

# QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR FOOD PROCESSING

## What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



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## Introduction

### Qualifications Pack – Baking Technician/Operative

**SECTOR:** FOOD PROCESSING

**SUB-SECTOR:** BREAD AND BAKERY

**OCCUPATION:** PROCESSING

**REFERENCE ID:** FIC/Q5005

**ALIGNED TO:** NCO-2004/7412.20

**Brief Job Description:** A Baking Technician / Operative is responsible for baking of products, maintaining their consistency and quality, while meeting defined SOPs and leveraging his/ her skill to operate ovens in synchronisation with proof box/ rest of the plant/ unit.

**Personal Attributes:** A Baking Technician / Operative must have the ability to plan, organize, prioritize, calculate and handle pressure. S/he must 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.

<b>Qualifications Pack Code</b>	<b>FIC/Q5005</b>		
<b>Job Role</b>	<b>Baking Technician/Operative</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Food Processing</b>	<b>Drafted on</b>	<b>23/06/15</b>
<b>Sub-sector</b>	<b>Bread and bakery</b>	<b>Last reviewed on</b>	<b>04/09/18</b>
<b>Occupation</b>	<b>Processing</b>	<b>Next review date</b>	<b>30/06/19</b>

<b>Job Role</b>	<b>Baking Technician/Operative</b>
<b>Role Description</b>	A Baking Technician / Operative is responsible for baking of products, maintaining their consistency and quality, while meeting defined SOPs and leveraging his/ her skill to operate ovens in synchronisation with proof box/ rest of the plant/ unit.
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications</b>	Class 10
<b>Maximum Educational Qualifications</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	<ol style="list-style-type: none"> <li>1. Baking process for all baked process</li> <li>2. Training on food standards for baked products</li> <li>3. Operating different types of baking ovens</li> <li>4. GMP</li> <li>5. HACCP</li> <li>6. QMS</li> <li>7. Computer basics</li> <li>8. Training in food Safety Standards and Regulations (as per FSSAI) (Mandatory)</li> </ol>
<b>Experience</b>	2-3 years experience in a bakery unit
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">FIC/N5017 Prepare and maintain work area and machineries for baking products in the oven</a></li> <li>2. <a href="#">FIC/N5018 Prepare for baking products in the oven</a></li> <li>3. <a href="#">FIC/N5019 Bake bakery products in the oven</a></li> <li>4. <a href="#">FIC/N5020 Complete documentation and record keeping related to baking products in the oven</a></li> <li>5. <a href="#">FIC/N9001 Food safety, hygiene and sanitation for processing food products</a></li> </ol>
<b>Performance Criteria</b>	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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 or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.

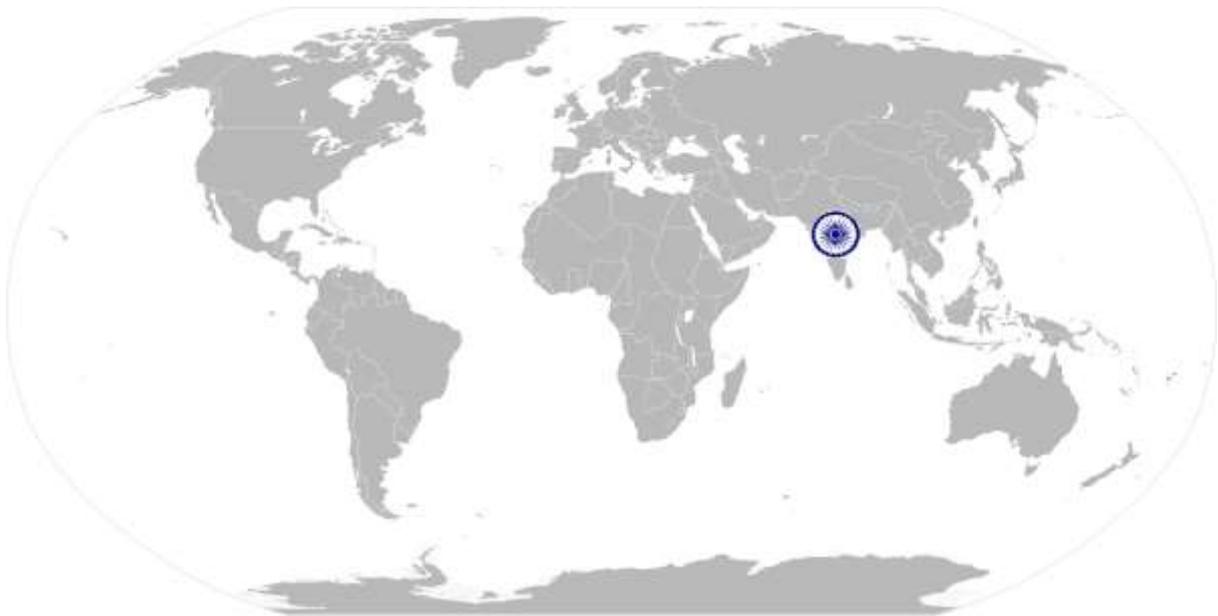
Acronyms

Keywords /Terms	Description
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
NOS	National Occupational Standard
NSQF	National Skill Qualification Framework
NVEQF	National Vocational Educational Qualification Framework
NVQF	National Vocational Qualification Framework
OS	Occupational Standard
PC	Performance Criteria
QP	Qualification Pack
SSC	Sector Skill Council
SOP	Standard Operating Procedure
QMS	Quality Management System

FIC/N5017 Prepare and maintain work area and machineries for baking products in the oven

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# National Occupational Standard



## Overview

This OS unit is about preparing work area for hygiene and safety, and ensuring performance, efficiency and maintenance of process machineries and tools for baking products in the oven, as per the specifications and standards of the organization.

**FIC/N5017 Prepare and maintain work area and machineries for baking products in the oven**

National Occupational Standard

<b>Unit Code</b>	<b>FIC/N5017</b>
<b>Unit Title(Task)</b>	<b>Prepare and maintain work area and process machineries for baking products in the oven</b>
<b>Description</b>	This unit is about preparing work area for hygiene and safety, and ensuring performance, efficiency and maintenance of process machineries and tools for baking products in the oven, as per the specifications and standards of the organization.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Prepare and maintain work area (for baking products in the oven)</li> <li>• Prepare and maintain process machineries and tools (for baking products in the oven)</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Prepare and maintain work area (for baking products in the oven)</b>	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 SOPs and industry requirements
<b>Prepare and maintain process machineries and tools (for baking products in the oven)</b>	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 SOPs PC6. place the necessary tools required for the process PC7. attend minor repairs/ faults of machines, if required
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. organization standards, process standards and procedures followed in the organization</li> <li>KA2. types of products produced by the organization</li> <li>KA3. code of business conduct</li> <li>KA4. dress code to be followed</li> <li>KA5. job responsibilities/duties and standard operating procedures</li> <li>KA6. internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution</li> <li>KA7. provision of wages, working hours as per organization policy</li> <li>KA8. food safety and hygiene standards followed</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. types of chemicals, materials and equipment required for cleaning and maintenance</li> <li>KB2. cleaning process to disinfect equipment/ tools</li> <li>KB3. knowledge on Food Safety Standards and Regulations (as per FSSAI)</li> <li>KB4. supplier/manufacturers instructions related to cleaning and maintenance</li> <li>KB5. 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</li> </ul>

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	and disinfectants, fire precautions/ occurrences, hygiene practice, disposal of waste, environmental protection, etc.
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. note the information communicated by the supervisor SA2. note the raw materials used for production and the finished products produced SA3. note the readings of the process parameters and provide necessary information to fill the process chart SA4. note down observations (if any) related to the process SA5. write information documents to internal departments/ internal teams SA6. note down the data for ERP or as required by the organization
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA7. read and interpret the process required for producing various types of products SA8. read and interpret and process flowchart for all products produced SA9. read equipment manuals and process documents to understand the equipment operation and process requirement SA10. read internal information documents sent by internal teams
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to : SA11. discuss task lists, schedules and activities with the supervisor SA12. effectively communicate with the team members SA13. question the supervisor in order to understand the nature of the problem and to clarify queries SA14. attentively listen and comprehend the information given by the speaker SA15. communicate clearly with the supervisor and cross department team on the issues faced
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue SB2. handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB3. plan and organize the work order and jobs received from the supervisor SB4. organize raw materials and packaging materials required for all products following the instruction provided by the supervisor SB5. plan and prioritize the work based on the instructions received from the supervisor SB6. plan to utilise time and equipment's effectively SB7. organize all process/ equipment manuals so as to access information easily

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	SB8. support the supervisor in scheduling tasks for helper(s)
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB9. understand customer requirements and their priority and respond as per their needs
	<b>Problem Solving</b>
	SB10. support supervisor in solving problems by detailing out problems SB11. discuss the possible solutions with the supervisor for problem solving
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. apply domain information about maintenance processes and technical knowledge about tools and equipment
	<b>Critical Thinking</b>
The user/individual on the job needs to know and understand how to: SB13. use common sense and make judgments on day to day basis SB14. use reasoning skills to identify and resolve basic problems SB15. use intuition to detect any potential problems which could arise during operations SB16. use acquired knowledge of the process for identifying and handling issues	

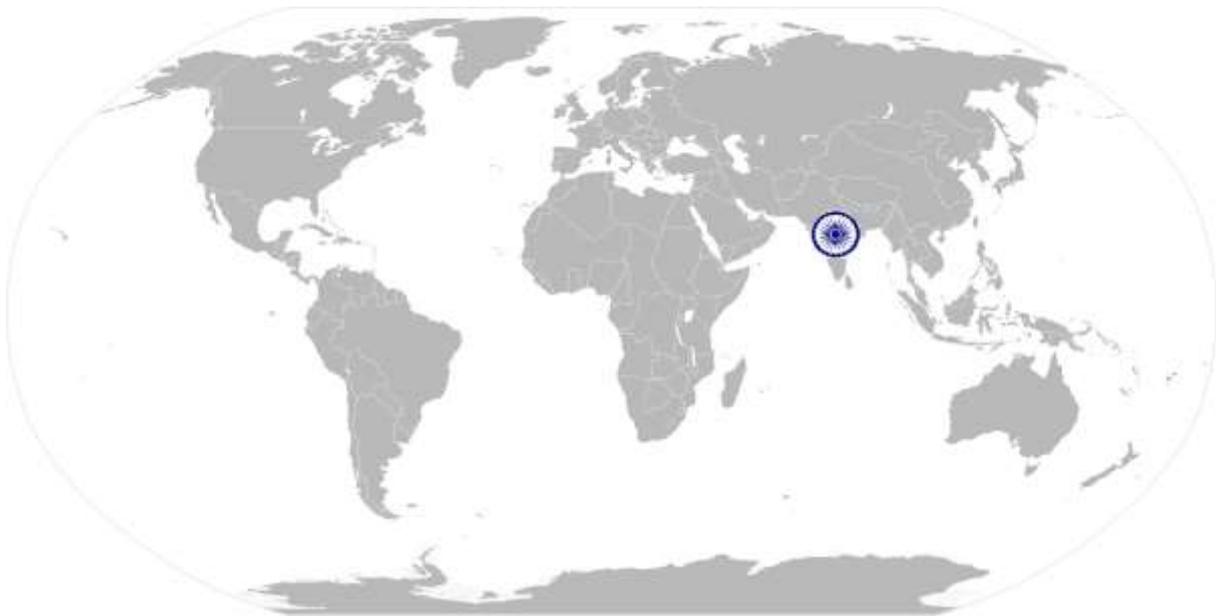


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**NOS Version Control**

<b>NOS Code</b>	<b>FIC/N5017</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Food Processing</b>	<b>Drafted on</b>	<b>23/06/15</b>
<b>Industry Sub-sector</b>	<b>Bread and Bakery</b>	<b>Last reviewed on</b>	<b>04/09/18</b>
<b>Occupation</b>	<b>Processing</b>	<b>Next review date</b>	<b>30/06/19</b>

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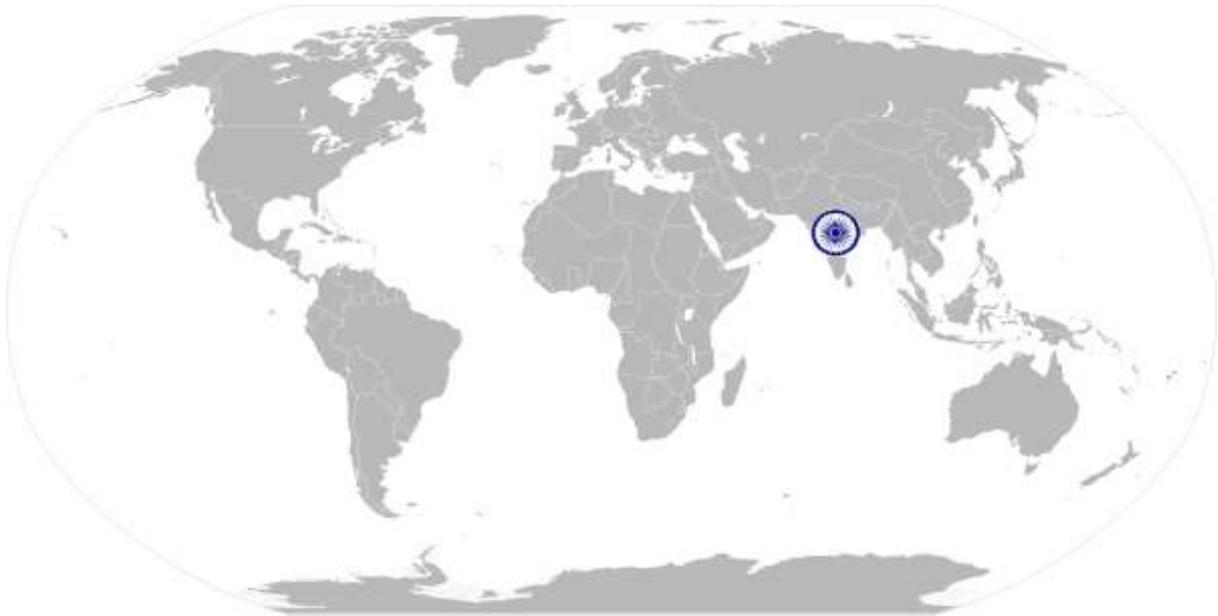


FIC/N5018

Prepare for baking products in the oven

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# National Occupational Standard



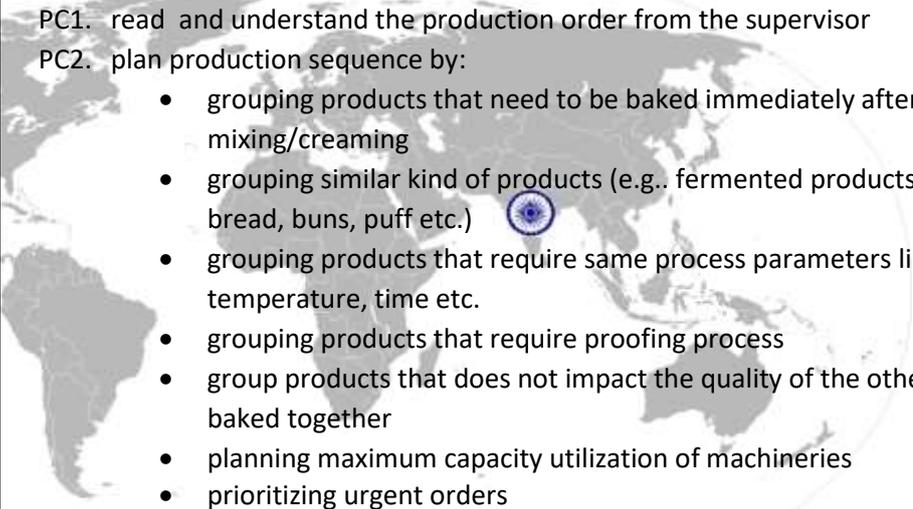
## Overview

This OS unit is about preparation of baking various bakery products in an oven through planning production, equipment utilization and manpower; and preparing proof box and oven.

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Prepare for baking products in the oven

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<b>Unit Code</b>	<b>FIC/N5018</b>
<b>Unit Title(Task)</b>	<b>Prepare for the baking products in an oven</b>
<b>Description</b>	This unit is about preparation of baking various bakery products in an oven through planning production, equipment utilization and manpower; and preparing proof box and oven
<b>Scope</b>	The scope of this role will include: <ul style="list-style-type: none"> <li>• Plan production (for baking products in an oven)</li> <li>• Plan equipment utilization and manpower (for baking products in an oven)</li> <li>• Organize equipment (for baking products in an oven)</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Plan Production (for baking products in an oven)</b>	 <p>PC1. read and understand the production order from the supervisor</p> <p>PC2. plan production sequence by:</p> <ul style="list-style-type: none"> <li>• grouping products that need to be baked immediately after mixing/creaming</li> <li>• grouping similar kind of products (e.g.. fermented products such as bread, buns, puff etc.)</li> <li>• grouping products that require same process parameters like baking temperature, time etc.</li> <li>• grouping products that require proofing process</li> <li>• group products that does not impact the quality of the other when baked together</li> <li>• planning maximum capacity utilization of machineries</li> <li>• prioritizing urgent orders</li> </ul>
<b>Plan equipment utilization and manpower (for baking products in an oven)</b>	<p>PC3. check the working and performance of each equipment required for process, particularly the fuel flow and burner, proofer/ oven, conveyor, control panel, etc.</p> <p>PC4. calculate the process time for each batch for effective utilization of machineries</p> <p>PC5. plan to utilize machineries for multiple products without affecting the quality of the finished products, and to optimize production and saving energy</p> <p>PC6. allot responsibilities/ work to the assistants and helpers</p>
<b>Organize equipment (for baking products in an oven)</b>	<p>PC7. refer to the process chart/ product flow chart for product(s) baked</p> <p>PC8. organize required oven racks/pans</p> <p>PC9. arrange required cooling racks</p> <p>PC10. prepare the proof box by setting parameters such as temperature, humidity, etc.</p> <p>PC11. prepare and calibrate oven (in case of batch operation) by pre-heating the oven to the specified temperature as per the oven chart</p>

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Prepare for baking products in the oven

	<p>PC12. prepare the conveyor (in case of continuous operation) by setting the speed of conveyor, baking time, and temperature controls</p> <p>PC13. ensure working and performance of equipments by starting equipment(s),and observing gauges to maintain heat according to specifications</p> <p>PC14. keep the tools accessible to attend minor repairs/faults in case of breakdown</p> <p>PC15. handle emergency situations (e.g.: fire, power failure ) while baking</p>
<b>Knowledge and Understanding (K)</b>	
<b>B. Organizational Context</b> (Knowledge of the organization and its processes)	<p>the user/individual on the job needs to know and understand:</p> <p>KA1. organization standards, process standards and procedures followed in the organization</p> <p>KA2. types of products produced by the organization</p> <p>KA3. code of business conduct</p> <p>KA4. dress code to be followed</p> <p>KA5. job responsibilities/duties and standard operating procedures</p> <p>KA6. internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution</p> <p>KA7. provision of wages, working hours as per organization policy</p> <p>KA8. food safety and hygiene standards followed</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. types of raw materials (dough/batter) and various baked products</p> <p>KB2. types of fuels (diesel, etc.)</p> <p>KB3. types of oven baking process - continuous and batch baking</p> <p>KB4. various types of oven used for baking and ovens used in the organization</p> <p>KB5. handling of all types of ovens and oven operation (continuous/batch), and proof box</p> <p>KB6. maintenance of process equipments (oven, proof box)</p> <p>KB7. supplier/manufacturers instructions related to machineries</p> <p>KB8. process and process parameters for each product handled</p> <p>KB9. basic mathematics</p> <p>KB10. quality parameters</p> <p>KB11. food safety and hygiene</p> <p>KB12. GMP</p> <p>KB13. HACCP</p>
<b>Skills (S)</b>	
<b>Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. note the information communicated by the supervisor</p> <p>SA2. note the raw materials used for production and the finished products produced</p> <p>SA3. note the readings of the process parameters and provide necessary information to fill the process chart</p> <p>SA4. note down observations (if any) related to the process</p> <p>SA5. write information documents to internal departments/ internal teams</p> <p>SA6. note down the data for ERP or as required by the organization</p>
	<b>Reading Skills</b>

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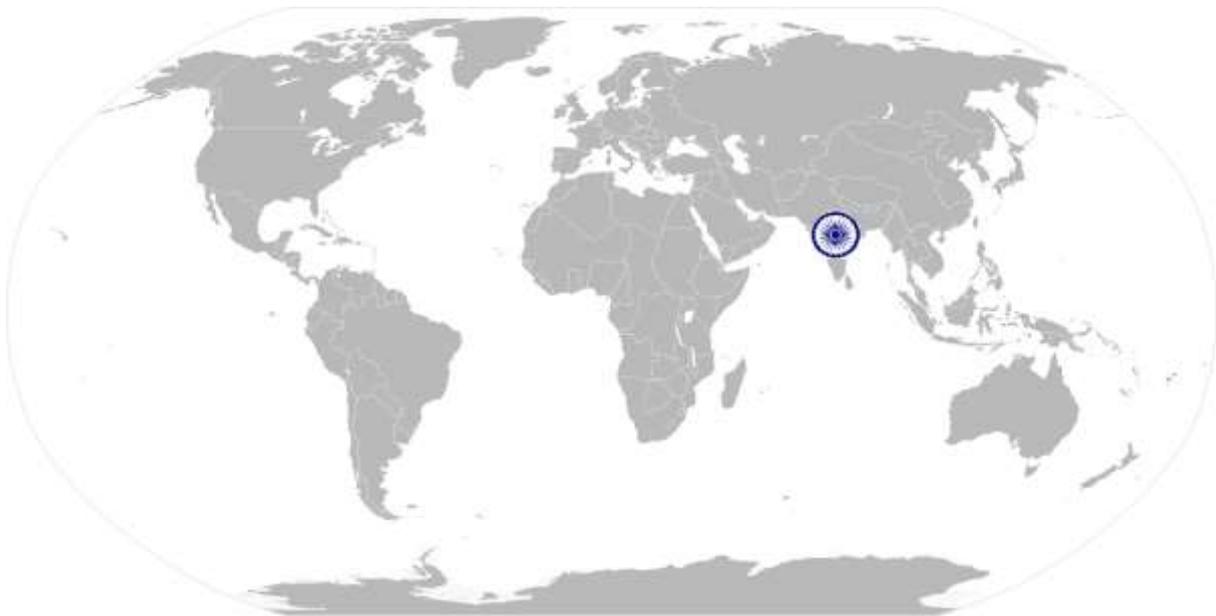
Prepare for baking products in the oven

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA7. read and interpret the process required for producing various types of products</li> <li>SA8. read and interpret and process flowchart for all products produced</li> <li>SA9. read equipment manuals and process documents to understand the equipment operation and process requirement</li> <li>SA10. read internal information documents sent by internal teams</li> </ul>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to :</p> <ul style="list-style-type: none"> <li>SA11. discuss task lists, schedules and activities with the supervisor</li> <li>SA12. effectively communicate with the team members</li> <li>SA13. question the supervisor in order to understand the nature of the problem and to clarify queries</li> <li>SA14. attentively listen and comprehend the information given by the speaker</li> <li>SA15. communicate clearly with the supervisor and cross department team on the issues faced</li> </ul>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue</li> <li>SB2. handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)</li> </ul>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB3. plan and organize the work order and jobs received from the supervisor</li> <li>SB4. organize raw materials and packaging materials required for all products following the instruction provided by the supervisor</li> <li>SB5. plan and prioritize the work based on the instructions received from the supervisor</li> <li>SB6. plan to utilise time and equipment's effectively</li> <li>SB7. organize all process/ equipment manuals so as to access information easily</li> <li>SB8. support the supervisor in scheduling tasks for helper(s)</li> </ul>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB9. understand customer requirements and their priority and respond as per their needs</li> </ul>
	<p><b>Problem Solving</b></p>
	<ul style="list-style-type: none"> <li>SB10. support supervisor in solving problems by detailing out problems</li> <li>SB11. discuss the possible solutions with the supervisor for problem solving</li> </ul>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB12. apply domain information about maintenance processes and technical knowledge about tools and equipment</li> </ul>
	<p><b>Critical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB13. use common sense and make judgments on day to day basis</li> <li>SB14. use reasoning skills to identify and resolve basic problems</li> </ul>

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Prepare for baking products in the oven

	<p>SB15. use intuition to detect any potential problems which could arise during operations</p> <p>SB16. use acquired knowledge of the process for identifying and handling issues</p>
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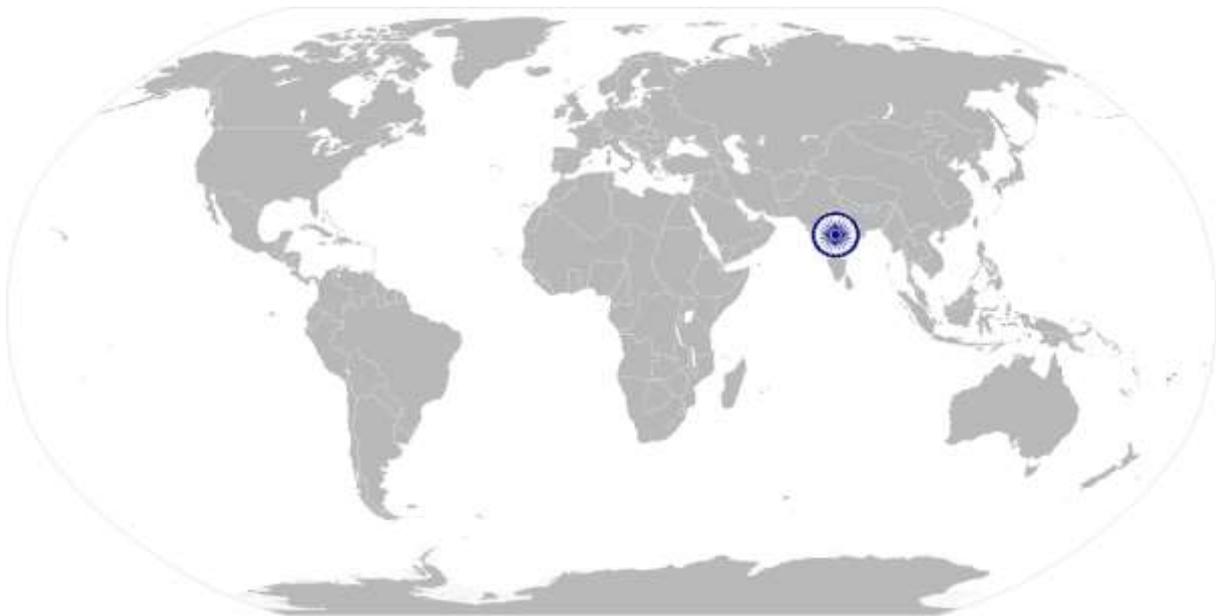
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Prepare for baking products in the oven

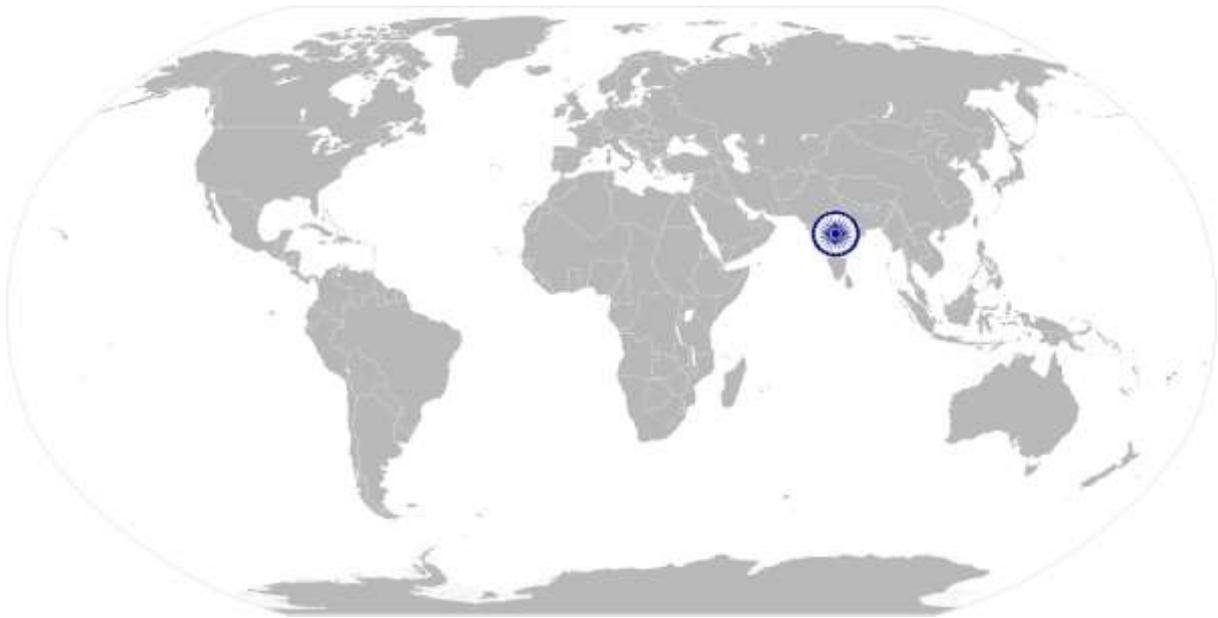
## NOS Version Control

NOS Code	FIC/N5018		
Credits (NSQF)	TBD	Version number	1.0
Industry	Food Processing	Drafted on	23/06/15
Industry Sub-sector	Bread and Bakery	Last reviewed on	04/09/18
Occupation	Processing	Next review date	30/06/19

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# National Occupational Standard



## Overview

This OS unit is about producing various baked products in the oven.

FIC/N5019

Bake bakery products in the oven

National Occupational Standard

<b>Unit Code</b>	<b>FIC/N5019</b>
<b>Unit Title(Task)</b>	<b>Bake bakery products in the oven</b>
<b>Description</b>	This unit is about producing various baked products in the oven.
<b>Scope</b>	<p>The scope of this role will include:</p> <ul style="list-style-type: none"> <li>• Handle proofing ( in case of bread preparation)</li> <li>• Baking in oven</li> <li>• Post production cleaning and regular maintenance of equipments</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Handle proofing( in case of bread preparation)</b>	<p>PC1. set the proof box to the required temperature and humidity following the proofing chart, as per specifications and organization standards</p> <p>PC2. refer to the production chart/proofing chart to understand the loading sequence</p> <p>PC3. load the proof box following the production sequence</p> <p>PC4. monitor proof box parameters such as temperature/humidity</p> <p>PC5. monitor product in the proof box</p> <p>PC6. pull bread at specified heights from proof box</p> <p>PC7. monitor the proof box and product coming out of the proof box</p>
<b>Baking in oven</b>	<p>PC8. pre-heat the oven to specified temperature and check humidity level (if specified)</p> <p>PC9. refer to the production chart/proofing chart to understand the loading sequence and process parameters for each product baked</p> <p>PC10. set the oven parameters such as baking temperature and time for the product baked</p> <p>PC11. observe filled baking pans (to be loaded in oven) to determine whether pans are filled to standard</p> <p>PC12. load the ovens with filled baking pans and check that the dough pieces are placed corner to corner</p> <p>PC13. observe spacing between pans as per defined SOPs</p> <p>PC14. monitor and control speed of conveyor to control pans entering oven and to control baking time of various baking product (in continuous operation)</p> <p>PC15. monitor oven parameters such as temperature and time during baking process</p> <p>PC16. observe colour of the baking product to detect under/ over baking and to achieve finished product of uniform quality</p> <p>PC17. unload the oven when the baking process is complete</p> <p>PC18. check the quality of the product through sensory parameters such as colour, size, appearance, texture, aroma. etc.</p> <p>PC19. unload the pans/trays using proper technique (this must be done immediately after being taken out of the oven to improve the overall shape of the bread)</p> <p>PC20. place baked product on the cooling racks and transfer to the cooling room/cooling area</p>

FIC/N5019

**Bake bakery products in the oven**

	<p>PC21. remove excess waste from the baking pans</p> <p>PC22. stack the emptied baking pans in the designated area</p> <p>PC23. ensure that empty pans are stored appropriately to avoid damage and contamination</p> <p>PC24. adjust or reset controls of the oven to load the next batch product</p> <p>PC25. report discrepancies/concerns in each stage of production to department supervisor for immediate action</p>
<b>Post production cleaning and regular maintenance of equipments</b>	<p>PC26. clean the work area, machineries, equipment and tools using recommended cleaning agents and sanitizers</p> <p>PC27. attend minor repairs/faults of all machines (if any)</p> <p>PC28. ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the SOP or following suppliers instructions/manuals</p>
<b>Knowledge and understanding (k)</b>	
<b>C. Organizational Context</b> (Knowledge of the organization and its processes)	<p>the user/individual on the job needs to know and understand:</p> <p>KA1. organization standards, process standards and procedures followed in the organization</p> <p>KA2. types of products produced by the organization</p> <p>KA3. code of business conduct</p> <p>KA4. dress code to be followed</p> <p>KA5. job responsibilities/duties and standard operating procedures</p> <p>KA6. internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution</p> <p>KA7. provision of wages, working hours as per organization policy</p> <p>KA8. food safety and hygiene standards followed</p>
<b>B. Technical Knowledge</b>	<p>the user/individual on the job needs to know and understand:</p> <p>KB1. knowledge of fuels and oven heating systems</p> <p>KB2. types of raw materials (dough/batter) and various baked products</p> <p>KB3. under proofed / over proofed dough</p> <p>KB4. types of oven baking process - continuous and batch baking</p> <p>KB5. various types of oven used for baking and ovens used in the organization</p> <p>KB6. handling all types of ovens and oven operation (continuous/batch), and proof box</p> <p>KB7. maintenance of process equipments (oven, proof box)</p> <p>KB8. supplier/manufacturers instructions related to machineries</p> <p>KB9. process and process parameters for each product handled</p> <p>KB10. cooling procedures for all products handled</p> <p>KB11. storage procedures for raw materials and finished goods</p> <p>KB12. cleaning procedures such as CIP and COP</p> <p>KB13. knowledge of sanitizers and disinfectants and its handling and storing methods</p> <p>KB14. fire safety</p> <p>KB15. hand in machine safety</p> <p>KB16. food laws and regulations on product, packaging and labelling</p> <p>KB17. quality parameters</p> <p>KB18. food safety and hygiene and orientation to process and product quality</p> <p>KB19. GMP</p>

FIC/N5019

**Bake bakery products in the oven**

	KB20. HACCP
<b>Skills (S)</b>	
<b>B. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. note the information communicated by the supervisor SA2. note the raw materials used for production and the finished products produced SA3. note the readings of the process parameters and provide necessary information to fill the process chart SA4. note down observations (if any) related to the process SA5. write information documents to internal departments/ internal teams SA6. note down the data for ERP or as required by the organization
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA7. read and interpret the process required for producing various types of products SA8. read and interpret and process flowchart for all products produced SA9. read equipment manuals and process documents to understand the equipment operation and process requirement SA10. read internal information documents sent by internal teams
	<b>Oral Communication (Listening and Speaking skills)</b>
The user/individual on the job needs to know and understand how to : SA11. discuss task lists, schedules and activities with the supervisor SA12. effectively communicate with the team members SA13. question the supervisor in order to understand the nature of the problem and to clarify queries SA14. attentively listen and comprehend the information given by the speaker SA15. communicate clearly with the supervisor and cross department team on the issues faced	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue SB2. handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB3. plan and organize the work order and jobs received from the supervisor SB4. organize raw materials and packaging materials required for all products following the instruction provided by the supervisor SB5. plan and prioritize the work based on the instructions received from the supervisor SB6. plan to utilise time and equipment's effectively SB7. organize all process/ equipment manuals so as to access information easily SB8. support the supervisor in scheduling tasks for helper(s)
	<b>Customer Centricity</b>

FIC/N5019

**Bake bakery products in the oven**

	The user/individual on the job needs to know and understand how to: SB9. understand customer requirements and their priority and respond as per their needs
	<b>Problem Solving</b>
	SB10. support supervisor in solving problems by detailing out problems SB11. discuss the possible solutions with the supervisor for problem solving
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. apply domain information about maintenance processes and technical knowledge about tools and equipment
	<b>Critical Thinking</b>
The user/individual on the job needs to know and understand how to: SB13. use common sense and make judgments on day to day basis SB14. use reasoning skills to identify and resolve basic problems SB15. use intuition to detect any potential problems which could arise during operations SB16. use acquired knowledge of the process for identifying and handling issues	



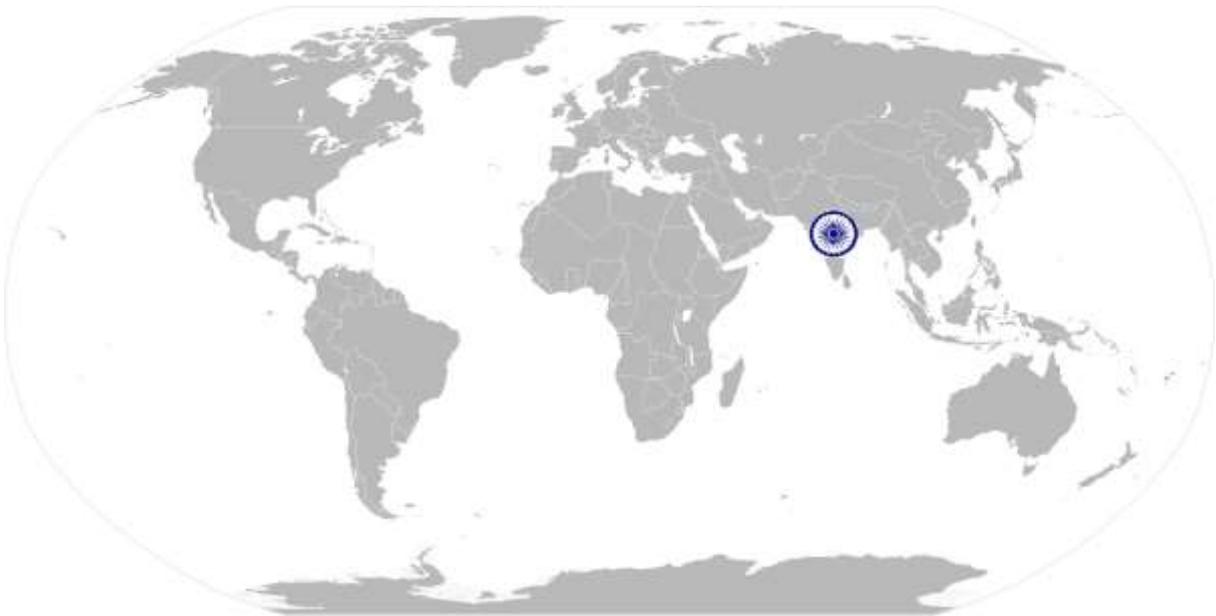
FIC/N5019

Bake bakery products in the oven

## NOS Version Control

NOS Code	FIC/N5019		
Credits (NSQF)	TBD	Version number	1.0
Industry	Food Processing	Drafted on	23/06/15
Industry Sub-sector	Bread and Bakery	Last reviewed on	04/09/18
Occupation	Processing	Next review date	30/06/19

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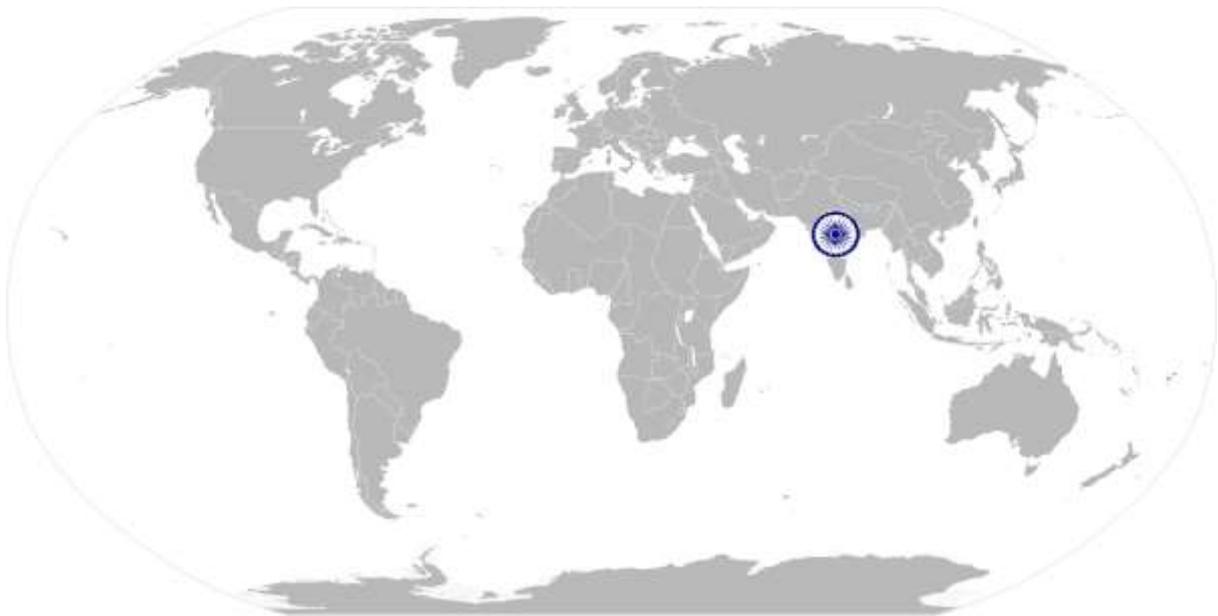


FIC/N5020

Complete documentation and record keeping related to baking products in the oven

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# National Occupational Standard



## Overview

This OS unit is about documenting and maintaining records of raw materials, process and finished products related to baking products in the oven.

FIC/N5020

**Complete documentation and record keeping related to baking products in the oven**

National Occupational Standard

<b>Unit Code</b>	<b>FIC/N5020</b>
<b>Unit Title(Task)</b>	<b>Documentation and record keeping related to baking products in the oven.</b>
<b>Description</b>	This unit is about documenting and maintaining records of raw materials, process and finished products related to baking products in the oven.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Document and maintain record of raw material (related to baking products in the oven)</li> <li>• Document and maintain record of production schedule and process parameters (related to baking products in the oven)</li> <li>• Document and maintain record of finished products (related to baking products in the oven)</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Document and maintain record of raw material (related to baking products in the oven)</b>	<p>PC1. record details of all raw materials handled (dough/batter) and document the raw material details such as raw materials handled, condition and weight of the raw material while receiving, after proofing process, before loading in oven etc., as per company standards.</p> <p>PC2. maintain record of observations (if any) related to raw materials, packaging materials</p> <p>PC3. verify the documents and track them from finished product to raw materials, in case of quality concerns, and during quality management system audit</p>
<b>Document and maintain record of production schedule and process parameters (related to baking products in the oven)</b>	<p>PC4. document production plan with details such as the product details, production sequence, equipments and machinery details, efficiency and capacity utilization of equipment</p> <p>PC5. document process details such as type of raw material used, process parameters (temperature, time etc. as applicable) for entire process handled in process chart or production log for all products produced</p> <p>PC6. document batch size, raw material used, yield after each stage of process, wastage, energy utilization and final products produced</p> <p>PC7. maintain record of observations (if any) or deviations related to process and production</p> <p>PC8. verify documents and track them from finished product to raw material/s</p>
<b>Document and maintain record of finished products</b>	<p>PC9. document and maintain records of the types of finished products</p> <p>PC10. document the finished products details such as weight of product, baking time, cooling condition, cooling time, batch number, time of packing, quality parameters (physical parameters), bath number, date of manufacture, date of expiry, other label details etc., as per company standards</p> <p>PC11. maintain record of observations or deviations (if any) related to finished products</p> <p>PC12. verify the documents and track from finished product to raw materials, in case of quality concerns and for quality management system audit</p>
<b>Knowledge and Understanding (K)</b>	

FIC/N5020

**Complete documentation and record keeping related to baking products in the oven**

<p><b>D. Organizational Context</b> (Knowledge of the organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. organization standards, process standards and procedures followed in the organization</li> <li>KA2. types of products produced by the organization</li> <li>KA3. code of business conduct</li> <li>KA4. dress code to be followed</li> <li>KA5. job responsibilities/duties and standard operating procedures</li> <li>KA6. internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution</li> <li>KA7. provision of wages, working hours as per organization policy</li> <li>KA8. food safety and hygiene standards followed</li> </ul>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. documentation system followed in the organization such as production chart, process chart and finished goods chart</li> <li>KB2. details of raw materials and finished products to be recorded</li> <li>KB3. details of production plan and process parameters to be recorded</li> <li>KB4. methods to record and maintain record of observations (if any) related to raw materials, process and finished products</li> <li>KB5. method to track back the record from finished product to raw material</li> <li>KB6. enter details in ERP system followed by the organization</li> </ul>
<p><b>Skills (S)</b></p>	
<p><b>C. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. note the information communicated by the supervisor</li> <li>SA2. note the raw materials used for production and the finished products produced</li> <li>SA3. note the readings of the process parameters and provide necessary information to fill the process chart</li> <li>SA4. note down observations (if any) related to the process</li> <li>SA5. write information documents to internal departments/ internal teams</li> <li>SA6. note down the data for ERP or as required by the organization</li> </ul>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA7. read and interpret the process required for producing various types of products</li> <li>SA8. read and interpret and process flowchart for all products produced</li> <li>SA9. read equipment manuals and process documents to understand the equipment operation and process requirement</li> <li>SA10. read internal information documents sent by internal teams</li> </ul>
<p><b>Oral Communication (Listening and Speaking skills)</b></p>	
<p>The user/individual on the job needs to know and understand how to :</p> <ul style="list-style-type: none"> <li>SA11. discuss task lists, schedules and activities with the supervisor</li> <li>SA12. effectively communicate with the team members</li> <li>SA13. question the supervisor in order to understand the nature of the problem and to clarify queries</li> </ul>	

FIC/N5020

**Complete documentation and record keeping related to baking products in the oven**

	<p>SA14. attentively listen and comprehend the information given by the speaker</p> <p>SA15. communicate clearly with the supervisor and cross department team on the issues faced</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue</p> <p>SB2. handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)</p>
	<p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize the work order and jobs received from the supervisor</p> <p>SB4. organize raw materials and packaging materials required for all products following the instruction provided by the supervisor</p> <p>SB5. plan and prioritize the work based on the instructions received from the supervisor</p> <p>SB6. plan to utilise time and equipment's effectively</p> <p>SB7. organize all process/ equipment manuals so as to access information easily</p> <p>SB8. support the supervisor in scheduling tasks for helper(s)</p>
	<p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. understand customer requirements and their priority and respond as per their needs</p>
	<p><b>Problem Solving</b></p> <p>SB10. support supervisor in solving problems by detailing out problems</p> <p>SB11. discuss the possible solutions with the supervisor for problem solving</p>
	<p><b>Analytical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. apply domain information about maintenance processes and technical knowledge about tools and equipment</p>
	<p><b>Critical Thinking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. use common sense and make judgments on day to day basis</p> <p>SB14. use reasoning skills to identify and resolve basic problems</p> <p>SB15. use intuition to detect any potential problems which could arise during operations</p> <p>SB16. use acquired knowledge of the process for identifying and handling issues</p>

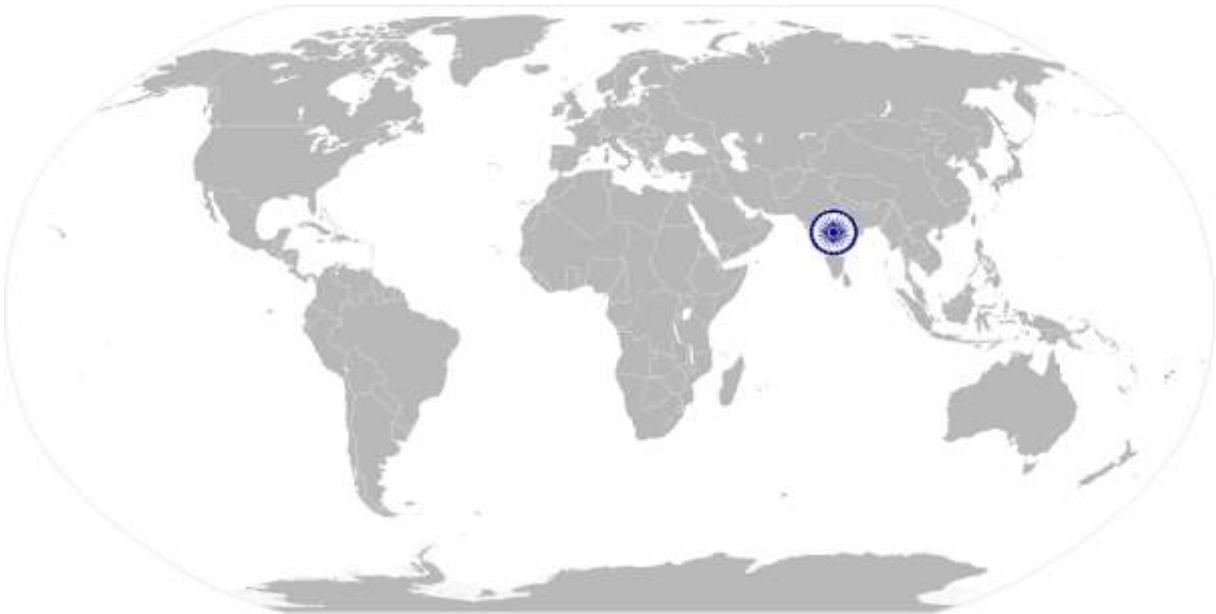
FIC/N5020

Complete documentation and record keeping related to baking products in the oven

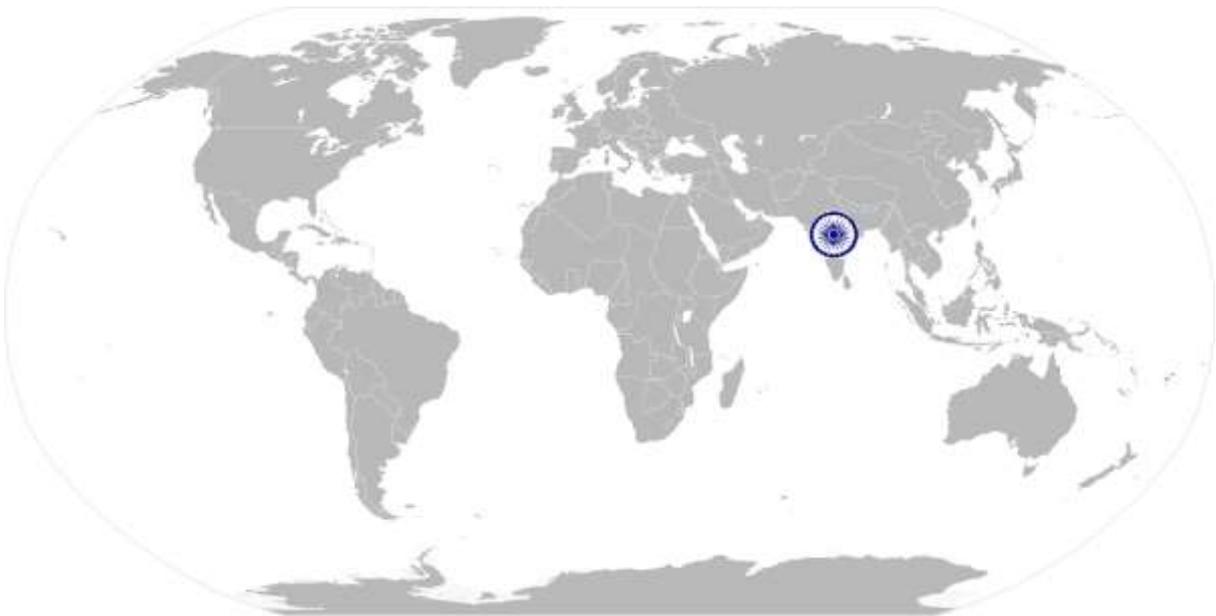
## NOS Version Control

NOS Code	FIC/N5020		
Credits (NSQF)	TBD	Version number	1.0
Industry	Food Processing	Drafted on	23/06/15
Industry Sub-sector	Bread and Bakery	Last reviewed on	04/09/18
Occupation	Processing	Next review date	30/06/19

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# National Occupational Standard



## Overview

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

FIC/N9001

**Food Safety, Hygiene & Sanitation for processing food products**

National Occupational Standard

<b>Unit Code</b>	<b>FIC/N9001</b>
<b>Unit Title(Task)</b>	<b>Food safety, hygiene and sanitation for processing food products</b>
<b>Description</b>	This unit is about maintaining food safety, hygiene and sanitation in work area and processing unit, for processing food products.
<b>Scope</b>	<p>The scope of this role will include:</p> <ul style="list-style-type: none"> <li>• Perform safety and sanitation related functions ( for processing food products)</li> <li>• Apply food safety practices ( for processing food products)</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Perform safety and sanitation related functions (for processing food products)</b>	<p>PC1. comply with food safety and hygiene procedures followed in the organization</p> <p>PC2. ensure personal hygiene by using of gloves, hairnets, masks, ear plugs, goggles, shoes, etc.</p> <p>PC3. ensure hygienic production of food by inspecting raw materials, ingredients, finished products, etc. for compliance to physical, chemical and microbiological parameters</p> <p>PC4. pack products in appropriate packaging materials, label and store them in designated area, free from pests, flies and infestations</p> <p>PC5. clean, maintain and monitor food processing equipment periodically, using it only for the specified purpose</p> <p>PC6. use safety equipment such as fire extinguisher, first aid kit and eye-wash station when required</p> <p>PC7. follow housekeeping practices by having designated area for materials/tools</p> <p>PC8. follow industry standards such as GMP and HACCP and product recall process</p> <p>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</p> <p>PC10. identify, document and report problems such as rodents and pests to management</p> <p>PC11. conduct workplace checklist audits before and after work to ensure safety and hygiene</p> <p>PC12. document and maintain raw material, packaging material, process and finished products for the credibility and effectiveness of the food safety control system</p>
<b>Apply food safety practices (for processing food products)</b>	<p>PC13. determine the quality of food using criteria such as aroma, appearance, taste and best before date, and take immediate measures to prevent spoilage</p> <p>PC14. store raw materials, finished products, allergens separately to prevent cross-contamination</p> <p>PC15. label raw materials and finished products and store them in designated storage areas according to safe food practices</p> <p>PC16. follow stock rotation based on FEFO/FIFO</p>
<b>Knowledge and Understanding (K)</b>	

**FIC/N9001 Food Safety, Hygiene & Sanitation for processing food products**

<p><b>E. Organizational Context</b> (Knowledge of the organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization standards, process standards and procedures followed in the organization</p> <p>KA2. types of products produced by the organization</p> <p>KA3. code of business conduct</p> <p>KA4. dress code to be followed</p> <p>KA5. job responsibilities/duties and standard operating procedures</p> <p>KA6. internal processes such as procurement, store management, inventory management, quality management and key contact points for query resolution</p> <p>KA7. provision of wages, working hours as per organization policy</p> <p>KA8. food safety and hygiene standards followed</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. possible physical, chemical and biological hazards and methods of prevention of various hazards</p> <p>KB2. personal hygiene requirement</p> <p>KB3. different types of sanitizers used for process area, equipment and the procedure to use them</p> <p>KB4. knowledge on Food Safety Standards and Regulations (as per FSSAI)</p> <p>KB5. quality parameters and quality assessment based on physical parameters, basic food microbiology</p> <p>KB6. labelling/marketing requirements for raw materials, finished goods, stored materials, packaging materials and their designated storage area</p> <p>KB7. cleaning and sanitation of equipment and work area</p> <p>KB8. CIP and COP methods and procedures</p> <p>KB9. storage norms for raw materials, packaging material and finished products</p> <p>KB10. stock rotation of ingredients and finished products based on FEFO/FIFO</p> <p>KB11. method of maintaining safety check lists for all machineries</p> <p>KB12. GHP</p> <p>KB13. GMP</p> <p>KB14. HACCP</p>
<p><b>Skills (S)</b></p>	
<p><b>D. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. note the information communicated by the supervisor</p> <p>SA2. note the raw materials used for production and the finished products produced</p> <p>SA3. note the readings of the process parameters and provide necessary information to fill the process chart</p> <p>SA4. note down observations (if any) related to the process</p> <p>SA5. write information documents to internal departments/ internal teams</p> <p>SA6. note down the data for ERP or as required by the organization</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. read and interpret the process required for producing various types of products</p> <p>SA8. read and interpret and process flowchart for all products produced</p> <p>SA9. read equipment manuals and process documents to understand the equipment operation and process requirement</p>

FIC/N9001

**Food Safety, Hygiene & Sanitation for processing food products**

	SA10. read internal information documents sent by internal teams
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to : SA11. discuss task lists, schedules and activities with the supervisor SA12. effectively communicate with the team members SA13. question the supervisor in order to understand the nature of the problem and to clarify queries SA14. attentively listen and comprehend the information given by the speaker SA15. communicate clearly with the supervisor and cross department team on the issues faced
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue SB2. handle issues in case the supervisor is not available (as per the authority matrix defined by the organization)
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	The user/individual on the job needs to know and understand how to: SB3. plan and organize the work order and jobs received from the supervisor SB4. organize raw materials and packaging materials required for all products following the instruction provided by the supervisor SB5. plan and prioritize the work based on the instructions received from the supervisor SB6. plan to utilise time and equipment's effectively SB7. organize all process/ equipment manuals so as to access information easily SB8. support the supervisor in scheduling tasks for helper(s)
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB9. understand customer requirements and their priority and respond as per their needs
	<b>Problem Solving</b>
	SB10. support supervisor in solving problems by detailing out problems SB11. discuss the possible solutions with the supervisor for problem solving
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB12. apply domain information about maintenance processes and technical knowledge about tools and equipment
	<b>Critical Thinking</b>
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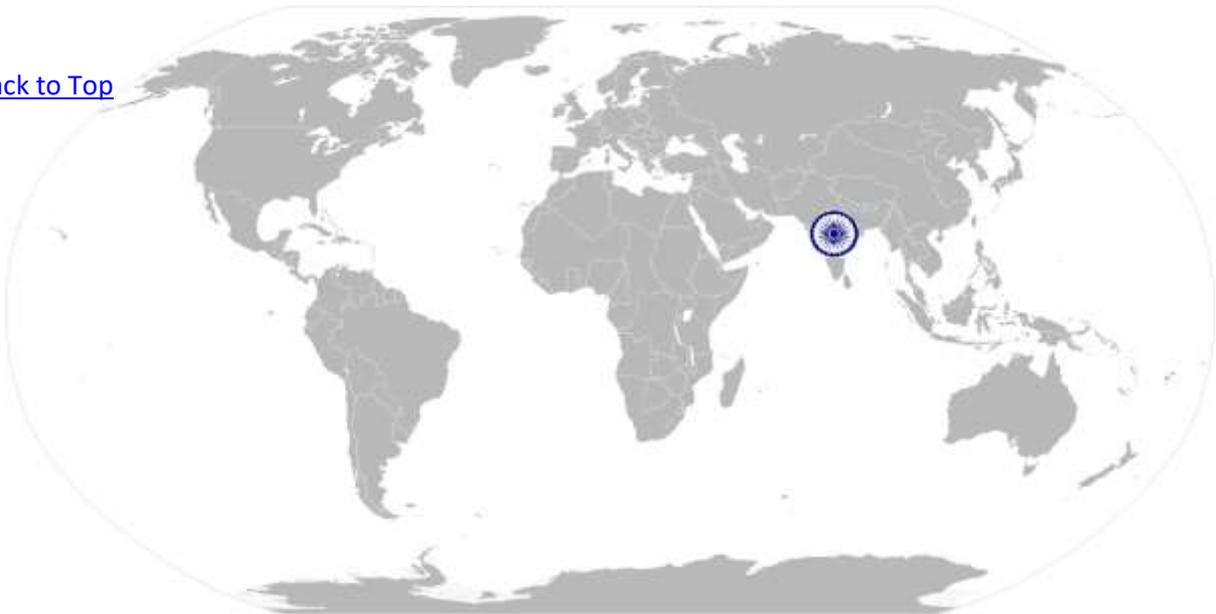
FIC/N9001

Food Safety, Hygiene & Sanitation for processing food products

NOS Code	FIC/N9001		
Credits (NSQF)	TBD	Version number	1.0
Industry	Food Processing	Drafted on	23/06/15
Industry Sub-sector	Bread and Bakery	Last reviewed on	04/09/18
Occupation	Processing	Next review date	30/06/19

## NOS Version Control

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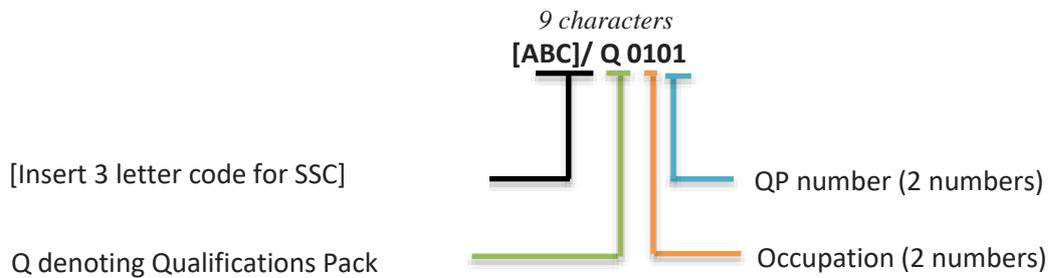


## Qualifications Pack for Baking Technician/Operative

### Annexure

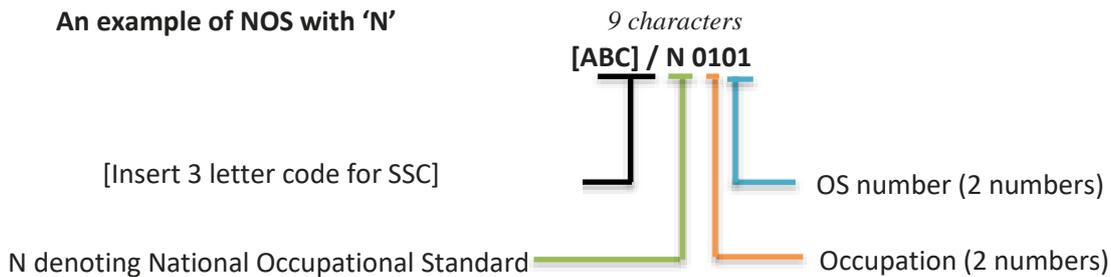
#### Nomenclature for QP and NOS

##### Qualifications Pack



##### Occupational Standard

##### An example of NOS with 'N'



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## Qualifications Pack for Baking Technician/Operative

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
<b>Fruit and Vegetable</b>	<b>01 – 09</b>
<b>Food Grain Milling (including Oilseeds)</b>	<b>10 - 19</b>
<b>Dairy products</b>	<b>20 - 30</b>
<b>Meat and Poultry</b>	<b>30 – 40</b>
<b>Fish and Sea Food</b>	<b>40 - 49</b>
<b>Bread and Bakery</b>	<b>50 - 59</b>
<b>Alcoholic Beverages</b>	<b>60 - 69</b>
<b>Aerated water/ soft drinks</b>	
<b>Quality Analysis (involving physical and chemical lab analysis)</b>	<b>76 – 79</b>
<b>Packaging, Refrigeration and Procurement</b>	<b>70 – 75</b>
<b>Miscellaneous</b>	<b>80 – 84</b>
<b>Packaged Foods</b>	<b>85 - 90</b>
<b>Soya Food Processing</b>	<b>90 - 95</b>

Sequence	Description	Example
Three letters	Industry name	FIC
Slash	/	/
Next letter	Whether QP or NOS	Q or N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Note:

The range of occupation numbers have been decided based on the number of existing and future occupations in a segment

## Assessment Criteria

### CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role** Baking Technician/Operative

**Qualification Pack** FIC/Q5005

**Sector Skill Council** Food Processing

#### Guidelines for Assessment

- 1 Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each 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, as well as the selected elective NOS/set of NOS.  
OR
4. Assessment will be conducted for all compulsory NOS, as well as the selected optional NOS/set of NOS.
5. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
6. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
7. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
8. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

		Marks Allocation			
		Total Marks	Out Of	Theory	Skills Practical
<b>1. FIC/N5017 (Prepare and maintain work area and machineries for baking products in the oven)</b>	PC1. Clean and maintain the cleanliness of the work area using approved sanitizers and keep it free from dust, waste, flies and pests	<b>100</b>	25	10	15
	PC2. Ensure that the work area is safe and hygienic for food processing		10	3	7
	PC3. Dispose waste materials as per defined SOPs and industry requirements		15	5	10
	PC4. Check the working and performance of all machineries and tools used for production		15	5	10
	PC5. Clean the machineries and tools used with approved sanitizers following specifications and SOPs		15	5	10

### Assessment Criteria

	PC6. Place the necessary tools required for the process		5	2	3
	PC7. Attend minor repairs/ faults of machines, if required		15	5	10
			<b>100</b>	<b>35</b>	<b>65</b>
<b>2. FIC/N5018 (Prepare for baking products in the oven)</b>	PC1. Read and understand the production order from the supervisor	<b>100</b>	10	4	6
	PC2. Plan oven loading sequence by: <ul style="list-style-type: none"> <li>• Grouping products that need to be baked immediately after mixing/creaming</li> <li>• Grouping similar kind of products (e.g.. fermented products such as bread, buns, puff etc.)</li> <li>• Grouping products that require same process parameters like baking temperature, time etc.</li> <li>• Grouping products that require proofing process</li> <li>• Group products that does not impact the quality of the other when baked together</li> <li>• Planning maximum capacity utilization of machineries</li> <li>• Prioritizing urgent orders</li> </ul>		15	5	10
	PC3. Check the working and performance of each equipment required for process, particularly the fuel flow and burner, proofer/ oven, conveyor, control panel, etc.		7.5	2.5	5
	PC4. Calculate the process time for each batch for effective utilization of machineries		7.5	2.5	5
	PC5. Plan to utilize machineries for multiple products without affecting the quality of the finished products, and to optimize production and saving energy		5	2	3
	PC6. Allot responsibilities/ work to the assistants and helpersRefer to the process chart/ product flow chart for product(s) baked		5	2	3

**Assessment Criteria**

	PC7. Refer to the process chart/product flow chart for products baked		5	1	4
	PC8. Organize required oven racks/pans		5	1	4
	PC9. Arrange required cooling racks		5	1	4
	PC10. Prepare the proof box by setting parameters such as temperature, humidity, etc. Prepare and calibrate oven (in case of batch operation) by pre-heating the oven to the specified temperature as per the oven chart		10	4	6
	PC11. Prepare and calibrate oven (in case of batch operation) by pre-heating the oven to the specified temperature as per the oven chart		5	2	3
	PC12. Prepare the conveyor (in case of continuous operation) by setting the speed of conveyor, baking time, and temperature controls		5	2	3
	PC13. Ensure working and performance of equipments by starting equipment(s), and observing gauges to maintain heat according to specifications		5	2	3
	PC14. Keep the tools accessible to attend minor repairs/faults in case of breakdown		5	2	3
	PC15. Handle emergency situations (e.g.: fire, power failure ) while baking		5	2	3
			<b>100</b>	<b>35</b>	<b>65</b>
<b>3. FIC/N5019 (Bake bakery products in the oven)</b>	PC1. Set the proof box to the required temperature and humidity following the proofing chart, as per specifications and organization standards	<b>100</b>	5	2	3
	PC2. Refer to the production chart/proofing chart to understand the loading sequence		3	1	2
	PC3. Load the proof box following the production sequence		5	2	3

### Assessment Criteria

PC4. Monitor proof box parameters such as temperature/humidity	5	2	3
PC5. Monitor product in the proof box	5	2	3
PC6. Pull bread at specified heights from proof box	5	2	3
PC7. Monitor the proof box and product coming out of the proof box	5	2	3
PC8. Pre-heat the oven to specified temperature and check humidity level (if specified)	4	1	3
PC9. Refer to the production chart/proofing chart to understand the loading sequence and process parameters for each product baked	3	1	2
PC10. Set the oven parameters such as baking temperature and time for the product baked	3	1	2
PC11. Observe filled baking pans (to be loaded in oven) to determine whether pans are filled to standard	3	1	2
PC12. Load the ovens with filled baking pans and check that the dough pieces are placed corner to corner	2	0.5	1.5
PC13. Observe spacing between pans as per defined SOPs	2	0.5	1.5
PC14. Monitor and control speed of conveyor to control pans entering oven and to control baking time of various baking product (in continuous operation)	3	1	2
PC15. Monitor oven parameters such as temperature and time during baking process	5	2	3
PC16. Observe colour of the baking product to detect under/ over baking and to achieve finished product of uniform quality	5	2	3
PC17. Unload the oven when the baking process is complete	3	1	2

### Assessment Criteria

	PC18. Check the quality of the product through sensory parameters such as colour, size, appearance, texture, aroma. etc.		5	2	3
	PC19. Unload the pans/trays using proper technique (this must be done immediately after being taken out of the oven to improve the overall shape of the bread)		3	1	2
	PC20. Place baked product on the cooling racks and transfer to the cooling room/cooling area		3	1	2
	PC21. Remove excess waste from the baking pans		3	1	2
	PC22. Stack the emptied baking pans in the designated area		3	1	2
	PC23. Ensure that empty pans are stored appropriately to avoid damage and contamination		2	0.5	1.5
	PC24. Adjust or reset controls of the oven to load the next batch product		4	1	3
	PC25. Report discrepancies/concerns in each stage of production to department supervisor for immediate action		3	1	2
	PC26. Clean the work area, machineries, equipment and tools using recommended cleaning agents and sanitizers		3	1	2
	PC27. Attend minor repairs/faults of all machines (if any)		2	0.5	1.5
	PC28. Ensure periodic (daily/weekly/monthly/quarterly/half yearly/annual) maintenance of all machines and equipment following the SOP or following suppliers instructions/manuals		3	1	2
			<b>100</b>	<b>35</b>	<b>65</b>
<b>4. FIC/N5020 (Complete documentation and record</b>	PC1. Record details of all raw materials handled (dough/batter) and document the raw material details such as raw materials handled, condition and	<b>100</b>	10	6	4

### Assessment Criteria

keeping related to baking products in the oven)	weight of the raw material while receiving, after proofing process, before loading in oven etc., as per company standards.			
	PC2. Maintain record of observations (if any) related to raw materials, packaging materials	5	3	2
	PC3. Verify the documents and track them from finished product to raw materials, in case of quality concerns, and during quality management system audit	5	3	2
	PC4. Document production plan with details such as the product details, production sequence, equipments and machinery details, efficiency and capacity utilization of equipment	15	8	7
	PC5. Document process details such as type of raw material used, process parameters (temperature, time etc. as applicable) for entire process handled in process chart or production log for all products produced	20	13	7
	PC6. Document batch size, raw material used, yield after each stage of process, wastage, energy utilization and final products produced	10	6	4
	PC7. Maintain record of observations (if any) or deviations related to process and production	5	3	2
	PC8. Verify documents and track them from finished product to raw material/s	5	3	2
	PC9. Document and maintain records of the types of finished products	5	3	2
	PC10. Document the finished products details such as weight of product, baking time, cooling condition, cooling time, batch number, time of packing, quality parameters (physical parameters), bath number, date of manufacture, date of expiry, other label details etc., as per company standards	10	6	4

### Assessment Criteria

	PC11. Maintain record of observations or deviations (if any) related to finished products		5	3	2
	PC12. Verify the documents and track from finished product to raw materials, in case of quality concerns and for quality management system audit		5	3	2
			<b>100</b>	<b>60</b>	<b>40</b>
<b>5. FIC/N9001(Food safety, hygiene and sanitation for processing food products)</b>	PC1. Comply with food safety and hygiene procedures followed in the organization	<b>100</b>	5	2	3
	PC2. Ensure personal hygiene by using of gloves, hairnets, masks, ear plugs, goggles, shoes, etc.		6	1	5
	PC3. Ensure hygienic production of food by inspecting raw materials, ingredients, finished products, etc. for compliance to physical, chemical and microbiological parameters		5	2	3
	PC4. Pack products in appropriate packaging materials, label and store them in designated area, free from pests, flies and infestations		10	4	6
	PC5. Clean, maintain and monitor food processing equipment periodically, using it only for the specified purpose		5	2	3
	PC6. Use safety equipment such as fire extinguisher, first aid kit and eye-wash station when required		10	4	6
	PC7. Follow housekeeping practices by having designated area for materials/tools		5	2	3
	PC8. Follow industry standards such as GMP and HACCP and product recall process		10	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		5	1	4
	PC10. Identify, document and report problems such as rodents, pests and flies to management		5	1	4

**Assessment Criteria**

PC11. Conduct workplace checklist audits before and after work to ensure safety and hygiene	5	1	4
PC12. Document and maintain raw material, packaging material, process and finished products for the credibility and effectiveness of the food safety control system	4	1	3
PC13. Determine the quality of food using criteria such as aroma, appearance, taste and best before date, and take immediate measures to prevent spoilage	5	2	3
PC14. Store raw materials, finished products, allergens separately to prevent cross-contamination	5	2	3
PC15. Label raw materials and finished products and store them in designated storage areas according to safe food practices	5	2	3
PC16. Follow stock rotation based on FEFO/ FIFO	10	4	6
	<b>100</b>	<b>35</b>	<b>65</b>