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FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources is pleased to present the revised version of National Competency Standards (NCSs) for Bhutanese Food Production Associate. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing NCS is to set up a well-defined nationally recognized Vocational Qualifications System that will help set a benchmark for the Technical Vocational Education and Training (TVET) System in our country aligned to international best practices.

NCS is one of the base pillars in the Bhutan Vocational Qualifications Framework (BVQF) and is the first step in its implementation. The NCS are developed and revised to ensure that employees or vocational graduates possess and acquire the desired competencies required by industries and employers. In order to ensure this close match in supply and demand of competencies, NCS have been developed and revised in close consultation and partnership with industry experts and validated by the Technical Advisory Committees of the concerned economic sectors.

A vocational education and training system based on NCS shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

I gratefully acknowledge collaboration and the valuable contributions made by experts from industries during the validation processes of the standards. I look forward for continued engagement and participation of the industry and employers in the development of a quality assured demand driven TVET system and to build competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

Department of Occupational Standards
Ministry of Labour and Human Resource

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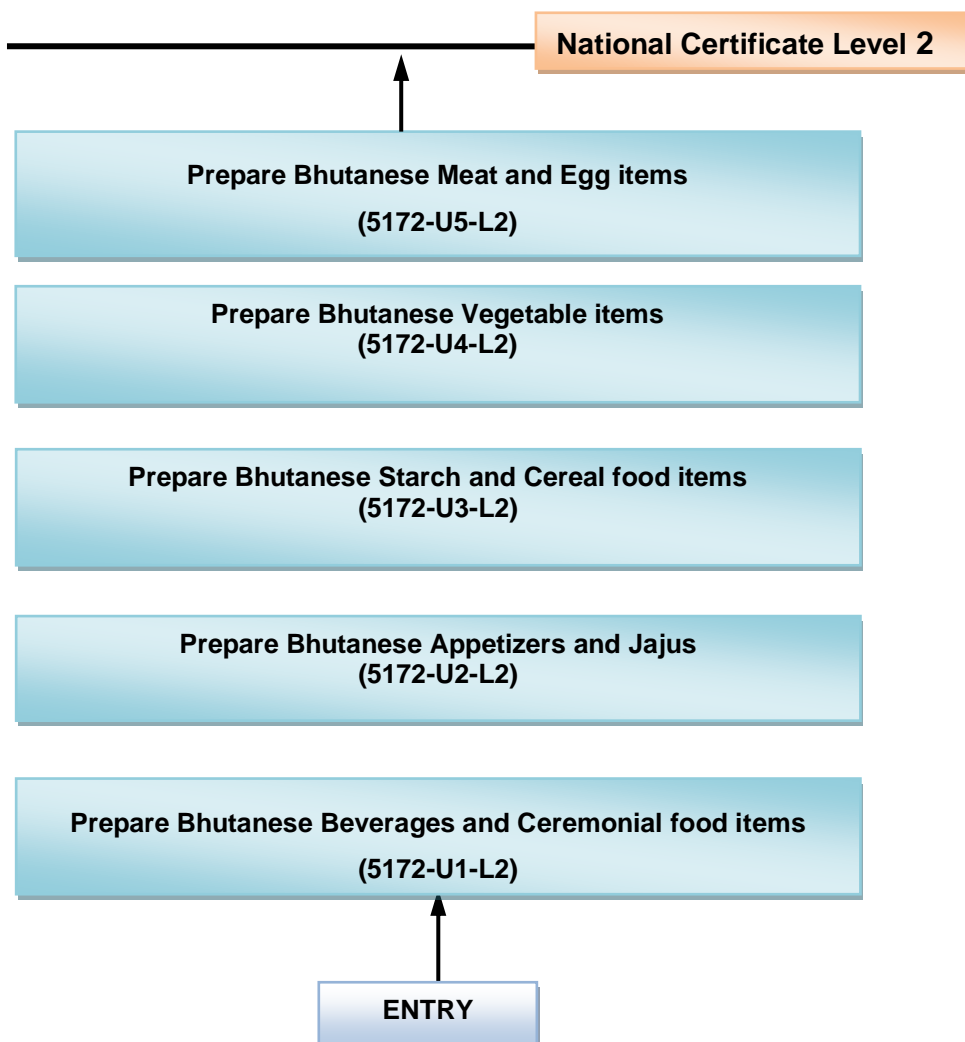
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PACKAGING OF QUALIFICATIONS

The National Competency Standard for the Bhutanese Food Production Associate comprises five units of competencies which are clustered into following levels of qualifications.



OVERVIEW OF NATIONAL COMPETENCY STANDARDS

UNIT TITLE	ELEMENTS OF COMPETENCE
Prepare Bhutanese Beverages and Ceremonial food items	<ol style="list-style-type: none">1. Prepare Beverages2. Prepare Ceremonial food items
Prepare Bhutanese Appetizers and Jajus	<ol style="list-style-type: none">1. Prepare Appetizers2. Prepare jajus
Prepare Bhutanese Starch and Cereal food items	<ol style="list-style-type: none">1. Prepare Starch items2. Prepare Cereal food items
Prepare Bhutanese Vegetable items	<ol style="list-style-type: none">1. Prepare to cook Vegetable items2. Prepare and present Vegetable items
Prepare Bhutanese Meat and Egg items	<ol style="list-style-type: none">1. Prepare Meat items2. Prepare Egg items

UNIT TITLE : **Prepare Bhutanese Beverages and Ceremonial food items**

DESCRIPTOR : This unit covers the competencies required to prepare alcoholic and non-alcoholic beverages and ceremonial food items following standard procedures

CODE : **5172- U1-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare Beverages	1.1 Select required tools, equipment and ingredients and set as per the job requirement. 1.2 Check for breakages and cleanliness of equipment and materials as per the standard procedures. 1.3 Prepare Alcoholic Beverage as per the guest requirement following standard procedures. 1.4 Prepare Non-Alcoholic Beverage as per the guest requirement following standard procedures.
2. Prepare Ceremonial food items	2.1 Select and use tools and equipment as per the job requirement following standard procedures 2.2 Select ingredients as per the job requirement following standard procedures 2.3 Prepare types of Ceremonial food items as per the job requirement following standard procedures

RANGE STATEMENT	
Ingredients may include but not limited to:	
<ul style="list-style-type: none"> • Gongdo • Mar • Chum 	<ul style="list-style-type: none"> • Makhu • Pho(yeast) • Geza ceep
Alcoholic Beverages may include but not limited to:	
<ul style="list-style-type: none"> • Changkey • Bangchang • Ceep Ara (Tengma Ara) 	<ul style="list-style-type: none"> • Ara gongdo • Cingchang •
Non- Alcoholic Beverages may include but not limited to:	
<ul style="list-style-type: none"> • O-Ja • Tsa-Ja • Ja-thang 	<ul style="list-style-type: none"> • Suja • Kha-Ja
Ceremonial Food items may include but not limited to:	
<ul style="list-style-type: none"> • Drelsey • Chugo mar-ngo • Deezang 	<ul style="list-style-type: none"> • Shamdry • Droem
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times. • Prepare beverages and ceremonial food items as per the job requirement following standard procedures. 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • First Aid • Product/menu Knowledge • Food Safety regulations 	<ul style="list-style-type: none"> • Team work • Negotiation • Communication skills • Problem solving

<ul style="list-style-type: none">• Waste management• Grooming• Cultural background of the guest• Types of ceremonial food items	<ul style="list-style-type: none">• Analytical Skills• Time Management
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UNIT TITLE : **Prepare Bhutanese Appetizers and Jajus**

DESCRIPTOR : This unit covers the competencies required to prepare appetizers and Jajus following standard procedures

CODE : **5172- U2-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare Appetizers	1.1 Select required tools and equipment as per the job requirement following standard procedures. 1.2 Select the ingredients as per the job requirement following standard procedures 1.3 Pre-prepare the ingredients as per the job requirement following standard procedures 1.4 Mix the ingredients as per the job requirement following standard procedures 1.5 Present varieties of appetizers as per the job requirement following standard procedures
2. Prepare Jajus	2.1 Select required tools and equipment as per the job requirement following standard procedures. 2.2 Select the ingredients as per the job requirement following standard procedures 2.3 Pre-prepare the ingredients as per the job requirement following standard procedures 2.4 Cook the ingredients as per the job requirement following standard procedures 2.5 Present Jajus as per the job requirement following standard procedures

RANGE STATEMENT	
Ingredients may include but not limited to:	
<ul style="list-style-type: none"> • Ema kam • Ema Hoem • Ebchi • Tsha • Thingye • Laphu 	<ul style="list-style-type: none"> • Makhu • Datshi • Yoesi • Zimtsi • Goen
Appetizers may include but not limited to:	
<ul style="list-style-type: none"> • Azzey 	<ul style="list-style-type: none"> • Hogay
Ingredients for Jaju may include but not limited to	
<ul style="list-style-type: none"> • Pa-cha • Hoentshe • Gongdo 	<ul style="list-style-type: none"> • Churu • Kakur • Damru
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times. • Prepare appetizers and Jajus as per the job requirement following standard procedures. 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS regulations • First Aid • Food Safety regulations • Grooming • Cultural background of the guest • Food Shelf life • Expiry dates of ingredients • Types of ingredients • Nutritional value • Different cooking methods • Types of appetizers and Jajus • Food Costing 	<ul style="list-style-type: none"> • Team work • Negotiation • Communication skills • Problem solving • Analytical Skills • Time Management

UNIT TITLE : **Prepare Bhutanese Starch and Cereal food items**

DESCRIPTOR : This unit covers the competencies required to prepare Bhutanese Starch and Cereal food items

CODE : **5172- U3-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare starch items	1.1 Select required tools and equipment as per the job requirement following standard procedures. 1.2 Pre-prepare the ingredients as per the job requirement following standard procedures 1.3 Mix the ingredients as per the job requirement following standard procedures 1.4 Cook the starch items as per the job requirement following standard procedures
2. Prepare cereal food items	2.1 Select required tools and equipment as per the job requirement following standard procedures. 2.2 Pre-prepare the ingredients as per the job requirement following standard procedures 2.3 Mix the ingredients as per the job requirement following standard procedures 2.4 Prepare cereal food items as per the job requirement following standard procedures

RANGE STATEMENT	
Ingredients for Starch items may include but not limited to:	
<ul style="list-style-type: none"> • Kapchi • Yue-chum • Thingye • Tsha • Saga • Jo-chi 	<ul style="list-style-type: none"> • Kharang • Kharang-chi • Mar • Datshi • Ebchi
Starch items may include but not limited to:	
<ul style="list-style-type: none"> • Yue-chum Karp-toh • Yue-chum Marp-toh • Kapchi thub • Khur-le 	<ul style="list-style-type: none"> • Thub • Bathub • Mengey
Cereal food Items may include but not limited to:	
<ul style="list-style-type: none"> • Kharang -toh • Yangrey-toh 	<ul style="list-style-type: none"> • Hey- chum-toh (Quinoa)
Ingredients for cereal food items may include but not limited to:	
<ul style="list-style-type: none"> • Kharang • Yangrey 	<ul style="list-style-type: none"> • Hey- chum (Quinoa)
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times. • Prepare starch and cereal food items as per the job requirement following standard procedures. 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS regulations • First Aid • Food Safety regulations 	<ul style="list-style-type: none"> • Team work • Negotiation • Communication skills • Problem solving

<ul style="list-style-type: none">• Waste management• Grooming• Cultural background of the guest• Food Shelf life• Expiry dates of ingredients• Types of ingredients• Nutritional value• Different cooking methods• Types of starch food items• Types of cereal food items• Food costing	<ul style="list-style-type: none">• Analytical Skills• Time Management
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UNIT TITLE : **Prepare Bhutanese Vegetable items**

DESCRIPTOR : This unit covers the competencies required to prepare Bhutanese Vegetable items following standard procedures

CODE : **5172- U4-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare to cook vegetable items	1.1 Select required tools and equipment as per the job requirement following standard procedures. 1.2 Select the ingredients as per the job requirement following standard procedures. 1.3 Pre-prepare the vegetables for cooking as per the job requirement following standard procedures
2. Prepare and present Vegetable items	2.1 Mix vegetables as per the job requirement following standard procedures 2.2 Cook vegetables as per the job requirement following standard procedures 2.3 Present vegetable items as per the job requirement following standard procedures

RANGE STATEMENT	
Tools and Equipment may include but not limited to: <ul style="list-style-type: none">• Pot• Colander• Knife• Ladle• Stove/oven• Chopping board	
• Pre-prepare may include but not limited to:	
<ul style="list-style-type: none">• Khamto• Nyi-ka• Zhi-ka	<ul style="list-style-type: none">• Charuru• Sor-gang• Sor-do

• Nga-zam/zip-zip	• Sor-sum
Ingredients may include but not limited to:	
• Salt	• Vegetables
• Oil	• Pepper
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times. • Prepare vegetable items as per the job requirement following standard procedures. 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS regulations • First Aid • Food Safety regulations • Waste management • Grooming • Cultural background of the guest • Food Shelf life • Expiry dates of ingredients • Types of ingredients • Nutritional value • Different cooking methods • Types of Vegetables • Food costing 	<ul style="list-style-type: none"> • Team work • Negotiation • Communication skills • Problem solving • Analytical Skills • Time Management

UNIT TITLE : **Prepare Bhutanese Meat and Egg items**

DESCRIPTOR : This unit covers the competencies required to prepare Bhutanese Meat and Egg items following standard procedures

CODE : **5172- U5-L2**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Prepare meat items	1.1 Select required tools and equipment as per the job requirement following standard procedures. 1.2 Select the ingredients as per the recipe following standard procedures. 1.3 Cut the meat as per the job requirement following standard procedures 1.4 Mix ingredients as per the job requirement following standard procedures 1.5 Cook the meat items as per the job requirement following standard procedures
2. Prepare egg items	2.1 Select required tools and equipment as per the job requirement following standard procedures. 2.2 Select the ingredients as per the recipe following standard procedures 2.3 Prepare egg items as per the job requirement following standard procedures 2.4 Present egg items as per the job requirement following standard procedures

RANGE STATEMENT	
Cut the meat may include but not limited to:	
<ul style="list-style-type: none"> • Bey zom • Ge zhuk • Ge zam • Nga zam 	<ul style="list-style-type: none"> • Bey kham • Ta kham • Khamtu • Sha Puta
Meat items may include but not limited to:	
<ul style="list-style-type: none"> • Ja-Sha Maru • Sha- Kam Paa 	<ul style="list-style-type: none"> • Phak-Sha Paa • Sikam Paa
Egg items may include but not limited to:	
<ul style="list-style-type: none"> • Ja- tsa gongdo(crispy egg) • Gongdo-tshoem • Gongdo ngo ngou • Gongdo Datshi 	<ul style="list-style-type: none"> • Gongdo Maru • Gongdo-tso-tsow • Gong-lap(omelette)
Critical Aspects:	
<ul style="list-style-type: none"> • Demonstrate compliance with safety regulations applicable to work operations at all times. • Prepare meat and egg items as per the job requirement following standard procedures. 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • OHS regulations • First Aid • Food Safety regulations • Waste management • Grooming • Cultural background of the guest • Food Shelf life 	<ul style="list-style-type: none"> • Team work • Negotiation • Communication skills • Problem solving • Analytical Skills • Time Management

<ul style="list-style-type: none">• Expiry dates of ingredients• Types of ingredients• Different cooking methods• Types of meats and egg items• Types of cutting methods• Food costing	
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Annexure

A. National Competency Standards (NCS)

The National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

Purpose of National Competency Standards

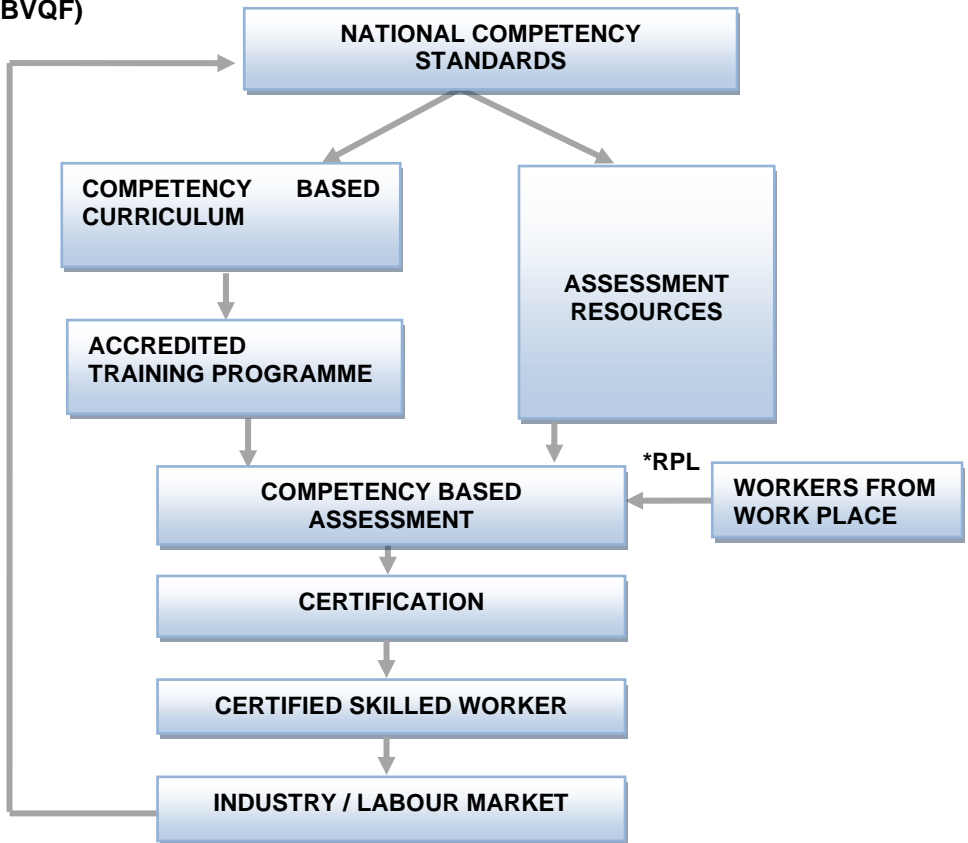
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in curriculum.
- Providing specifications to assessment resource developers about the competencies within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

B. Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the TVET sector against national competency standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

Components of the Bhutan Vocational Qualifications Framework (BVQF)



* RPL = Recognition of Prior Learning

BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC III)
- National Certificate Level 2 (NC II)
- National Certificate Level 1 (NC I)

BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

National Certificate Level 1 (Semi Skilled)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">• Are narrow in range.• Are established and familiar.• Offer a clear choice of routine responses.• Involve some prioritizing of tasks from known solutions.	<ul style="list-style-type: none">• Basic operational knowledge and skill.• Utilization of basic available information.• Known solutions to familiar problems.• Little generation of new ideas.	<ul style="list-style-type: none">• In directed activity.• Under general supervision and quality control.• With some responsibility for quantity and quality.• With no responsibility for guiding others.

National Certificate Level 2 (Craftsman)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require a range of well-developed skills. • Offer a significant choice of procedures requiring prioritization. • Are employed within a range of familiar context. 	<ul style="list-style-type: none"> • Some relevant theoretical knowledge. • Interpretation of available information. • Discretion and judgments. • A range of known responses to familiar problems 	<ul style="list-style-type: none"> • In directed activity with some autonomy. • Under general supervision and quality checking. • With significant responsibility for the quantity and quality of output. • With some possible responsibility for the output of others.

National Certificate Level 3 (Master craftsman)

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Requires a wide range of technical or scholastic skills. • Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes. • Are employed in a variety of familiar and unfamiliar contexts. 	<ul style="list-style-type: none"> • A broad knowledge base which incorporates some theoretical concepts. • Analytical interpretation of information. • Informed judgment. • A range of sometimes innovative responses to concrete but often unfamiliar problems. 	<ul style="list-style-type: none"> • In self-directed activity. • Under broad guidance and evaluation. • With complete responsibility for quantity and quality of output. • With possible responsibility for the output of others.

CODING USED FOR NATIONAL COMPETENCY STANDARDS

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

The coding of the National competency standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual national competency standards

Coding the individual skills standard has a multiple purpose:

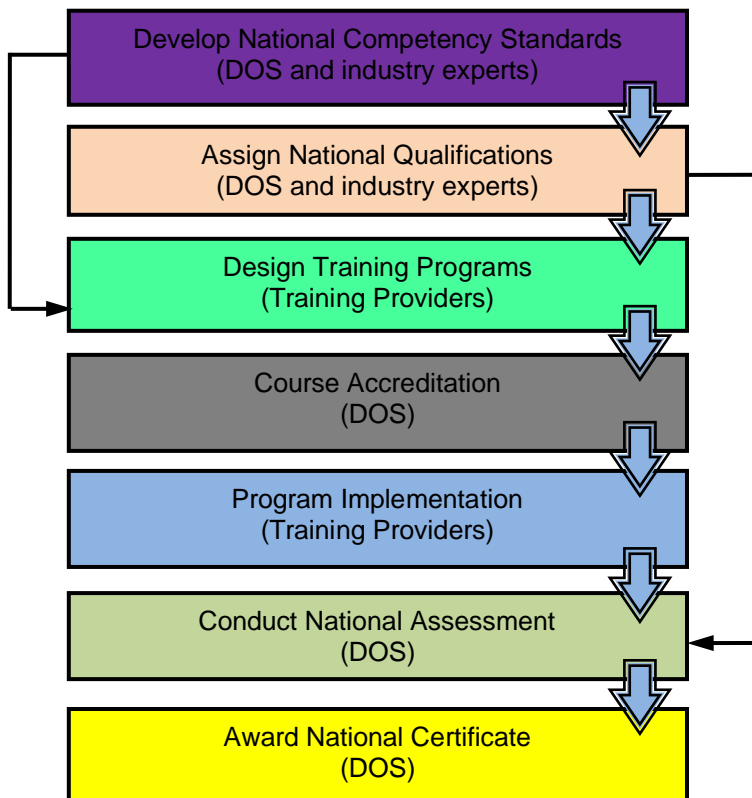
- to identify the level,
- to identify to which module the standard belongs,
- to identify in which order the standard is clustered within that module.

A job can include a number of competencies described in the national competency standards.

However, in order to follow a logical order, only national competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a module. Some standards are so complex that they need to stand alone.

To illustrate with an example, the ILO assigns the code 5123 to the occupation of food and beverage associates and related trades. Therefore, in the Bhutan's context, the occupation Food and Beverage Associate has been assigned the code 5123 in the National Coding System. The first unit is assigned the code U1. Levels are assigned the code L and follow a logical progression from the National Certificate Level 1 (NC I) to the National Certificate Level 3 (NC III). Therefore, the National Certificate Level 1 is assigned the code L1.

Implementation and operational procedures for National Competency Standards (NCS)





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