



# Model Curriculum

**QP Name: Multipurpose Executive (Small Establishment & Household)**

**QP Code: DWC/Q0103**

**QP Version: 2.0**

**NSQF Level: 4**

**Model Curriculum Version: 1.0**

Domestic Workers Sector Skill Council  
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# Training Parameters

<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Other Services
<b>Occupation</b>	Housekeeping
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5152.0100
<b>Minimum Educational Qualification and Experience</b>	<p>10th grade pass and pursuing continuous schooling, No Experience Required</p> <p>OR</p> <p>10th Grade Pass with 2 year relevant of experience</p> <p>OR</p> <p>Certificate-NSQF Level 3 (General Housekeeper)-DWC/Q0102) with three years of relevant Experience</p>
<b>Pre-Requisite License or Training</b>	N/A
<b>Minimum Job Entry Age</b>	18 years
<b>Last Reviewed On</b>	05/01/2023
<b>Next Review Date</b>	05/01/2026
<b>NSQC Approval Date</b>	05/01/2023
<b>QP Version</b>	2.0
<b>Model Curriculum Creation Date</b>	05/01/2023
<b>Model Curriculum Valid Up to Date</b>	05/01/2026
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	450 Hours, 0 Minutes
<b>Maximum Duration of the Course</b>	570 Hours, 0 Minutes

# Program Overview

This section summarizes the end objectives of the program along with its duration.

## Training Outcomes

At the end of the program, the learner will be able to:

- Employ appropriate methods to perform basic office activities
- Apply appropriate practices to maintain service standards and communicate effectively
- Apply proper methods to maintain health, hygiene and safety standards
- Show how to prepare basic food as per dietary requirements

## Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>DWC/N0110: Perform Basic Office Activities</b> NOS Version No. 2.0 NSQF Level 4	126:00	174:00	00:00	90:00	300:00
<b>Module 1: Introduction to Domestic Workers and Role of Multipurpose Executive (Small Establishment &amp; Household)</b>	06:00	00:00	00:00	00:00	06:00
<b>Module 2: Perform Basic Office Activities</b>	120:00	174:00	00:00	90:00	294:00
<b>DWC/N9902: Maintain Service Standards and Communicate Effectively</b> NOS Version No. 3.0 NSQF Level 4	12:00	18:00	00:00	10:00	30:00
<b>Module 3: Maintain Service Standards and Communicate Effectively</b>	12:00	18:00	00:00	10:00	30:00
<b>DWC/N9903: Maintain Health, Hygiene and Safety Standards</b> NOS Version No. 3.0 NSQF Level 4	12:00	18:00	00:00	10:00	30:00

<b>Module 4: Maintain Health, Hygiene and Safety Standards</b>	12:00	18:00	00:00	10:00	30:00
<b>DWC/N9904: Operate Hardware Devices and Basic Software Applications NOS Version No. 2.0 NSQF Level 4</b>	10:00	20:00	00:00	10:00	30:00
<b>Module 5: Operate Hardware Devices and Basic Software Applications</b>	10:00	20:00	00:00	10:00	30:00
<b>DGT/VSQ/N0102: Employability Skills (60 Hours) NOS Version No. 1.0 NSQF Level 4</b>	20:00	40:00	00:00	00:00	60:00
<b>Module 6: Employability Skills</b>	20:00	40:00	00:00	00:00	60:00
<b>Total Duration</b>	<b>180:00</b>	<b>270:00</b>	<b>00:00</b>	<b>120:00</b>	<b>450:00</b>

# Module Details

## Module 1: Introduction to Domestic Workers and Role of Multipurpose Executive (Small Establishment & Household)

### Bridge Module

#### Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of the Domestic Workers Sector
- Define the role and responsibilities of a Multipurpose Executive (Small Establishment & Household)

<b>Duration: 06:00</b>	<b>Duration: 00:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the objectives and benefits of the Skill India Mission</li> <li>• Describe the scope of the Domestic Worker Sector and its sub-sectors</li> <li>• Discuss about the emerging trends and reasons for growth of the domestic workers sector in India</li> <li>• Discuss job role and opportunities for Multipurpose Executive (Small Establishment &amp; Household) in Household Services/ Housekeeping and Services sub sector</li> <li>• Elaborate the basic terminology used in Domestic Workers sector</li> </ul>	NA
<b>Classroom Aids</b>	
Whiteboard, Flip Chart, Markers, Duster, Projector, Laptop with charger, Projector screen, Power Point Presentation, 2.1 Laptop External Speakers.	
<b>Tools, Equipment and Other Requirements</b>	
NA	

## Module 2: Perform Basic Office Activities

*Mapped to DWC/N0110 v 2.0*

### Terminal Outcomes:

- Apply proper methods to perform housekeeping and replenish supplies in the office area
- Show how to manage visitors in office
- Employ appropriate process to perform general administrative tasks of office
- List different types of documents required for employee verification

Duration: 120:00	Duration: 174:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss various types of supplies such as cleaning agents, stationery items, etc. required for office and significance of their availability in office</li> <li>• Explain the importance of replenishing daily consumable items, supplies, tools, and equipment</li> <li>• Explain effective ways to maintain inventory of the office supplies</li> <li>• Discuss various types of administrative support required at workplace</li> <li>• State the significance of noting down and verifying guests' names, details, whom they want to meet and notifying the concerned person timely</li> <li>• Describe the types of files required to keep track of documents and methods to maintain them</li> <li>• Explain types of office errands and methods to perform them such as depositing cheques or drafts in banks, buying any item like medicines, lunch, etc.</li> <li>• Describe the standard procedure to check the employee verification</li> <li>• List different types of documents required for employee verification like pan card, aadhaar card, voter id, ration card, driving licence, passport, educational certificates etc.</li> <li>• State the significance of submitting the attested copies of the documents to the concern person and accompanying employer to police station for verification process</li> </ul>	<ul style="list-style-type: none"> <li>• Role play on how to communicate with the owner to understand the daily requirements for the office area</li> <li>• Show how to clean office area including furniture, windows, floor, etc. efficiently</li> <li>• Apply proper methods to check the office equipment for proper functioning</li> <li>• Role play on how to report the repair or replacement requirement of the office equipment</li> <li>• Show how to use new technology equipment in housekeeping, office and administrative area</li> <li>• Dramatize on how to greet visitors upon arrival, respond to the visitor's query, and escort them to the visitor area</li> <li>• Role play on how to answer telephones, direct calls, and take messages</li> <li>• Show how to operate office equipment such as photocopiers, scanners, facsimile machines, voice mail systems, personal computers, etc.</li> <li>• Demonstrate how to compile, copy, sort, and file records of work-related activities, including business transactions</li> <li>• Perform steps to deliver or collect documents, packages, and supplies or messages between the workplace and other locations</li> <li>• Show how to serve tea and coffee to visitors and office staff</li> <li>• Show how to fill the employee verification form</li> </ul>
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation, Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers

#### **Tools, Equipment and Other Requirements**

Sample inventory of office supplies and equipment, Cleaning agents, stationery items, daily consumable items, supplies, tools, and equipment, Office equipment such as photocopiers, scanners, facsimile machines, voice mail systems, personal computers, etc., Sample drafts and cheques etc., Sample verification form, Sample different types of documents required for verification such as aadhaar card, pan card, ration card etc.



## Module 3: Maintain Service Standards and Communicate Effectively

*Mapped to DWC/N9902, v 3.0*

### Terminal Outcomes:

- Apply proper methods to maintain behavioural etiquette during work
- Show how to maintain professional manner at work place
- Employ appropriate methods to identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation, and culture

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss communication fundamentals and active listening and quality of service standards</li> <li>• Describe the procedure of positively giving and receiving feedback</li> <li>• Explain the importance of avoiding arguing with the residents</li> <li>• Describe the importance of following good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.</li> <li>• State the importance of carrying out tasks in a timely and disciplined manner</li> <li>• Explain the importance of reporting to work on time</li> <li>• Describe the ways of behaving appropriately when communicating with coworkers and others and respect the privacy of others at the workplace</li> <li>• Explain how to keep proper attire and a presentable demeanour and maintain personal hygiene</li> <li>• Discuss gender-specific requirements and the specific needs of different age groups of residents along with age and gender specific etiquette</li> <li>• Explain how to behave with persons with specific needs</li> <li>• Describe the importance of following gender and age-sensitive service practices at all times and maintaining social distance in social situations/at work</li> </ul>	<ul style="list-style-type: none"> <li>• Role play on how to greet the residents promptly and appropriately in accordance with the procedure as well as interact with all residents in a polite and professional manner</li> <li>• Apply proper methods to make requirements clear by asking appropriate questions</li> <li>• Dramatize how to respond effectively to residents' dissatisfactions and complaints and create and maintain an effective but impersonal relationship with residents</li> <li>• Employ appropriate methods to notify residents in advance of any issues or problems, as well as any developments that may affect them</li> <li>• Role play on how to seek feedback from the residents and incorporate them to improve their experience</li> <li>• Demonstrate how to report any workplace issues to the residents/employers immediately</li> <li>• Apply proper ways to ensure appropriate personal behaviour and conduct taking gender into consideration and recognise, acknowledge and overcome inherent biases regarding disabilities</li> <li>• Role play on how to 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 and assist people with disabilities when necessary</li> <li>• Apply appropriate methods to identifies and reports workplace harassment and discrimination based</li> </ul>

	<p>on gender, disability, caste, religion, colour, sexual orientation, and culture</p> <ul style="list-style-type: none"> <li>• Role play on how to inform the employer of any personal health issues related to injury or infectious diseases</li> </ul>
<b>Classroom Aids:</b>	
White board and marker or blackboard and chalk, duster, laptop or desktop computer and projector, flipcharts, participant handbook	
<b>Tools, Equipment and Other Requirements</b>	
Sample feedback form, Sample report format to report health and other issues etc.	

## Module 4: Maintain Health, Hygiene and Safety Standards

*Mapped to DWC/N9903, v 3.0*

### Terminal Outcomes:

- Demonstrate ways to maintain a safe and secure environment at work.
- Demonstrate ways to handle emergency situations.
- Explain the ways of conservation of energy and material while performing daily activities.
- State the importance of practicing environment friendly methods of working.
- Explain the methods to manage the waste at workplace

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the reporting and handling safety-related issues and process for maintaining hygienic standards at work</li> <li>• State the significance of housekeeping in maintaining a secure and safe workplace</li> <li>• Explain the purpose and usage of wearing appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work place</li> <li>• Describe the importance of maintaining personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc. and avoiding consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace</li> <li>• Explain the importance of following guidelines and safety protocol while using and handling electrical household gadgets and following basic first aid procedure appropriately</li> <li>• Describe the methods of recognizing workplace risks and promptly inform anybody who should know about them</li> <li>• Discuss various emergency circumstances and methods to handle them</li> <li>• Explain the importance of placing medicines and hazardous chemicals away and keeping sharp objects out of reach of child</li> <li>• State the importance of preventive regular health check-up and healthy living</li> <li>• Explain the methods of managing wastages like food, water, etc., as directed as well as disposing of sanitary</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers and dishes and other items in accordance with the set requirements</li> <li>• Demonstrate how to sanitize all tools, equipment, and appliances with touch points on a regular basis and use proper environmentally friendly solutions or cleaning chemicals to keep the home or workplace free of germs, insects, and bugs</li> <li>• Apply proper methods to ensure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance and place trash in designated bins or the proper trash container</li> <li>• Employ appropriate ways to adhere to safety protocols when using materials, tools, and equipment</li> <li>• Role play on how to report to various emergency circumstances and health issues with prompt response and reporting</li> <li>• Apply appropriate methods to identify and separate hazardous, recyclable, and non-recyclable waste at the workplace</li> <li>• Show how to recycle waste wherever applicable and discard PPEs in plastic bags that are sealed and labeled "infectious waste"</li> <li>• Apply proper eco-friendly methods at work to reduce pollution of the air, water, and earth</li> </ul>

<p>and other hazardous wastes appropriately</p> <ul style="list-style-type: none"> <li>Describe the conservation methods for materials, natural resources, and energy at work</li> </ul>	
<b>Classroom Aids:</b>	
White board and marker or blackboard and chalk, duster, laptop or desktop computer and projector, flipcharts, participant handbook	
<b>Tools, Equipment and Other Requirements</b>	
Cleaners, Broom, Wiper, PPE, Ladder, Different Colour Dustbins As Per Waste Categorisation, Different Types Of Waste, Water, Household gadgets and appliances, Coal, Wood, Matchstick, First Aid Kit, Garbage Bags, Etc.	

## Module 5: Operate Hardware Devices and Basic Software Applications

*Mapped to DW/N9904, v 2.0*

### Terminal Outcomes:

- Show how to operate office devices, such as a printer, copier, projector, binder, laminator, scanners, laptop/computer, etc.
- Demonstrate how to use MS office application

<b>Duration:</b> 10:00	<b>Duration:</b> 20:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain operating procedure of MS office application such word, PPT, excel, etc.</li> <li>• Discuss various software and applications used for collaboration like slack, zoom, google meet, etc. and methods to use them</li> <li>• Describe the methods to research and unique job requirements on the internet</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to operate office and hardware devices, such as a printer, copier, projector, binder, laminator, scanners, laptop/computer, etc.</li> <li>• Show how to create, format, and send attachments for emails</li> <li>• Demonstrate how to create, transfer, and maintain electronic documents using MS office tools</li> </ul>
<b>Classroom Aids:</b>	
White board and marker or blackboard and chalk, duster, laptop or desktop computer and projector, flipcharts, participant handbook	
<b>Tools, Equipment and Other Requirements</b>	
Computer with internet and MS office application such word, PPT, excel, etc., Office devices, such as a printer, copier, projector, binder, laminator, scanners, laptop/computer, etc.	

## Module 6: Employability Skills

Mapped to DGT/VSQ/N0102, V1.0

### Terminal Outcomes:

- 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

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss employability skills required for jobs in various industries</li> <li>• Explain ways to explore learning and employability portals</li> <li>• Discuss the significance of legal 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.</li> <li>• Explain the significance of 21st century skills for employment</li> <li>• Describe the benefits of the continuous learning</li> <li>• Explain how to read and understand routine information, notes, instructions, mails, letters etc. Written in english</li> <li>• List the difference between job and career</li> <li>• Communicate and behave appropriately with all genders and pwd</li> <li>• Discuss how to escalate any issues related to sexual harassment at workplace according to poish act</li> <li>• List common components of salary and compute income, expenses, taxes, investments etc</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to follow environmentally sustainable practices</li> <li>• Role play 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</li> <li>• Practice the use basic english for everyday conversation in different contexts, in person and over the telephone</li> <li>• Write short messages, notes, letters, e-mails etc. In english</li> <li>• Prepare a sample career development plan with short- and long-term goals, based on aptitude</li> <li>• Practice following verbal and non-verbal communication etiquette and active listening techniques in various settings</li> <li>• Roleplay how to work collaboratively with others in a team</li> <li>• Roleplay how to escalate any issues related to sexual harassment at workplace according to poish act</li> </ul>

<ul style="list-style-type: none"> <li>• Discuss relevant rights and laws and use legal aids to fight against legal exploitation</li> <li>• Identify and list different types of entrepreneurship and enterprises and assess opportunities for potential business through research</li> <li>• Identify and list sources of funding, anticipate, and mitigate any financial/legal hurdles for the potential business opportunity</li> <li>• Explain how to identify different types of customers</li> <li>• Identify and list apprenticeship opportunities and register for it as per guidelines and requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to select financial institutions, products and services as per requirement</li> <li>• Practice how to carry out offline and online financial transactions, safely and securely</li> <li>• Operate digital devices and carry out basic internet operations securely and safely</li> <li>• Demonstrate the use of e- mail and social media platforms and virtual collaboration tools to work effectively</li> <li>• Practice the use of basic features of word processor, spreadsheets, and presentations</li> <li>• Develop a sample business plan and a work model, considering the 4ps of marketing product, price, place and promotion</li> <li>• Role play how to respond to customer requests and needs in a professional manner</li> <li>• Show how to follow appropriate hygiene and grooming standards</li> <li>• Create a sample professional curriculum vitae (résumé)</li> <li>• Practice how to search for suitable jobs using reliable offline and online sources such as employment exchange, recruitment agencies, newspapers etc. And job portals, respectively</li> <li>• Show how to apply to identified job openings using offline /online methods as per requirement</li> <li>• Demonstrate how to answer questions politely, with clarity and confidence, during recruitment and selection</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster	
<b>Tools, Equipment and Other Requirements</b>	
PPE, Basic Stationary, digital devices as per the requirement.	

## Module 7: On-the-Job Training

### Mapped to Multipurpose Executive (Small Establishment & Household)

Mandatory Duration: 00:00	Recommended Duration: 120:00
Location: On Site	
<ul style="list-style-type: none"> <li>• Role play on how to communicate with the owner to understand the daily requirements for the office area</li> <li>• Show how to clean office area including furniture, windows, floor, etc. efficiently</li> <li>• Apply proper methods to check the office equipment for proper functioning</li> <li>• Role play on how to report the repair or replacement requirement of the office equipment</li> <li>• Show how to use new technology equipment in housekeeping, office and administrative area</li> <li>• Dramatize on how to greet visitors upon arrival, respond to the visitor's query, and escort them to the visitor area</li> <li>• Roleplay on how to answer telephones, direct calls, and take messages</li> <li>• Show how to operate office equipment such as photocopiers, scanners, facsimile machines, voice mail systems, personal computers, etc.</li> <li>• Demonstrate how to compile, copy, sort, and file records of work-related activities, including business transactions</li> <li>• Perform steps to deliver or collect documents, packages, and supplies or messages between the workplace and other locations</li> <li>• Show how to serve tea and coffee to visitors and office staff</li> <li>• Role play on how to greet the residents promptly and appropriately in accordance with the procedure as well as interact with all residents in a polite and professional manner</li> <li>• Apply proper methods to make requirements clear by asking appropriate questions</li> <li>• Dramatize how to respond effectively to residents' dissatisfactions and complaints and create and maintain an effective but impersonal relationship with residents</li> <li>• Employ appropriate methods to notify residents in advance of any issues or problems, as well as any developments that may affect them</li> <li>• Role play on how to seek feedback from the residents and incorporate them to improve their experience</li> <li>• Demonstrate how to report any workplace issues to the residents/employers immediately</li> <li>• Apply proper ways to ensure appropriate personal behaviour and conduct taking gender into consideration and recognise, acknowledge and overcome inherent biases regarding disabilities</li> <li>• Role play on how to 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 and assist people with disabilities when necessary</li> <li>• Apply appropriate methods to identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation, and culture</li> <li>• Role play on how to inform the employer of any personal health issues related to injury or infectious diseases</li> <li>• Show how to wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers and dishes and other items in accordance with the set requirements</li> </ul>	



- Demonstrate how to sanitize all tools, equipment, and appliances with touch points on a regular basis and use proper environmentally friendly solutions or cleaning chemicals to keep the home or workplace free of germs, insects, and bugs
- Apply proper methods to ensure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance and place trash in designated bins or the proper trash container
- Employ appropriate ways to adhere to safety protocols when using materials, tools, and equipment
- Role play on how to report to various emergency circumstances and health issues with prompt response and reporting
- Apply appropriate methods to identify and separate hazardous, recyclable, and non-recyclable waste at the workplace
- Show how to recycle waste wherever applicable and discard PPEs in plastic bags that are sealed and labeled "infectious waste"
- Apply proper eco-friendly methods at work to reduce pollution of the air, water, and earth
- Show how to operate office and hardware devices, such as a printer, copier, projector, binder, laminator, scanners, laptop/computer, etc.
- Show how to create, format, and send attachments for emails
- Demonstrate how to create, transfer, and maintain electronic documents using MS office tools

# Annexure

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma	Office Management	3		2 or 3	Minimum 2 years of work experience in teaching/training in office management Or Minimum 3 years working experience in office/company	
Graduate	Any stream	2		1 or 2	Minimum 1 year of work experience in teaching/training in office management Or Minimum 2 years working experience in office/company	

Trainer Certification	
Domain Certification	Platform Certification
"Multipurpose Executive (Small Establishment & Household)", "DWC/Q0103, v2.0", Minimum accepted score is 80%	"Trainer", "MEP/Q2601" with a scoring of minimum 80%

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma	Office Management	3		2 or 3	Minimum 2 years of work experience in teaching/training in office management Or Minimum 3 years working experience in office/company	
Graduate	Any stream	2		1 or 2	Minimum 1 year of work experience in teaching/training in office management Or Minimum 2 years working experience in office/company	

Assessor Certification	
Domain Certification	Platform Certification
"Multipurpose Executive (Small Establishment & Household)", "DWC/Q0103, v2.0", Minimum accepted score is 80%	"Assessor," "MEP/Q2701" with a scoring of minimum 80%

## Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

### 1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

### 2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

### 3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from SSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

### 4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

### 5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

## References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training</b> .
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module</b> . A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

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