



Assistant Home Manager (Household & Small Establishment)

QP Code: DWC/Q104

Version: 1.0

NSQF Level: 5

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

DWC/Q0104: Assistant Home Manager (Household & Small Establishment)

Brief Job Description

The individual in this job role will be required to perform maintaining, managing and achieving the welfare, care and wellbeing of home, households and family. The individual requires skills, knowledge and attributes that not only limits to the home but also opens humanitarian pathways in caregiving and household management.

The individual will be responsible for nutrition, health, hygiene, economics, rural development, child development, sociology and family relations, community living, art, food, clothing, textiles, and home management to bring everyday life in sync with the changing surroundings.

Personal Attributes

This job requires the individual to be cheerful, patient, punctual, disciplined and responsive. The individual should also be able to remain calm under stressful situations and under pressure. The individual should be affable, affectionate, sensitive, responsible and caring while remaining protective towards the people in the household and outside it.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DWC/N0114 Managing Responsibilities, Rights and Interactions with Others](#)
2. [DWC/N0113: Managing Resources and Finances](#)
3. [DWC/N0115: Nurturing Good Health and Fitness](#)
4. [DWC/N0116: Enabling Personal Development and Growth with the use of Media and Technology](#)
5. [DWC/N0117: Caregiving and Managing Related Activities](#)
6. [DWC/N0118: Cultivating Traditional Values and Norms in all Aspects of Home and Living](#)
7. [DWC/N0119: Handling Medical and Non-Medical Emergencies](#)
8. [DWC/N9902: Maintain a safe, secure & healthy working environment](#)
9. [DWC/N9903: Maintain hygiene and coordinate with staff effectively](#)
10. [DGT/VSQ/N0102: Employability Skills](#)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
Sub-Sector	Household Services
Occupation	Housekeeping
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2022/5152.0100
Minimum Educational Qualification & Experience	12th Class Pass with 4 years of relevant experience OR 10th Class pass+ ITI with two 2 Years of relevant experience OR NSQF Level 4 (Household Multipurpose Executive) with 2 Years of relevant experience
Minimum Level of Education for Training in School	N/A
Pre-Requisite License or Training	None
Minimum Job Entry Age	21 Years
Last Reviewed On	29/09/2022
Next Review Date	29/09/2025
NSQC Approval Date	29/09/2022
Version	1.0

Remarks:

Supervisory Job Role

DWC/N0114: Managing Responsibilities, Rights and Interactions with Others

Description

This OS unit deals with knowledge and skills required to perform the responsibilities in perfect manner keeping in mind the limitations of the role and rights and maintain professional relationship with staff and members of the family.

Scope

The scope covers the following:

- Allocate and Monitor the Work
- Identify the rights
- Maintain healthy professional relationship

Elements and Performance Criteria

Allocate and monitor the work

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

- PC1.** allocate, monitor and supervise the work of household workers in the house
- PC2.** brief staff before the start of the day's work
- PC3.** monitor and maintain the quality of work performed by the staff
- PC4.** ensure adherence to waste management guidelines as per Occupational Safety and Health Administration (OSHA)
- PC5.** ensure timely completion of work as per schedule of the family members
- PC6.** supervise that procedures and the services meet the needs of the employer/customer
- PC7.** assess the work on quality parameters
- PC8.** inspect the designated areas as per organizational policy and procedures
- PC9.** coordinate daily with the staff and note down their requirements to accomplish the task e.g. vegetables in kitchen, cleaning agents, etc.
- PC10.** ensure that adequate stock of materials is available all the time
- PC11.** supervise and ensure hygiene practices are being followed by the staff
- PC12.** ensure timely servicing and maintenance of the equipment (such as household appliances, vacuum cleaner, etc.) and vehicles (such as lawn mower) used in household
- PC13.** maintain record of supplies and inventory
- PC14.** maintain record and documentation of staff e.g. id proof, attendance, performance, etc.

Identify the rights

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

- PC15.** educate the staff about the Domestic Workers (Registration, Social Security and Welfare) Act, 2008
- PC16.** guide the staff about their own and others dignity and rights and to work accordingly
- PC17.** ensure that the staff adhere to code of conduct at workplace
- PC18.** educate the staff about individual role and responsibilities
- PC19.** advise the staff to carry themselves with respect and dignity and dress appropriately
- PC20.** encourage staff to perform all the duties efficiently and diligently
- PC21.** ensure that the staff under your supervision are not exposed to harassment at workplace
- PC22.** communicate the Key Performance Indicators (KPIs) to the staff

Maintain healthy professional relationship

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

- PC23.** showcase professional behaviour in front of the staff as well as members of the house
- PC24.** build professional relationship with the employer and the staff
- PC25.** address conflicts as soon as they occur
- PC26.** handle different types of customers
- PC27.** exhibit trust, support and respect towards all the staff/colleagues/employer
- PC28.** develop good rapport with the staff/colleagues/employer

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedure of work allocation
- KU2.** Job worksheet creation and adherence
- KU3.** recording, reporting and documenting performance
- KU4.** recording and ordering stock of essentials
- KU5.** importance of recording, reporting and documentation of all resources, equipment, staff etc.
- KU6.** domestic workers (Registration, Social Security and Welfare) act, 2008
- KU7.** escalation matrix and its importance
- KU8.** importance of time management
- KU9.** organizational policies and procedures
- KU10.** how to give feedback to the staff and take feedback from the customer/employer
- KU11.** how to supervise work
- KU12.** roles and responsibilities of various employees and their official relationship
- KU13.** conflict management
- KU14.** time management

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in English and any other language being used to in the workplace
- GS2.** identify and discuss tasks, schedules and work-load of the care home with the manager and staff
- GS3.** identify the conflicts that can arise with/between the people under care, parents/guardians and caregivers
- GS4.** study the behaviour of the people under care
- GS5.** identify the problem, and find solutions based on consideration of the factors having bearing on the problem
- GS6.** maintain warm relationships with employers, staff and vendors
- GS7.** analyse working environment and learn from such an analysis
- GS8.** seek and respond to queries from superiors, visitors, staff and people under care
- GS9.** communicate with all stakeholders politely and patiently, using gender sensitive language
- GS10.** plan and prioritise periodic work and implement legal compliances, policies/rules/orders and instructions
- GS11.** ensure efficient time management and optimum resource utilisation
- GS12.** follow work ethics such as punctuality, discipline and regularity
- GS13.** organise and analyse information relevant to work

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Allocate and monitor the work</i>	22	32	-	-
PC1. allocate, monitor and supervise the work of household workers in the house	-	-	-	-
PC2. brief staff before the start of the day's work	-	-	-	-
PC3. monitor and maintain the quality of work performed by the staff	-	-	-	-
PC4. ensure adherence to waste management guidelines as per Occupational Safety and Health Administration (OSHA)	-	-	-	-
PC5. ensure timely completion of work as per schedule of the family members	-	-	-	-
PC6. supervise that procedures and the services meet the needs of the employer/customer	-	-	-	-
PC7. assess the work on quality parameters	-	-	-	-
PC8. inspect the designated areas as per organizational policy and procedures	-	-	-	-
PC9. coordinate daily with the staff and note down their requirements to accomplish the task e.g. vegetables in kitchen, cleaning agents, etc.	-	-	-	-
PC10. ensure that adequate stock of materials is available all the time	-	-	-	-
PC11. supervise and ensure hygiene practices are being followed by the staff	-	-	-	-
PC12. ensure timely servicing and maintenance of the equipment (such as household appliances, vacuum cleaner, etc.) and vehicles (such as lawn mower) used in household	-	-	-	-
PC13. maintain record of supplies and inventory	-	-	-	-
PC14. maintain record and documentation of staff e.g. id proof, attendance, performance, etc.	-	-	-	-
<i>Identify the rights</i>	10	16	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. educate the staff about the Domestic Workers (Registration, Social Security and Welfare) Act, 2008	-	-	-	-
PC16. guide the staff about their own and others dignity and rights and to work accordingly	-	-	-	-
PC17. ensure that the staff adhere to code of conduct at workplace	-	-	-	-
PC18. educate the staff about individual role and responsibilities	-	-	-	-
PC19. advise the staff to carry themselves with respect and dignity and dress appropriately	-	-	-	-
PC20. encourage staff to perform all the duties efficiently and diligently	-	-	-	-
PC21. ensure that the staff under your supervision are not exposed to harassment at workplace	-	-	-	-
PC22. communicate the Key Performance Indicators (KPIs) to the staff	-	-	-	-
<i>Maintain healthy professional relationship</i>	8	12	-	-
PC23. showcase professional behavior in front of the staff as well as members of the house	-	-	-	-
PC24. build professional relationship with the employer and the staff	-	-	-	-
PC25. address conflicts as soon as they occur	-	-	-	-
PC26. handle different types of customers	-	-	-	-
PC27. exhibit trust, support and respect towards all the staff colleagues/employer	-	-	-	-
PC28. develop good rapport with the staff/colleagues/employer	-	-	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0114
NOS Name	Managing Responsibilities, Rights and Interactions with Others
Sector	Domestic Workers
Sub-Sector	Household Services
Occupation	Housekeeping
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

DWC/N0113: Managing Resources and Finances

Description

This OS unit deals with knowledge and skills required to manage supplies/equipment, maintain accounts, and plan utilization of allocated finances to accomplish the household service.

Scope

The scope covers the following:

- Manage stock of supplies and equipment
- Arrange and manage manpower
- Maintain accounts (Financial Management)

Elements and Performance Criteria

Manage stock of supplies and equipment

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

- PC1. list the equipment and other supplies needed in household services
- PC2. carry out daily/periodic inspection to ensure that the equipment is serviceable/functional
- PC3. procure the material/equipment as required and update the stock chart
- PC4. identify the damages and make arrangements for the repairs/replacements
- PC5. train staff to properly use the equipment and encourage them to read the Original Equipment Manufacturer (OEM) instruction manual
- PC6. keep a track of supplies and stock them as per the requirement
- PC7. escalate the major break down of equipment to the employer
- PC8. ensure optimum utilisation of the supplies and maintain a stock chart
- PC9. ensure proper storage of supplies and equipment as per the OEM instruction manual
- PC10. ensure timely services of all equipment and update the record to track the next service
- PC11. plan and co-ordinate the incoming supplies and storage in a timely and efficient manner

Arrange and manage manpower

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

- PC12. list the equipment and other supplies needed in household services
- PC13. carry out daily/periodic inspection to ensure that the equipment is serviceable/functional
- PC14. prepare the work allocation sheet and distribute it among staff members
- PC15. arrange replacement in case of any absenteeism of any staff member

- PC16.** provide personal protective equipment (PPE) and equipment to staff as per the work requirements
- PC17.** check out the work and activities to be done every day
- PC18.** monitor and record daily activities of the staff

Maintain accounts (Financial Management)

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

- PC19.** obtain and validate receipt voucher (physical/electronic mode) and keep them safely for future reference
- PC20.** document all the expenses along with invoices/bill
- PC21.** prepare a rough consolidated budget and define the flow of money in terms of receipts and expenses
- PC22.** maintain daily/periodic record of expenses as per the accounting process and different heads and keep the seniors and accounts staff informed
- PC23.** prepare the budget category wise and get it approved
- PC24.** maintain the registers/ledgers of the equipment/supplies/materials
- PC25.** ascertain the supplier's name, invoice details, mode of payment and record it correctly while creating transactional documents.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of accounting (accounting principles)
- KU2.** basics of taxation (as per Indian financial system)
- KU3.** basics of budgeting and estimation
- KU4.** working knowledge of financial concepts such as calculation of interest amount, GST etc.
- KU5.** staff acquisition process
- KU6.** types of home appliances and their maintenance
- KU7.** record-keeping (basic record-keeping software)
- KU8.** process of procurement and requisition of material/appliances
- KU9.** processes of payment to suppliers
- KU10.** importance of maintaining attendance register
- KU11.** calculation of supplies requirement

Generic Skills (GS)

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

- GS1.** maintain record of daily productivity, attendance and details regarding work done
- GS2.** follow instructional manual for home appliances
- GS3.** prepare a work plan/work schedule for staff for timely completion of task
- GS4.** evaluate potential solutions to minimize wastage of resources

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage stock of supplies and equipment</i>	18	28	-	-
PC1. list the equipment and other supplies needed in household services	-	-	-	-
PC2. carry out daily/periodic inspection to ensure that the equipment is serviceable/functional	-	-	-	-
PC3. procure the material/equipment as required and update the stock chart	-	-	-	-
PC4. identify the damages and make arrangements for the repairs/replacements	-	-	-	-
PC5. train staff to properly use the equipment and encourage them to read the Original Equipment Manufacturer (OEM) instruction manual	-	-	-	-
PC6. keep a track of supplies and stock them as per the requirement	-	-	-	-
PC7. escalate the major break down of equipment to the employer	-	-	-	-
PC8. ensure optimum utilisation of the supplies and maintain a stock chart	-	-	-	-
PC9. ensure proper storage of supplies and equipment as per the OEM instruction manual	-	-	-	-
PC10. ensure timely services of all equipment and update the record to track the next service	-	-	-	-
PC11. plan and co-ordinate the incoming supplies and storage in a timely and efficient manner	-	-	-	-
<i>Arrange and manage manpower</i>	10	16	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. list the equipment and other supplies needed in household services	-	-	-	-
PC13. carry out daily/periodic inspection to ensure that the equipment is serviceable/functional	-	-	-	-
PC14. prepare the work allocation sheet and distribute it among staff members	-	-	-	-
PC15. arrange replacement in case of any absenteeism of any staff member	-	-	-	-
PC16. provide personal protective equipment (PPE) and equipment to staff as per the work requirements	-	-	-	-
PC17. check out the work and activities to be done every day	-	-	-	-
PC18. monitor and record daily activities of the staff	-	-	-	-
<i>Maintain accounts (Financial Management)</i>	12	16	-	-
PC19. obtain and validate receipt voucher (physical/electronic mode) and keep them safely for future reference	-	-	-	-
PC20. document all the expenses along with invoices/bill	-	-	-	-
PC21. prepare a rough consolidated budget and define the flow of money in terms of receipts and expenses	-	-	-	-
PC22. maintain daily/periodic record of expenses as per the accounting process and different heads and keep the seniors and accounts staff informed	-	-	-	-
PC23. prepare the budget category wise and get it approved	-	-	-	-
PC24. maintain the registers/ledgers of the equipment/supplies/materials	-	-	-	-
PC25. ascertain the supplier's name, invoice details, mode of payment and record it correctly while creating transactional documents.	-	-	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0113
NOS Name	Managing Resources and Finances
Sector	Domestic Workers
Sub-Sector	Household Services
Occupation	Housekeeping
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

DWC/N0115: Nurturing Good Health and Fitness

Description

This OS unit deals with knowledge and skills required to ensure that food is prepared keeping nutrition and health of the members at home in mind.

Scope

The scope covers the following :

- Identify the various components of food
- Identify the importance of food and nutrition in human body.
- Evaluate the adherence health and fitness chart
- Identify the principles of ayurveda with respect to promoting health

Elements and Performance Criteria

Identify the various components of food

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

- PC1.** characterize the components of food and their nutritional values
- PC2.** list the terminologies related to food and nutrition used across countries
- PC3.** identify the various food ingredients and their traditional names used nationally as well as internationally
- PC4.** ensure the various equipment used in the kitchen, food storage and food serving trolley are in good working condition and appropriately clean

Identify the importance of food and nutrition in human body

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

- PC5.** educate the kitchen staff about food nutritional values and its importance
- PC6.** ensure that the food storage process that helps maintaining the food nutritional value is followed
- PC7.** check if the staff is following various precautions for maintaining food hygiene and safety during food preparation, food handling and food storage
- PC8.** ensure that the importance of food shelf life is told to all staff
- PC9.** guide the staff about complying with the food handling, safety and sanitary standards
- PC10.** evaluate the nutritional value of food and ensure that the daily meals adhere to the requirements

Evaluate the adherence health and fitness chart

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

- PC11.** create a health and fitness chart planned with consultations of the employer and if required, medical help
- PC12.** guide the staff to prepare food as per the health and fitness chart
- PC13.** ensure that the staff is taking precautionary health measures while preparing food

Identify the principles of ayurveda with respect to promoting health

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

- PC14.** guide the staff to use healthy cooking tips for preparing nutritious, safe and healthy meals
- PC15.** identify the five basic elements defined by ayurveda (Pancamahabhutas) for preparing food
- PC 16.** ensure the staff includes five basic elements defined by ayurveda (Pancamahabhutas) while preparing food

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** human physiological system
- KU2.** functions of food in the human body
- KU3.** essential nutrients and their functions of nutrients in the human body
- KU4.** appropriate procedures for food packaging and storage
- KU5.** Methods for food preparation, food storage
- KU6.** standard health and safety practices at the workplace
- KU7.** precautionary health measures
- KU8.** methods of cooking as per ayurvedic concepts
- KU9.** Sanskrit and Indian names of Ingredients
- KU10.** basic principle of Ayurveda (TriGunas, PancaMahabhutas, TriDosas, SaptaDhatus, TrayodosaAgni, TriMalas)
- KU11.** idea eating habits as per Ayurveda

Generic Skills (GS)

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

- GS1.** write in the local language, English and Hindi (if required)
- GS2.** ensure clean work environment where food is stored, prepared, displayed and served
- GS3.** importance of health regime
- GS4.** role of ayurveda in health and fitness
- GS5.** perform basic yog or asana that can be done at workplace

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify the various components of food</i>	14	16	-	-
PC1. characterize the components of food and their nutritional values	-	-	-	-
PC2. list the terminologies related to food and nutrition used across countries	-	-	-	-
PC3. identify the various food ingredients and their traditional names used nationally as well as internationally	-	-	-	-
PC4. ensure the various equipment used in the kitchen, food storage and food serving trolley are in good working condition and appropriately clean	-	-	-	-
<i>Identify the importance of food and nutrition in human body</i>	16	22	-	-
PC5. educate the kitchen staff about food nutritional values and its importance	-	-	-	-
PC6. ensure that the food storage process that helps maintaining the food nutritional value is followed	-	-	-	-
PC7. check if the staff is following various precautions for maintaining food hygiene and safety during food preparation, food handling and food storage	-	-	-	-
PC8. ensure that the importance of food shelf life is told to all staff	-	-	-	-
PC9. guide the staff about complying with the food handling, safety and sanitary standards	-	-	-	-
PC10. evaluate the nutritional value of food and ensure that the daily meals adhere to the requirements	-	-	-	-
<i>Evaluate the adherence health and fitness chart</i>	2	12	-	-
PC11. create a health and fitness chart planned with consultations of the employer and if required, medical help	-	-	-	-
PC12. guide the staff to prepare food as per the health and fitness chart	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure that the staff is taking precautionary health measures while preparing food	-	-	-	-
<i>Identify the principles of ayurveda with respect to promoting health</i>	8	10	-	-
PC14. guide the staff to use healthy cooking tips for preparing nutritious, safe and healthy meals	-	-	-	-
PC15. identify the five basic elements defined by ayurveda (Pancamahabhutas) for preparing food and ensure the staff includes these	-	-	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0115
NOS Name	Nurturing Good Health and Fitness
Sector	Domestic Workers
Sub-Sector	Household Services
Occupation	Housekeeping
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

DWC/N0116: Enabling Personal Development and Growth with the use of Media and Technology

Description

This OS unit deals with knowledge and skills required to use media and communication technology and develop oneself for the new digital world.

Scope

The scope covers the following:

- Acquire technical competency
- Develop professional skills and competencies

Elements and Performance Criteria

Acquire Technical Competency

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

- PC1.** identify various parts of computer (hardware, software and firmware)
- PC2.** differentiate between the computer hardware and software
- PC3.** operate features of windows operating system (on tablet, mobile and PC)
- PC4.** operate MS-Office (Word, Excel, PowerPoint, Outlook)
- PC5.** create and operate Social Media accounts (Facebook, Twitter, Instagram, LinkedIn)
- PC6.** download software application (on tablet and mobile)
- PC7.** access security camera applications (on tablet and mobile)
- PC8.** create e-mail account and accessing e-mails (G-mail and outlook)
- PC9.** access bio-metric devices (bio-metric attendance)
- PC10.** create PowerPoint presentation for special training of staff
- PC11.** operate various technological equipment (Printer, CCTV, Smartphone, SmartTV, Webcam, Intercom)
- PC12.** basic troubleshooting of technological equipment (Printer, CCTV, Smartphone, SmartTV, Webcam, Intercom)
- PC13.** identify the latest cleaning gadgets and use them (robotic wi-fi enabled vacuum cleaners, self-cleaning litterbox, air purifiers, robotic mop, microwave cleaner, dishwasher, fully automatic washing machine, robotic window cleaner, etc.)

Develop professional skills and competencies

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

- PC14.** obtain guidance from appropriate people to develop your knowledge, skills and competence
- PC15.** update technical skills and knowledge required to excel in job
- PC16.** identify the purpose of keeping yourself updated
- PC17.** Identify the importance of professional growth and development
- PC18.** enhance standard of etiquette and professional conduct

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of computers
- KU2.** types of Operating System (Windows, Android, iOS)
- KU3.** basic of internet technology
- KU4.** using communication devices (computer, SmartPhone (Window, Android, and iOS), Smart TV, CCTV)
- KU5.** installing application on communication devices
- KU6.** social media and the security concerns
- KU7.** accessing CCTV
- KU8.** procedure of handling communication devices
- KU9.** key Performance Areas (KPA) of a supervisor
- KU10.** SWOT Analysis
- KU11.** methods for review/evaluate skills and knowledge as per SOP
- KU12.** survival theory for professionals
- KU13.** basic troubleshooting of communication device
- KU14.** smart home cleaning gadgets (robotic and wi-fi enabled)

Generic Skills (GS)

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

- GS1.** follow safety measures while using/handling communication devices
- GS2.** interpret instructions/orders, signs and images
- GS3.** ensure privacy and dignity of the staff and employer
- GS4.** ensure safety and security of the staff and employer
- GS5.** identify and rectify basic faults in communication devices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Acquire Technical Competency</i>	30	50	-	-
PC1. identify various parts of computer (hardware, software and firmware)	-	-	-	-
PC2. differentiate between the computer hardware and software	-	-	-	-
PC3. operate features of windows operating system (on tablet, mobile and PC)	-	-	-	-
PC4. operate MS-Office (Word, Excel, PowerPoint, Outlook)	-	-	-	-
PC5. create and operate Social Media accounts (Facebook, Twitter, Instagram, LinkedIn)	-	-	-	-
PC6. download software application (on tablet and mobile)	-	-	-	-
PC7. access security camera applications (on tablet and mobile)	-	-	-	-
PC8. create e-mail account and accessing e-mails (G-mail and outlook)	-	-	-	-
PC9. access bio-metric devices (bio-metric attendance)	-	-	-	-
PC10. create PowerPoint presentation for special training of staff	-	-	-	-
PC11. operate various technological equipment (Printer, CCTV, Smartphone, SmartTV, Webcam, Intercom)	-	-	-	-
PC12. basic troubleshooting of technological equipment (Printer, CCTV, Smartphone, SmartTV, Webcam, Intercom)	-	-	-	-
PC13. identify the latest cleaning gadgets and use them (robotic wi-fi enabled vacuum cleaners, self-cleaning litterbox, air purifiers, robotic mop, microwave cleaner, dishwasher, fully automatic washing machine, robotic window cleaner, etc.)	-	-	-	-
<i>Develop professional skills and competencies</i>	10	10	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. obtain guidance from appropriate people to develop your knowledge, skills and competence	-	-	-	-
PC15. update technical skills and knowledge required to excel in job	-	-	-	-
PC16. identify the purpose of keeping yourself updated	-	-	-	-
PC17. Identify the importance of professional growth and development	-	-	-	-
PC18. enhance standard of etiquette and professional conduct	-	-	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0116
NOS Name	Enabling Personal Development and Growth with the use of Media and Technology
Sector	Domestic Workers
Sub-Sector	Household Services
Occupation	Housekeeping
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

DWC/N0117: Caregiving and Managing Related Activities

This OS unit deals with knowledge and skills required to ensure customer centric approach while managing work, being responsible towards staff and promoting timely care and maintenance of the equipment used at workplace.

Scope

The scope covers the following:

- Achieve customer satisfaction
- Maintain good rapport with staff members
- Maintain tool and equipment at workplace

Elements and Performance Criteria

Achieve customer satisfaction

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

- PC1.** identify customer requirements to provide them services according to their expectations
- PC2.** ensure customer expectations are met to gain customer satisfaction
- PC3.** ensure customer-centric approach is being followed
- PC4.** build rapport with the customer to gain customer confidence

Maintain good rapport with staff members

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

- PC5.** build rapport with your team members, share their strength, weaknesses and scope of career growth
- PC6.** execute team building activities and encourage them to participate
- PC7.** identify the challenges faced by the staff and address them as per your role and responsibilities
- PC8.** arrange training for staff members as per any new implementation in the current set up
- PC9.** gain confidence of your staff by appreciating their work, helping them with their struggles at workplace
- PC10.** communicate with due respect with your staff members to build a healthy professional relationship
- PC11.** ensure they are being paid as per the working hours

Qualification Pack

Maintain tool and equipment at workplace

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

- PC12.** inspect the condition of tool and equipment used at workplace and maintain record
- PC13.** arrange service of tool and equipment
- PC14.** ensure equipment are well mentioned as per the guidelines given in the instructional manual
- PC15.** ensure staff members are well trained to use the respective tool and equipment
- PC16.** provide training to staff and supervise use of smart home cleaning equipment (robotic wi-fi enabled vacuum cleaners, self-cleaning litterbox, air purifiers, robotic mob, microwave cleaner, dishwasher, fully automatic washing machine, robotic window cleaner, etc.)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** customer types and handling techniques
- KU2.** workplace etiquette
- KU3.** standard operating procedure (SOP) for customer handling
- KU4.** SOPs for staff handling
- KU5.** customer rights as per organizational policy
- KU6.** employee rights as per organizational policy and procedure
- KU7.** original equipment manufacturer (OEM) details and norms
- KU8.** conduct staff training on tool and equipment
- KU9.** gender inclusive communication and gender empathy
- KU10.** gender differences and gender diversity.
- KU11.** gender, PwD and age sensitivity and their specific requirements

Generic Skills (GS)

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

- GS1.** communicate effectively at work place
- GS2.** interact with staff members
- GS3.** seek and respond to queries from superiors, visitors, staff and people under care
- GS4.** plan and prioritise periodic breaks for staff
- GS5.** ensure efficient time management and optimum resource utilisation
- GS6.** follow basic work ethics such as punctuality, discipline and regularity
- GS7.** follow the process of organising and analysing information relevant to work
- GS8.** identify and discuss tasks, schedules and work-load with manager and staff
- GS9.** prepare notes, circulars and memos, for staff especially related to PwD and children

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Achieve customer satisfaction</i>	8	16	-	-
PC1. identify customer requirements to provide them services according to their expectations	-	-	-	-
PC2. ensure customer expectations are met to gain customer satisfaction	-	-	-	-
PC3. ensure customer-centric approach is being followed	-	-	-	-
PC4. build rapport with the customer to gain customer confidence	-	-	-	-
<i>Maintain good rapport with staff members</i>	14	26	-	-
PC5. build rapport with your team members, share their strength, weaknesses and scope of career growth	-	-	-	-
PC6. execute team building activities and encourage them to participate	-	-	-	-
PC7. identify the challenges faced by the staff and address them as per your role and responsibilities	-	-	-	-
PC8. arrange training for staff members as per any new implementation in the current set up	-	-	-	-
PC9. gain confidence of your staff by appreciating their work, helping them with their struggles at workplace	-	-	-	-
PC10. communicate with due respect with your staff members to build a healthy professional relationship	-	-	-	-
PC11. ensure they are being paid as per the working hours	-	-	-	-
<i>Maintain tool and equipment at workplace</i>	18	18	-	-
PC12. inspect the condition of tool and equipment used at workplace and maintain record	-	-	-	-
PC13. arrange service of tool and equipment	-	-	-	-
PC14. ensure equipment are well mentioned as per the guidelines given in the instructional manual	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. ensure staff members are well trained to use the respective tool and equipment	-	-	-	-
PC16. provide training to staff and supervise use of smart home cleaning equipment (robotic wi-fi enabled vacuum cleaners, self-cleaning litterbox, air purifiers, robotic mop, microwave cleaner, dishwasher, fully automatic washing machine, robotic window cleaner, etc.)	-	-	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0117
NOS Name	Caregiving and Managing Related Activities
Sector	Domestic Workers
Sub-Sector	Household Services
Occupation	Housekeeping
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

DWC/N0118: Cultivating Traditional Values and Norms in all Aspects of Home and Living

This OS unit deals with knowledge and skills required to understand Indian and global cultural values and the concept of Vaastu.

Scope

The scope covers the following :

- Adhere to Indian traditional, cultural and family values
- Comply with cross culture values (Global Society)
- Identify the importance of Vaastu

Elements and Performance Criteria

Adhere to Indian traditional, cultural and family values

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

- PC1.** identify Indian traditional values (East, West, North, South)
- PC2.** analyse and guide others about requirements in traditions and cultures of different states (their capital), union territories
- PC3.** respect and learn about the different language spoken in India
- PC4.** identify state wise dress code in India
- PC5.** attain knowledge about different festival of India
- PC6.** imbibe the meaning of secularism and the different religions followed in India
- PC7.** follow dinning etiquettes as per Indian culture

Comply with cross culture values

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

- PC8.** attain knowledge about the different continents of the world
- PC9.** guide staff about global cultural values (Asia-Pacific, UK, USA, Australia, African continental etc.)
- PC10.** collect information about global cuisines (Asia-Pacific, UK, USA, Australia, African continental etc.) and guide the kitchen staff accordingly
- PC11.** achieve know-how about the different countries, capital, currencies and flag
- PC12.** list the different languages of different countries respectively
- PC13.** follow global greeting etiquette

Identify the importance of Vaastu

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

- PC14.** identify the origin Vaastu (the country from it originated)

Qualification Pack

PC15. identify the importance of Vaastu

PC16. follow Vaastu principles

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Indian culture and regions
- KU2.** international culture and regions
- KU3.** international time zone
- KU4.** importance of family values
- KU5.** importance of globalization
- KU6.** basics of Vaastu
- KU7.** principles about Vaastu

Generic Skills (GS)

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

- GS1.** greet Indian and internal guests
- GS2.** build vocabulary
- GS3.** pronounce cross culture names
- GS4.** improve listening and speaking skills
- GS5.** identify geographical regions of India

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adhere to Indian traditional, cultural and family values</i>	24	14	-	-
PC1. identify Indian traditional values (East, West, North, South)	-	-	-	-
PC2. analyse and guide others about requirements in traditions and cultures of different states (their capital), union territories	-	-	-	-
PC3. respect and learn about the different language spoken in India	-	-	-	-
PC4. identify state wise dress code in India	-	-	-	-
PC5. attain knowledge about different festival of India	-	-	-	-
PC6. imbibe the meaning of secularism and the different religions followed in India	-	-	-	-
PC7. follow dinning etiquettes as per Indian culture	-	-	-	-
<i>Comply with cross culture values</i>	14	24	-	-
PC8. attain knowledge about the different continents of the world	-	-	-	-
PC9. guide staff about global cultural values (Asia-Pacific, UK, USA, Australia, African continental etc.)	-	-	-	-
PC10. collect information about global cuisines (Asia-Pacific, UK, USA, Australia, African continental etc.) and guide the kitchen staff accordingly	-	-	-	-
PC11. achieve know-how about the different countries, capital, currencies and flag	-	-	-	-
PC12. list the different languages of different countries respectively	-	-	-	-
PC13. follow global greeting etiquette	-	-	-	-
<i>Identify the importance of Vaastu</i>	12	12	-	-
PC14. identify the origin Vaastu (the country from it originated)	-	-	-	-
PC15. identify the importance of Vaastu	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. follow Vaastu principles	-	-	-	-
NOS Total	50	50	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0118
NOS Name	Cultivating Traditional Values and Norms in all Aspects of Home and Living
Sector	Domestic Workers
Sub-Sector	Household Services
Occupation	Housekeeping
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

DWC/N0119: Handling Medical and Non-Medical Emergencies

Description

This OS unit deals with knowledge and skills required to ensure health, safety at workplace and the waste management procedures and policies.

Scope

The scope covers the following :

- Follow measures of safety and security at workplace
- Manage waste and ensure cleanliness
- Adopt practices to promote well-being

Elements and Performance Criteria

Follow measures of safety and security at the workplace

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

- PC1.** identify any hazards and deal with them in safe and competent manner within the limits of one's authority
- PC2.** identify and report breaches in health, safety, and security to the designated person
- PC3.** perform basic first aid, and training for prevention from falling, burning etc.
- PC4.** respond to different emergency situations in terms of immediate action and reporting
- PC5.** ensure adherence to COVID safety protocol such as wearing masks, maintaining distance, reporting any health issues etc.
- PC6.** follow COVID home isolation guidelines in case of any sick member in the house

Manage waste and ensure cleanliness

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

- PC7.** follow environment-friendly practices at home/ workplace to minimise pollution of air, water and earth.
- PC8.** use appropriate cleaning gear/ PPE for waste disposal as required
- PC9.** clear, collect and segregate waste according their types and ensure the waste is disposed as per norms
- PC10.** reduce the volume of waste through appropriate techniques.
- PC11.** throw waste in appropriate waste container/ assigned bins
- PC12.** change disposable garbage bags when 3/4th full (to avoid spill if the bags are full to maximum capacity), and clean the waste bins regularly
- PC13.** keep the house/ work area clean off germs/ insects/ bugs by using appropriate environment friendly products/ cleaning agents.
- PC14.** manage COVID patient waste

Adopt practices to promote wellbeing

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

- PC15.** clean the place of dust or any particulate matters
- PC16.** ensure ventilation in the household
- PC17.** minimise pollution to all environmental aspects such as, water, earth, air and noise.
- PC18.** conserve materials, natural resources and energy at home/ work area.
- PC19.** ensure that household water conservation/recycling techniques are being followed.
- PC20.** plan weekly/fortnightly cleaning of windows, walls, and ceiling using the technological equipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** specific requirements with respect to the workplace/ house in terms of cleanliness, safety etc.
- KU2.** unsafe conditions and unsafe acts in households and responses and precautions thereof
- KU3.** different types of breaches in health, safety and security and how and when to report these
- KU4.** use of cleaning gear fire prevention/suppression, personal protective equipment (PPE)
- KU5.** evacuation procedures with special care for PwD and elders
- KU6.** How to reduce the emission of harmful gases
- KU7.** importance of housekeeping in keeping the workplace safe and secure
- KU8.** ways to contact medical assistance and the emergency services, where necessary
- KU9.** different emergency situations and responses thereof.
- KU10.** health, safety and accident reporting procedures
- KU11.** government agencies in the areas of safety, health and security and their norms and services
- KU12.** essential services such as water, electricity and their optimum utilisation/ conservation/ preservation
- KU13.** different categories of waste and how they should be dealt with
- KU14.** methods/ process of reduction, reuse and recycling different types of waste
- KU15.** ways to keep the areas green and lush through plantations, gardens and plant/ flower pots
- KU16.** health, safety and security practices that help to prevent and control infection
- KU17.** types of pollution, such as air, water, soil and noise etc. and their control and reduction
- KU18.** ways to minimize dust, avoid spillages and address spillage
- KU19.** usage of insects/ bugs repellents/ cleaning agents/ chemicals with precaution
- KU20.** apply basic first aid in different situations including CPR
- KU21.** COVID safety protocols proposed by Government of India such as wearing masks, maintaining distance, reporting any health issues etc.
- KU22.** COVID home isolation protocol such as keep patient in the identified room and away from other people in home
- KU23.** COVID waste management technique such handling, treatment and disposal of waste generated during the treatment or by the COVID patient.

KU24. water management strategies/techniques at household level proposed by Government of India

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co- workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer
- GS6.** manage relationships with employers/ family members
- GS7.** follow basic work ethics such as punctuality, discipline, and regularity
- GS8.** take decisions pertaining to the concerned area of work
- GS9.** utilise the existing resources economically
- GS10.** sort and organise the items in all parts of the house.
- GS11.** plan out the given/ available tasks
- GS12.** respond to emergency situations/ incidents as per process
- GS13.** use inclusive, gender sensitive language
- GS14.** adjust communication styles to reflect gender sensitivity.
- GS15.** use COVID PPE kit such as gloves, masks, aprons, etc.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow measures of safety and security at the workplace</i>	12	12	-	-
PC1. identify any hazards and deal with them in safe and competent manner within the limits of one's authority	-	-	-	-
PC2. identify and report breaches in health, safety, and security to the designated person	-	-	-	-
PC3. perform basic first aid, and training for prevention from falling, burning etc.	-	-	-	-
PC4. respond to different emergency situations in terms of immediate action and reporting	-	-	-	-
PC5. ensure adherence to COVID safety protocol such as wearing masks, maintaining distance, reporting any health issues etc.	-	-	-	-
PC6. follow COVID home isolation guidelines in case of any sick member in the house	-	-	-	-
<i>Manage waste and ensure cleanliness</i>	16	28	-	-
PC7. follow environment-friendly practices at home/ workplace to minimise pollution of air, water and earth.	-	-	-	-
PC8. use appropriate cleaning gear/ PPE for waste disposal as required	-	-	-	-
PC9. clear, collect and segregate waste according to their types and ensure the waste is disposed as per norms	-	-	-	-
PC10. reduce the volume of waste through appropriate techniques.	-	-	-	-
PC11. throw waste in appropriate waste container/ assigned bins	-	-	-	-
PC12. change disposable garbage bags when 3/4th full (to avoid spill if the bags are full to maximum capacity), and clean the waste bins regularly	-	-	-	-
PC13. keep the house/ work area clean off germs/ insects/ bugs by using appropriate environment friendly products/ cleaning agents.	-	-	-	-
PC14. manage COVID patient waste	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adopt practices to promote wellbeing</i>	12	20	-	-
PC15. clean the place of dust or any particulate matters	-	-	-	-
PC16. ensure ventilation in the household	-	-	-	-
PC17. minimise pollution to all environmental aspects such as, water, earth, air and noise.	-	-	-	-
PC18. conserve materials, natural resources and energy at home/ work area.	-	-	-	-
PC19. ensure that household water conservation/recycling techniques are being followed.	-	-	-	-
PC20. plan weekly/fortnightly cleaning of windows, walls, and ceiling using the technological equipment	-	-	-	-
NOS Total	40	60	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0119
NOS Name	Handling Medical and Non-Medical Emergencies
Sector	Domestic Workers
Sub-Sector	Household Services
Occupation	Housekeeping
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

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

Qualification Pack

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
- 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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain behavioural etiquette</i>	20	20	-	10
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	-	-	-	-
<i>Maintain professional manner at work</i>	10	10	-	5

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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	-	-	-	-
<i>Give specific services as per the residents' requirements</i>	10	10	-	5
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	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9902
NOS Name	Maintain service standards and communicate effectively
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	TBD
Version	3.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

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
- 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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow personal and workplace hygiene</i>	15	15	-	8
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	-	-	-	-
<i>follow workplace practices to promote wellbeing</i>	15	15	-	6
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Manage waste at workplace</i>	10	10	-	6
PC18. identify and separate hazardous, recyclable, and non-recyclable waste at the workplace	-	-	-	-
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	-	-	-	-
NOS Total	40	40	-	20

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9903
NOS Name	Maintain health, hygiene and safety standards
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	TBD
Version	3.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022

DGT/VSQ/N0102: Employability Skills

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:

- 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:

- 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 the 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

Qualification Pack

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.

Qualification Pack

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

Assessment Criteria for Outcomes	Theory	Practical	Project	Viva
	Marks	Marks	Marks	Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
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				
<i>Basic English Skills</i>	2	3	-	-
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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory	Practical	Project	Viva
	Marks	Marks	Marks	Marks
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
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	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
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				
<i>Entrepreneurship</i>	2	3	-	-
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>	1	2	-	-
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 & Jobs</i>	2	3	-	-
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				

Qualification Pack

Assessment Criteria for Outcomes	Theory	Practical	Project	Viva
	Marks	Marks	Marks	Marks
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	-	-	-	-
NOS Total	20	30	-	-



National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	TBD
Version	1.0
Last Reviewed Date	29/09/2022
Next Review Date	28/09/2025
NSQC Clearance Date	29/09/2022



Assessment Guidelines and Assessment Weightage

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 centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre 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.)

Minimum Passing % at NOS Level: 70

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)



Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N0114 Managing Responsibilities, Rights and Interactions with Others	40	60	-	-	100	10
DWC/N0113: Managing Resources and Finances	40	60	-	-	100	10
DWC/N0115: Nurturing Good Health and Fitness	40	60	-	-	100	10
DWC/N0116: Enabling Personal Development and Growth with the use of Media and Technology	40	60	-	-	100	10
DWC/N0117: Caregiving and Managing Related Activities	40	60	-	-	100	10
DWC/N0118: Cultivating Traditional Values and Norms in all Aspects of Home and Living	50	50	-	-	100	10
DWC/N0119: Handling Medical and Non-Medical Emergencies	40	60	-	-	100	10
DWC/N9902. Maintain service standards and communicate effectively	40	40	-	-	100	10
DWC/N9903. Maintain health, hygiene and safety standards	40	40	-	-	80	10
DGT/VSQ/N0102: Employability Skills	20	30	-	-	50	10
Total	390	520	-	-	910	100



Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PwD	Persons with Disabilities
KPA	Key Performance Area
OEM	Original Equipment Manufacturer
OSHA	Occupational Safety and Health Administration

Glossary

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

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
PwD Sensitivity	PwD sensitivity and inclusion covers instilling empathy, etiquette and inclusion practices for individuals, companies and organisations to interact and work with individuals, who have a disability, which could be sensory, physical and/ or intellectual.
Gender Sensitivity	Gender sensitising is about changing behaviour and instilling empathy into the views that we hold about our own and the other genders. It helps people in examining their personal attitudes and beliefs and questioning the realities they know.
Green Jobs	Green jobs are decent jobs that contribute to preserve or restore the environment, be they in traditional sectors such as manufacturing and construction, or in new, emerging green sectors such as renewable energy and energy efficiency.
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