



# Professional Cook (Household & Small Establishment)

QP Code: DWC/Q1701

Version: 2.0

NSQF Level: 4

Domestic Workers Sector Skill Council || A-2/19, 2nd Floor, Safdarjung Enclave New Delhi  
110029

## Contents

DWC/Q1701: Professional Cook (Household & Small Establishment) .....	2
Brief Job Description.....	3
Personal Attributes .....	3
<i>Applicable National Occupational Standards (NOS)</i> .....	3
<i>Compulsory NOS:</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
DWC/N1701: Perform basic cooking and serving activities .....	4
DWC/N1702: Prepare Chinese, Italian and Indian Cuisine .....	7
DWC/N1710: Process of International Migration .....	12
DWC/N9902: Maintain service standards and communicate effectively .....	17
DWC/N9903: Maintain health, hygiene and safety standards .....	22
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	27
Assessment Guidelines and Assessment Weightage.....	34
<i>Assessment Guidelines</i> .....	34
<i>Assessment Weightage</i> .....	34
Acronyms .....	35
Glossary .....	36

## Qualification Pack

# DWC/Q1701: Professional Cook (Household & Small Establishment)

### Brief Job Description

The individual at work is responsible for preparing and serving a variety of food as per the residents/employer's taste and dietary needs.

### Personal Attributes

The job requires the individual to be hygienic, polite, creative, patient and physically fit to work for long hours, with an attention to details.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [DWC/N1701: Perform basic cooking and serving activities](#)
2. [DWC/N1702: Prepare Chinese, Italian and Indian Cuisine](#)
3. [DWC/N1710: Process of International Migration](#)
4. [DWC/N9902: Maintain service standards and communicate effectively](#)
5. [DWC/N9903: Maintain health, hygiene and safety standards](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services
<b>Occupation</b>	Cooking
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2022/5120.0300
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class Pass + ITI (2years after class 8th) with 2 Years of relevant experience OR 10th Class pass with two 2 Years of relevant experience OR 10th Class pass + ITI (1 year after Class 10th) with 1 year of relevant experience OR NSQF Level 3 (Housekeeper cum Cook) with 2 Years of relevant experience
<b>Minimum Level of Education for Training in School</b>	NA

## Qualification Pack

Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	29/09/2022
Next Review Date	29/03/2023
NSQC Approval Date	29/09/2022
Version	2.0

## DWC/N1701: Perform basic cooking and serving activities

### Description

This OS unit is about carrying out pre-cooking activities, preparing and serving food and beverages and performing post-cooking activities as per the residents/employers requirements.

### Scope

The scope covers the following:

- Carry out pre-cooking activities
- Prepare food, and beverages
- Serve food and beverages
- Perform post-cooking activities

### Performance Criteria

#### *Carry out pre-cooking activities*

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

- PC1. interact daily with residents/employers for diet and menu requirements
- PC2. shop or order groceries and supplies, as applicable
- PC3. clean the food preparation areas, cooking surfaces and utensils
- PC4. maintain a clean and organised atmosphere in the kitchen
- PC5. ensure availability of raw material and ingredients for the food to be prepared
- PC6. check the ingredients for freshness and quality
- PC7. measure, clean and organize ingredients for the food to be prepared
- PC8. wash, cut and prepare foods designated for cooking like chopping and peeling vegetables, etc.
- PC9. prepare the dough as per the recipe for various dishes/breads
- PC10. set up the necessary tools and equipment to prepare the food
- PC11. carry out basic preparatory work like mixing or grinding of spices/ingredients, etc.

#### *Prepare food, and beverages*

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

- PC12. prepare basic items like sauce, salads, and cold starters, etc.
- PC13. cook food as per the employer's instruction and taste
- PC14. prepare specialized fancy dishes or food for special diets, as required
- PC15. cook the breads, chapatis, etc. as instructed
- PC16. garnish or decorate the food item as per the requirement
- PC17. check the dish to ensure flavour, colour, taste, and quality consistency
- PC18. monitor and ensure appropriate temperature of the appliances to be used
- PC19. prepare different kinds of beverages like tea, coffee, juice, shakes, smoothies, etc. using appropriate instruments and equipment

#### *Serve the food and beverages*

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

- PC20. clean and sanitize the dining table thoroughly
- PC21. set up table mats, coasters, napkins, and other decorative items as needed, including candles and flower vases

## Qualification Pack

- PC22. place the items on the table like plate ware and silverware or cutlery and crockery, water glass as per the food course
- PC23. arrange the cutlery on the table as per the courses of the food course
- PC24. serve the food in appropriate crockery
- PC25. refill the serving plate ware and silverware or cutlery and crockery, water glass with drinks, as required
- PC26. remove all dishes used in a particular course appropriately without causing any disturbance

### *Perform post-cooking activities*

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

- PC27. store any cooked or remaining uncooked ingredients, vegetables or dough not for immediate use adequately
- PC28. seal the ingredients properly in the containers after use to avoid contamination or spillage
- PC29. store the leftovers in appropriate containers for future use
- PC30. discard the leftovers that can't be stored
- PC31. dispose of the waste in appropriate receptacles
- PC32. use the proper cleaning product and enough amount of water to wash, rinse, and dry dishes, glasses, cooking ware, etc.
- PC33. drain dirty water and not dirty water properly after dishwashing and cleaning appliance
- PC34. clean the food storage and kitchen area frequently
- PC35. clean equipment such as refrigerator, oven, freezer, etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. procedure to order ingredients and supplies for the kitchen
- KU2. ways to clean the kitchen, and wash dishes and utensils
- KU3. various types of vegetarian/non-vegetarian foods, types of fruits, vegetables, lentils, herbs, spices, dairy and their uses
- KU4. methods to check the freshness and quality of vegetables, fruits, dough, etc.
- KU5. ways to prepare ingredients for cooking various food items
- KU6. different kinds of doughs and process to make them
- KU7. procedure to clean and organize the kitchen area
- KU8. types of tools and equipment used to prepare the food
- KU9. measurement procedures and measuring equipment for food ingredients
- KU10. process to perform basic preparatory work like mixing or grinding spices/ingredients, wrapping food items, etc.
- KU11. food preparation techniques such as chopping, marinating, slicing dicing, shredding, portioning, washing, rinsing, etc.
- KU12. cooking techniques such as grilling, roasting, sautéing, frying, simmering, boiling, etc.
- KU13. the correct temperatures for cooking variety of dishes
- KU14. procedure to use the latest different kitchen appliances such as microwave, dishwasher, hand blender, pressure cooker, mixer grinder, electric kettle, rice cooker, etc.
- KU15. working procedure of kitchen equipment like multi-burner stove with electric plate, versatile refrigerator, food processor, water purifier, air fryer, multi-cooker, etc.
- KU16. types of hot and cold beverages and preparation techniques
- KU17. waste management and how to avoid wastage of vegetables, ingredients, cooking oil, gas, etc.
- KU18. techniques of plating food
- KU19. how to refill dishes appropriately
- KU20. procedure to clean the table during meal
- KU21. methods to store and dispose of food items

## Qualification Pack

KU22. procedure to set the dining table

KU23. types of crockery, cutlery and glasses along with their appropriate usage

### Generic Skills (GS)

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

**GS1.** read and note down the information communicated by residents

**GS2.** communicate effectively and cordially with residents

**GS3.** respond patiently to queries/requests

**GS4.** identify immediate or temporary solutions to resolve delay or other problems

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out pre-cooking activities</i>	<b>12</b>	<b>12</b>	-	<b>5</b>
<b>PC1.</b> interact daily with residents/employers for diet and menu requirements	-	-	-	-
<b>PC2.</b> shop or order groceries and supplies, as applicable	-	-	-	-
<b>PC3.</b> clean the food preparation areas, cooking surfaces and utensils	-	-	-	-
<b>PC4.</b> maintain a clean and organised atmosphere in the kitchen	-	-	-	-
<b>PC5.</b> ensure availability of raw material and ingredients for the food to be prepared	-	-	-	-
<b>PC6.</b> check the ingredients for freshness and quality	-	-	-	-
<b>PC7.</b> measure, clean and organize ingredients for the food to be prepared	-	-	-	-
<b>PC8.</b> wash, cut and prepare foods designated for cooking like chopping and peeling vegetables, etc.	-	-	-	-
<b>PC9.</b> prepare the dough as per the recipe for various dishes/breads	-	-	-	-
<b>PC10.</b> set up the necessary tools and equipment to prepare the food	-	-	-	-
<b>PC11.</b> carry out basic preparatory work like mixing or grinding of spices/ingredients, etc.	-	-	-	-
<i>Prepare food, and beverages</i>	<b>8</b>	<b>8</b>	-	<b>5</b>
<b>PC12.</b> prepare basic items like sauce, salads, and cold starters, etc.	-	-	-	-
<b>PC13.</b> cook food as per the employer's instruction and taste	-	-	-	-
<b>PC14.</b> prepare specialized fancy dishes or food for special diets, as required	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> cook the breads, chapatis, etc. as instructed	-	-	-	-
<b>PC16.</b> garnish or decorate the food item as per the requirement	-	-	-	-
<b>PC17.</b> check the dish to ensure flavour, colour, taste, and quality consistency	-	-	-	-
<b>PC18.</b> monitor and ensure appropriate temperature of the appliances to be used	-	-	-	-
<b>PC19.</b> prepare different kinds of beverages like tea, coffee, juice, shakes, smoothies, etc. using appropriate instruments and equipment	-	-	-	-
<i>Serve the food and beverages</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC20.</b> clean and sanitize the dining table thoroughly	-	-	-	-
<b>PC21.</b> set up table mats, coasters, napkins, and other decorative items as needed, including candles and flower vases	-	-	-	-
<b>PC22.</b> place the items on the table like plate ware and silverware or cutlery and crockery, water glass as per the food course	-	-	-	-
<b>PC23.</b> arrange the cutlery on the table as per the courses of the food course	-	-	-	-
<b>PC24.</b> serve the food in appropriate crockery	-	-	-	-
<b>PC25.</b> refill the serving plate ware and silverware or cutlery and crockery, water glass with drinks, as required	-	-	-	-
<b>PC26.</b> remove all dishes used in a particular course appropriately without causing any disturbance	-	-	-	-
<i>Perform post-cooking activities</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC27.</b> store any cooked or remaining uncooked ingredients, vegetables or dough not for immediate use adequately	-	-	-	-
<b>PC28.</b> seal the ingredients properly in the containers after use to avoid contamination or spillage	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC29.</b> store the leftovers in appropriate containers for future use	-	-	-	-
<b>PC30.</b> discard the leftovers that can't be stored	-	-	-	-
<b>PC31.</b> dispose of the waste in appropriate receptacles	-	-	-	-
<b>PC32.</b> use the proper cleaning product and enough amount of water to wash, rinse, and dry dishes, glasses, cooking ware, etc.	-	-	-	-
<b>PC33.</b> drain dirty water and not dirty water properly after dishwashing and cleaning appliance	-	-	-	-
<b>PC34.</b> clean the food storage and kitchen area frequently	-	-	-	-
<b>PC35.</b> clean equipment such as refrigerator, oven, freezer, etc.	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1701
<b>NOS Name</b>	Perform basic cooking and serving activities
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Cooking
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	29/09/2022
<b>Next Review Date</b>	29/09/2025
<b>NSQC Clearance Date</b>	29/09/2022

## Qualification Pack

# DWC/N1702: Prepare Chinese, Italian and Indian Cuisine

## Description

This unit is about preparing and serving Chinese, Italian, and Indian cuisine (South Indian, North Indian west Indian, and East Indian cuisine) as per the requirements of the employer.

## Scope

The scope covers the following:

- Prepare Chinese food
- Prepare Italian food
- Prepare Indian food

## Elements and Performance Criteria

### *Prepare Chinese food*

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

- PC1. check the quality and quantity of the ingredients for preparing Chinese food
- PC2. wash green, leafy vegetables ahead of time
- PC3. arrange all the prepared vegetables on a baking sheet or pan
- PC4. cook the toughest and thickest vegetables for a longer period than the softer, leafy vegetables
- PC5. prepare veggies, just stir-fry them separately for later use
- PC6. marinate fresh meat
- PC7. cut the meat against the grain and into uniform pieces so that it will cook more evenly
- PC8. make sure wok is at the correct temperature before adding the food
- PC9. add oil for stir-frying and pour it down the wok's sides and check the oil before cooking
- PC10. prepare sauce and seasoning for cooking Chinese food
- PC11. follow the recipe to prepare a range of Chinese dishes, such as rice, noodles, soup, vegetables, meat, etc.
- PC12. serve Chinese food with proper cutlery

### *Prepare Italian food*

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

- PC13. arrange Italian ingredients like extra virgin olive oil, balsamic vinegar, garlic, pasta, oregano, capers, porcini mushrooms, etc. for cooking
- PC14. prepare prep food like pasta sauce, vegetables, meat, etc. for cooking Italian food
- PC15. follow the recipe to prepare a Italian food range of Margherita Pizza, Classic Pasta Amatriciana, Lasagna, Caprese Salad with Pesto Sauce, Panzenella, Bruschetta, Focaccia Bread, Pasta Carbonara, etc.
- PC16. prepare popular Italian appetizer like Carbonara Arancini, Chopped Italian Salad, Bruschetta of Spring Vegetables, Autumn Fritto Misto, Bruschetta with Pickled Okra etc.
- PC17. prepare popular Italian Drinks and Beverages like Aperitivo, Negroni, Campari, Bellini, Spritz, etc.

### *Prepare Indian food (South Indian, North Indian, West Indian, and East Indian cuisine)*

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

- PC18. arrange essential Ingredients for Indian cooking such as cloves, fenugreek coriander seeds, tamarind, garlic, Domestic Workers Sector Skill

## Qualification Pack

onion, cardamom, curry leaves, chillies, etc.

**PC19.** prepare south Indian, north Indian, east Indian, west Indian food recipes

**PC20.** use different Indian food making techniques like Chaunk/Tadka, Bhunao, Dhungar/Dhuanaar, Tandoori – Grilling, Talna – Frying, etc.

**PC21.** serve Indian food with proper cutlery

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** ingredients used for preparing Chinese food such as soy sauce, Oyster sauce, Dried mushrooms, Sichuan peppercorns, Chinese five spice, Chilli bean sauce, etc.

**KU2.** procedure to prepare vegetables and meat for cooking

**KU3.** types of sauces and seasoning and methods to prepare them

**KU4.** Chinese food preparation techniques like stir frying, deep fry, shallow frying, boiling, steaming, roasting, etc

**KU5.** types of Chinese dishes, such as rice, noodles, soup, vegetables, meat, etc.

**KU6.** kinds of Italian ingredients like extra virgin olive oil, balsamic vinegar, garlic, pasta, oregano, capers, porcini mushrooms, etc. for cooking

**KU7.** procedure to make prep food like pasta sauce, vegetables, meat, etc. for cooking Italian food

**KU8.** popular Italian appetizers like Carbonara Arancini, Chopped Italian Salad, Bruschetta of Spring Vegetables, Autumn Fritto Misto, Bruschetta with Pickled Okra etc. and process to prepare them

**KU9.** popular Italian Drinks and Beverages like Aperitivo, Negroni, Campari, Bellini, Spritz, etc. and process to prepare them

**KU10.** Italian Cooking Methods like Alla Bolognese, Al Dente, Risotto, Polenta, Al Forno, Alla Mattone, etc.

**KU11.** essential Ingredients for Indian cooking such as cloves, fenugreek coriander seeds, tamarind, garlic, onion, cardamom, curry leaves, chillies, etc.

**KU12.** types of south Indian food recipes such as Masala Dosa, Meen Muringakka Curry, Paal Payasam, Coconut Chutney, Idli, etc.

**KU13.** types of north Indian Indian food recipes such as Chole Bature, Nihari Gosht, Aloo Samosa, Chicken Dum Biryani, etc.

**KU14.** types of east Indian food recipes such as Litti Chokha, Machher Jhol, Rasgulla, Thukpa, etc.

**KU15.** types of west Indian food recipes such as Vada Pav, Bombay Duck, Methi ka Thepla, Shrikhand, etc.

**KU16.** types of cutlery required to serve different kinds of food

## Generic Skills (GS)

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

**GS1.** read and note down the information communicated by residents

**GS2.** communicate effectively and cordially with residents

**GS3.** respond patiently to queries/requests

**GS4.** exhibit politeness and courteousness under all circumstances and situations

**GS5.** manage time effectively for prompt services

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare Chinese food</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> check the quality and quantity of the ingredients for preparing Chinese food	-	-	-	-
<b>PC2.</b> wash green, leafy vegetables ahead of time	-	-	-	-
<b>PC3.</b> arrange all the prepared vegetables on a baking sheet or pan	-	-	-	-
<b>PC4.</b> cook the toughest and thickest vegetables for a longer period than the softer, leafy vegetables	-	-	-	-
<b>PC5.</b> prepare veggies, just stir-fry them separately for later use	-	-	-	-
<b>PC6.</b> marinate fresh meat	-	-	-	-
<b>PC7.</b> cut the meat against the grain and into uniform pieces so that it will cook more evenly	-	-	-	-
<b>PC8.</b> make sure wok is at the correct temperature before adding the food	-	-	-	-
<b>PC9.</b> add oil for stir-frying and pour it down the wok's sides and check the oil before cooking	-	-	-	-
<b>PC10.</b> prepare sauce and seasoning for cooking Chinese food	-	-	-	-
<b>PC11.</b> follow the recipe to prepare a range of Chinese dishes, such as rice, noodles, soup, vegetables, meat, etc.	-	-	-	-
<b>PC12.</b> serve Chinese food with proper cutlery	-	-	-	-
<i>Prepare Italian food</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC13.</b> arrange Italian ingredients like extra virgin olive oil, balsamic vinegar, garlic, pasta, oregano, capers, porcini mushrooms, etc. for cooking	-	-	-	-
<b>PC14.</b> prepare prep food like pasta sauce, vegetables, meat, etc. for cooking Italian food	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> follow the recipe to prepare a Italian food range of Margherita Pizza, Classic Pasta Amatriciana, Lasagna, Caprese Salad with Pesto Sauce, Panzenella, Bruschetta, Focaccia Bread, Pasta Carbonara, etc.	-	-	-	-
<b>PC16.</b> prepare popular Italian appetizer like Carbonara Arancini, Chopped Italian Salad, Bruschetta of Spring Vegetables, Autumn Fritto Misto, Bruschetta with Pickled Okra etc.	-	-	-	-
<b>PC17.</b> prepare popular Italian Drinks and Beverages like Aperitivo, Negroni, Campari, Bellini, Spritz, etc.	-	-	-	-
<i>Prepare Indian food (South Indian, North Indian West Indian, and East Indian cuisine)</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC18.</b> arrange essential Ingredients for Indian cooking such as cloves, fenugreek coriander seeds, tamarind, garlic, onion, cardamom, curry leaves, chillies, etc.	-	-	-	-
<b>PC19.</b> prepare south Indian, north Indian, east Indian, west Indian food recipes	-	-	-	-
<b>PC20.</b> use different Indian food making techniques like Chaunk/Tadka, Bhunao, Dhungar/Dhuanaar, Tandoori – Grilling, Talna – Frying, etc.	-	-	-	-
<b>PC21.</b> serve Indian food with proper cutlery	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1702
NOS Name	Prepare Chinese, Italian and Indian Cuisine
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Cooking
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	29/09/2022
Next Review Date	29/09/2025
NSQC Clearance Date	29/09/2022

## Qualification Pack

# DWC/N1710: Process of International Migration

## Description

This NOS is about preparing the Home Cook to migrate to other countries to work along with the working knowledge of the latest techniques of food preparation.

## Scope

The scope covers the following:

- Explore the latest technology for food preparation
- Prepare for Migration

## Elements and Performance Criteria

### *Explore the latest technology for food preparation*

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

- PC1. collect information on the latest food preparation techniques and machines from various sources
- PC2. experiment with foreign different veg/non-veg cuisine and their ingredients
- PC3. operate the latest kitchen appliances like air fryers, toasters, blenders, coffee makers, various cooking appliances, etc. to prepare food
- PC4. prepare the ingredients of the main food beforehand
- PC5. ensure the cooking stove/induction stove and chimneys are working appropriately
- PC6. prepare various cuisines using techniques like blanching, chopping, kneading, searing, frying, etc., as required
- PC7. garnish the food appropriately
- PC8. store the left-over ingredients and food appropriately using the modern techniques
- PC9. arrange the utensils in the dishwasher
- PC10. operate the dishwasher as per the manufacturer's instructions

### *Prepare for Migration*

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

- PC11. gather information about the Recruiting agents registered on e-Migrate
- PC12. collect the details of the Foreign Employer
- PC13. sign the employment contract after reading all the details carefully
- PC14. apply for the legalities like the medical test, visa, etc.
- PC15. collect information on the local laws, customs, traditions, etc. of the country of employment
- PC16. prepare a list of the items to be packed in check-in and hand luggage
- PC17. make sure all required documents like legal documents, passport, work visa, etc. are in place before

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1. sources of latest information on food preparation
- KU2. types of foreign cuisines and their recipe
- KU3. operating procedure of common and novel kitchen appliances
- KU4. latest as well as foreign cooking techniques
- KU5. procedure to garnish food items from various cuisines
- KU6. method to store the ingredients and left-over food for long durations
- KU7. procedure to operate dishwasher
- KU8. how to operate e-Migrate portal
- KU9. types of foreign recruiters
- KU10. various employment terms and regulations
- KU11. legal requirements to migrate for work

## Generic Skills (GS)

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

- GS1. read and note down the information communicated by residents
- GS2. communicate effectively and cordially with residents
- GS3. respond patiently to queries/requests
- GS4. exhibit politeness and courteousness under all circumstances and situations

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Explore the latest technology for food preparation</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> collect information on the latest food preparation techniques and machines from various sources	-	-	-	-
<b>PC2.</b> experiment with foreign VEG /Non Veg cuisine and their ingredients	-	-	-	-
<b>PC3.</b> operate the latest kitchen appliances like air fryers, toasters, blenders, coffee makers, various cooking appliances, etc. to prepare food	-	-	-	-
<b>PC4.</b> prepare the ingredients of the main food beforehand	-	-	-	-
<b>PC5.</b> ensure the cooking stove/induction stove and chimneys are working appropriately	-	-	-	-
<b>PC6.</b> prepare various cuisines using techniques like blanching, chopping, kneading, searing, frying, etc., as required	-	-	-	-
<b>PC7.</b> garnish the food appropriately	-	-	-	-
<b>PC8.</b> store the left-over ingredients and food appropriately using the modern techniques	-	-	-	-
<b>PC9.</b> arrange the utensils in the dishwasher	-	-	-	-
<b>PC10.</b> operate the dishwasher as per the manufacturer's instructions	-	-	-	-
<i>Prepare for Migration</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC11.</b> gather information about the Recruiting agents registered on e-Migrate	-	-	-	-
<b>PC12.</b> collect the details of the Foreign Employer	-	-	-	-
<b>PC13.</b> sign the employment contract after reading all the details carefully	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> apply for the legalities like the medical test, visa, etc.	-	-	-	-
<b>PC15.</b> collect information on the local laws, customs, traditions, etc. of the country of employment	-	-	-	-
<b>PC16.</b> prepare a list of the items to be packed in check-in and hand luggage	-	-	-	-
<b>PC17.</b> make sure all required documents like legal documents, passport, work visa, etc. are in place before	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1710
NOS Name	Process of International Migration
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Cooking
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	29/09/2022
Next Review Date	29/09/2025
NSQC Clearance Date	29/09/2022

## Qualification Pack

# DWC/N9902: Maintain service standards and communicate effectively

## Description

This OS unit is about the maintaining behavioural etiquette, maintaining professional manner at work, and giving specific services as per the residents' requirements.

## Scope

The scope covers the following:

- Maintain behavioural etiquette
- Maintain professional manner at work
- Give specific services as per the residents' requirements

## Elements and Performance Criteria

### *Maintain behavioural etiquette*

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

- PC1. greet the residents promptly and appropriately in accordance with the procedure
- PC2. interact with all residents in a polite and professional manner
- PC3. make requirements clear by asking appropriate questions
- PC4. respond effectively to residents' dissatisfactions and complaints
- PC5. create and maintain an effective but impersonal relationship with residents
- PC6. notify residents in advance of any issues or problems, as well as any developments that may affect them
- PC7. seek feedback from the residents and incorporate them to improve their experience
- PC8. avoid arguing with the residents
- PC9. report any workplace issues to the residents/employers immediately
- PC10. ensure appropriate personal behaviour and conduct taking gender into consideration
- PC11. follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.
- PC12. recognise, acknowledge and overcome inherent biases regarding disabilities
- PC13. carry out tasks in a timely and disciplined manner

### *Maintain professional manner at work*

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

- PC14. report to work on time
- PC15. behave appropriately when communicating with coworkers and others
- PC16. keep proper attire and a presentable demeanour
- PC17. maintain personal hygiene
- PC18. respect privacy of others at the workplace

### *Give specific services as per the residents' requirements*

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

- PC19. provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards
- PC20. assist people with disabilities when necessary

## Qualification Pack

- PC21. follow gender and age-sensitive service practices at all times
- PC22. identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation, and culture
- PC23. maintain social distance in social situations/at work
- PC24. inform the employer of any personal health issues related to injury or infectious diseases

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. communication fundamentals and active listening
- KU2. professional behavioural etiquette
- KU3. gender-sensitive workplace service practises
- KU4. quality of service standards
- KU5. how maintain personal hygiene
- KU6. procedure of positively giving and receiving feedback
- KU7. gender specific requirements
- KU8. the specific needs of different age groups of residents
- KU9. age and gender specific etiquette
- KU10. how to behave with persons with specific needs

## Generic Skills (GS)

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

- GS1. communicate (read, write, and speak) in the language used at work
- GS2. discuss the tasks list, schedules, and workload (if any) with residents'
- GS3. manage relationships with employers
- GS4. adhere to basic work ethics such as punctuality, discipline, and consistency
- GS5. make decisions concerning the relevant area of work

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain behavioural etiquette</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the residents promptly and appropriately in accordance with the procedure	-	-	-	-
<b>PC2.</b> interact with all residents in a polite and professional manner	-	-	-	-
<b>PC3.</b> make requirements clear by asking appropriate questions	-	-	-	-
<b>PC4.</b> respond effectively to residents' dissatisfactions and complaints	-	-	-	-
<b>PC5.</b> create and maintain an effective but impersonal relationship with residents	-	-	-	-
<b>PC6.</b> notify residents in advance of any issues or problems, as well as any developments that may affect them	-	-	-	-
<b>PC7.</b> seek feedback from the residents and incorporate them to improve their experience	-	-	-	-
<b>PC8.</b> avoid arguing with the residents	-	-	-	-
<b>PC9.</b> report any workplace issues to the residents/employers immediately	-	-	-	-
<b>PC10.</b> ensure appropriate personal behaviour and conduct taking gender into consideration	-	-	-	-
<b>PC11.</b> follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.	-	-	-	-
<b>PC12.</b> recognise, acknowledge and overcome inherent biases regarding disabilities	-	-	-	-
<b>PC13.</b> carry out tasks in a timely and disciplined manner	-	-	-	-
<i>Maintain professional manner at work</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC14.</b> report to work on time	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. behave appropriately when communicating with coworkers and others	-	-	-	-
PC16. keep proper attire and a presentable demeanour	-	-	-	-
PC17. maintain personal hygiene	-	-	-	-
PC18. respect privacy of others at the workplace	-	-	-	-
<i>Give specific services as per the residents' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
PC19. provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards	-	-	-	-
PC20. assist people with disabilities when necessary	-	-	-	-
PC21. follow gender and age-sensitive service practices at all times	-	-	-	-
PC22. identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation, and culture	-	-	-	-
PC23. maintain social distance in social situations/at work	-	-	-	-
PC24. inform the employer of any personal health issues related to injury or infectious diseases	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9902
<b>NOS Name</b>	Maintain service standards and communicate effectively
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	29/09/2022
<b>Next Review Date</b>	29/09/2025
<b>NSQC Clearance Date</b>	29/09/2022

## Qualification Pack

# DWC/N9903: Maintain health, hygiene and safety standards

## Description

This unit is about the following personal and workplace hygiene, following workplace practices to promote wellbeing and managing waste at workplace.

## Scope

The scope covers the following:

- Follow personal and workplace hygiene
- follow workplace practices to promote wellbeing
- Manage waste at workplace

## Elements and Performance Criteria

### *Follow personal and workplace hygiene*

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

- PC1.** wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers
- PC2.** keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals
- PC3.** wash the dishes and other items in accordance with the set requirements
- PC4.** sanitize all tools, equipment, and appliances with touch points on a regular basis
- PC5.** make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance
- PC6.** place trash in designated bins or the proper trash container
- PC7.** wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work,
- PC8.** maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.
- PC9.** avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace

### *follow workplace practices to promote wellbeing*

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

- PC10.** adhere to safety protocols when using materials, tools, and equipment
- PC11.** follow guidelines and safety protocol while using electrical household gadgets
- PC12.** follow first aid instructions appropriately
- PC13.** recognize workplace risks and promptly inform anybody who should know about them
- PC14.** report to various emergency circumstances with prompt response and reporting
- PC15.** attend regular health check-ups
- PC16.** place medicines and hazardous chemicals away
- PC17.** keep sharp objects out of reach of child

### *Manage waste at workplace*

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

- PC18.** identify and separate hazardous, recyclable, and non-recyclable waste at the workplace

## Qualification Pack

- PC19. manage wastages like food, water, etc., as directed
- PC20. dispose of sanitary and other hazardous wastes appropriately
- PC21. recycle waste wherever applicable
- PC22. discard PPEs in plastic bags that are sealed and labeled "infectious waste"
- PC23. conserve materials, natural resources, and energy at work
- PC24. use eco-friendly methods at work to reduce pollution of the air, water, and earth

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. reporting and handling safety-related issues
- KU2. process for maintaining hygienic standards at work
- KU3. process on personal hygiene
- KU4. the significance of housekeeping in maintaining a secure and safe workplace
- KU5. chemical solutions used for cleaning
- KU6. various emergency circumstances and how they are handled.
- KU7. importance of preventive health check-up and healthy living
- KU8. procedure to report health issues
- KU9. instructions for operating and handling equipment as per standard
- KU10. purpose and usage of PPE
- KU11. basic first-aid procedures
- KU12. methods of the waste management
- KU13. resource conservation methods

## Generic Skills (GS)

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

- GS1. note down instructions given by residents
- GS2. communicate effectively with residents and others
- GS3. report any issues at the workplace
- GS4. analyze the impact of not adhering to the health and safety procedures

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow personal and workplace hygiene</i>	<b>15</b>	<b>15</b>	-	<b>8</b>
<b>PC1.</b> wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers	-	-	-	-
<b>PC2.</b> keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals	-	-	-	-
<b>PC3.</b> wash the dishes and other items in accordance with the set requirements	-	-	-	-
<b>PC4.</b> sanitize all tools, equipment, and appliances with touch points on a regular basis	-	-	-	-
<b>PC5.</b> make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance	-	-	-	-
<b>PC6.</b> place trash in designated bins or the proper trash container	-	-	-	-
<b>PC7.</b> wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work	-	-	-	-
<b>PC8.</b> maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.	-	-	-	-
<b>PC9.</b> avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace	-	-	-	-
<i>follow workplace practices to promote wellbeing</i>	<b>15</b>	<b>15</b>	-	<b>6</b>
<b>PC10.</b> adhere to safety protocols when using materials, tools, and equipment	-	-	-	-
<b>PC11.</b> follow guidelines and safety protocol while using electrical household gadgets	-	-	-	-
<b>PC12.</b> follow first aid instructions appropriately	-	-	-	-
<b>PC13.</b> recognize workplace risks and promptly inform anybody who should know about them	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> report to various emergency circumstances with prompt response and reporting	-	-	-	-
<b>PC15.</b> attend regular health check-ups	-	-	-	-
<b>PC16.</b> place medicines and hazardous chemicals away	-	-	-	-
<b>PC17.</b> keep sharp objects out of reach of child	-	-	-	-
<i>Manage waste at workplace</i>	<b>10</b>	<b>10</b>	-	<b>6</b>
<b>PC18.</b> identify and separate hazardous, recyclable, and non-recyclable waste at the workplace	-	-	-	-
<b>PC19.</b> manage wastages like food, water, etc., as directed	-	-	-	-
<b>PC20.</b> dispose of sanitary and other hazardous wastes appropriately	-	-	-	-
<b>PC21.</b> recycle waste wherever applicable	-	-	-	-
<b>PC22.</b> discard PPEs in plastic bags that are sealed and labeled "infectious waste"	-	-	-	-
<b>PC23.</b> conserve materials, natural resources, and energy at work	-	-	-	-
<b>PC24.</b> use eco-friendly methods at work to reduce pollution of the air, water, and earth	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9903
<b>NOS Name</b>	Maintain health, hygiene and safety standards
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	29/09/2022
<b>Next Review Date</b>	29/09/2025
<b>NSQC Clearance Date</b>	29/09/2022

## Qualification Pack DGT/VSQ/N0102: Employability Skills (60 Hours)

### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

### Scope

The scope covers the following:

- Introduction to Employability Skills
- Constitutional values – Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for apprenticeship & Jobs

### Elements and Performance Criteria

#### *Introduction to Employability Skills*

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

#### *Constitutional values – Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

#### *Becoming a Professional in the 21st Century*

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

#### *Basic English Skills*

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

## Qualification Pack

- PC7. use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9. write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC10. understand the difference between job and career
- PC11. prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13. work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14. communicate and behave appropriately with all genders and PwD
- PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC16. select financial institutions, products and services as per requirement
- PC17. carry out offline and online financial transactions, safely and securely
- PC18. identify common components of salary and compute income, expenses, taxes, investments, etc.
- PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20. operate digital devices and carry out basic internet operations securely and safely
- PC21. use e-mail and social media platforms and virtual collaboration tools to work effectively
- PC22. use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC26. identify different types of customers
- PC27. identify and respond to customer requests and needs in a professional manner.
- PC28. follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC29. create a professional Curriculum vitae (Résumé)
- PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC31. apply to identified job openings using offline /online methods as per requirement
- PC32. answer questions politely, with clarity and confidence, during recruitment and selection
- PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. need for employability skills and different learning and employability related portals
- KU2. various constitutional and personal values
- KU3. different environmentally sustainable practices and their importance
- KU4. Twenty first (21st) century skills and their importance
- KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6. importance of career development and setting long- and short-term goals
- KU7. about effective communication
- KU8. POSH Act
- KU9. Gender sensitivity and inclusivity
- KU10. different types of financial institutes, products, and services
- KU11. how to compute income and expenditure
- KU12. importance of maintaining safety and security in offline and online financial transactions
- KU13. different legal rights and laws
- KU14. different types of digital devices and the procedure to operate them safely and securely
- KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.
- KU16. how to identify business opportunities
- KU17. types and needs of customers
- KU18. how to apply for a job and prepare for an interview
- KU19. apprenticeship scheme and the process of registering on apprenticeship portal

### Generic Skills (GS)

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

- GS1. read and write different types of documents/instructions/correspondence
- GS2. communicate effectively using appropriate language in formal and informal settings
- GS3. behave politely and appropriately with all
- GS4. how to work in a virtual mode
- GS5. perform calculations efficiently
- GS6. solve problems effectively
- GS7. pay attention to details
- GS8. manage time efficiently
- GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	30/06/2027
<b>NSQC Clearance Date</b>	30/06/2022

### Assessment Guidelines

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 the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

### Minimum Aggregate Passing % at QP Level : 70

**(Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Assessment Weightage

#### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N1701. Perform basic cooking and serving activities	40	40	-	20	100	30
DWC/N1702: Prepare Chinese, Italian and Indian Cuisine	40	40	0	20	100	20
DWC/N1710. Process of International Migration	40	40	0	20	100	20
DWC/N9902. Maintain service standards and communicate	40	40	-	20	100	10

### Qualification Pack

effectively						
DWC/N9903. Maintain health, hygiene and safety standards	40	40	-	20	100	10
DGT/VSQ/N0102: Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>220</b>	<b>230</b>	<b>-</b>	<b>100</b>	<b>550</b>	<b>100</b>

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack ( QP )</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

## Qualification Pack

<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.