by the local IHM and issued to the hotels based on their requirement. Cost of tool kit will be reimbursed to IHM by Ministry of Tourism as part of the Base Cost.
- XII)** Upon successful completion and certification, the certified candidate may be paid lump-sum stipend/incentive of Rs.2000/- for the Multi Cuisine Cook and Craft Baker courses and Rs.1500/- for the Food and Beverage Service Steward, Room Attendant and Front Office Associate course, as the case may be.
- XIII)** Attendance, assessment and certification shall be regulated in accordance with the provisions contained in para II (Attendance, Assessment and Certification) of the HSRT guidelines.
- XIV)** Data base will be maintained by IHM for all successful candidates with their photograph, address and contact details. This data will be utilized for uploading on MoT/NCHMCT website.
- XV)** Employment (both Wage and Self) of successful trainees is mandatory for the Hotels conducting the HSRT programme as per the Common Norms.

Placement/Self-employment being the major outcome of the skill development programmes under the Common Norms, the Implementing Agencies are advised that the concept of first-come-first-admitted presently being followed would have to be made more restrictive to prevent non-serious candidates (who actually do not aspire to be placed in the trade owing to their possession of either much higher qualifications than what has been prescribed or sound financial status) from participating in the HSRT courses. If the HSRT implementing institutions have to fulfil the prescribed Placement/Self-employment norm and discourage drop-outs during the currency of training, they have to screen out the non-serious candidates through the process of personal interviews. Towards this end, they could even require the trainee to provide a signed Undertaking/Declaration to refund the entire training cost, if the institute so desires, in case of default in taking up the placement arranged by the institution post training or the educational qualifications found NOT to be what had been declared in their application form. If, however, the trainee himself/herself obtains any employment in a trade related to the course undertaken within three months of certification, the same shall be accepted as employment under placement category.

- XVI) Where hotels, of different star categories, do not have training facilities, the Hotel Association may conduct combined training at different units.
- XVII) In addition to the costs on Uniform, Assessment & Certification and stipend/incentive, the mentor Institute of Hotel Management will be paid only 20% of the current Base Cost towards the two components of (i) Mobilization of candidates and (ii) Teaching Aids (including Course material & Tool Kit).
