



Model Curriculum

QP Name: Elderly Care Companion

QP Code: DWC/Q0802

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

Domestic Workers Sector Skill Council || A-15, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi-110020

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Training Parameters

Sector	Domestic Workers
Sub-Sector	Care Giving (Non Clinical)
Occupation	Elderly Care (Non - Clinical)
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5322.0101
Minimum Educational Qualification and Experience	10th grade pass and pursuing continuous schooling, No Experience Required OR 10th Grade Pass with 2 year relevant of experience OR Certificate-NSQF 3 (Elderly Caretaker (Non-Clinical) DWC/Q0801) with three years of relevant Experience
Pre-Requisite License or Training	Driving License
Minimum Job Entry Age	18 years
Last Reviewed On	05/01/2023
Next Review Date	05/01/2026
NSQC Approval Date	05/01/2023
QP Version	1.0
Model Curriculum Creation Date	05/01/2023
Model Curriculum Valid Up to Date	05/01/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	450 Hours, 0 Minutes
Maximum Duration of the Course	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:

- Apply proper practices to accompany the elder in outside activities
- Role play on how to assist elderly with documentation and bill payment
- Employ proper procedure to assist elderly with personal and general healthcare
- Development and sustenance of safe, secure and hygienic environment for the elders
- Effectively communicate and build relations with the elderly person, their social network and healthcare people
- Perform administrative related tasks
- Manage visitors/guests
- Work with digital devices and basic software applications

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
DWC/N0806: Accompany to Outside Activities NOS Version No. 1.0 NSQF Level 4	30:00	30:00	00:00	16:00	60:00
Module 1: Introduction to Domestic Workers and Role of Elderly Care Companion	06:00	00:00	00:00	00:00	06:00
Module 2: Accompany to Outside Activities	24:00	30:00	00:00	16:00	54:00
DWC/N0807: Assist with Documentation and Bill Payment NOS Version No. 1.0 NSQF Level 4	20:00	40:00	00:00	24:00	60:00
Module 3: Assist with Documentation and Bill Payment	20:00	40:00	00:00	24:00	60:00
DWC/N0808: Assist with Personal and General Healthcare NOS Version No. 1.0 NSQF Level 4	20:00	40:00	00:00	20:00	60:00

Module 4: Assist with Personal and General Healthcare	20:00	40:00	00:00	20:00	60:00
DWC/N9902: Maintain Service Standards and Communicate Effectively NOS Version No. 3.0 NSQF Level 4	12:00	18:00	00:00	10:00	30:00
Module 5: Maintain Service Standards and Communicate Effectively	12:00	18:00	00:00	10:00	30:00
DWC/N9903: Maintain Health, Hygiene and Safety Standards NOS Version No. 3.0 NSQF Level 4	12:00	18:00	00:00	10:00	30:00
Module 6: Maintain Health, Hygiene and Safety Standards	12:00	18:00	00:00	10:00	30:00
DWC/N9904: Operate Hardware Devices and Basic Software Applications NOS Version No. 2.0 NSQF Level 4	10:00	20:00	00:00	10:00	30:00
Module 7: Operate Hardware Devices and Basic Software Applications	10:00	20:00	00:00	10:00	30:00
DWC/N0804: Building Effective Communication and Relation with the Elderly Person, their Social Network and Healthcare People NOS Version No. 3.0 NSQF Level 3	14:00	16:00	00:00	10:00	30:00
Module 8: Effective Communication Specific to Elderly Persons	14:00	16:00	00:00	10:00	30:00

DWC/N0112: Manage Visitors/ Guests NOS Version No. 2.0 NSQF Level 4	30:00	30:00	00:00	10:00	60:00
Module 9: Management of Visitors/ Guests	30:00	30:00	00:00	10:00	60:00
DWC/N0111: Perform Administrative Related Tasks NOS Version No. 2.0 NSQF Level 4	12:00	18:00	00:00	10:00	30:00
Module 10: Administrative Tasks	12:00	18:00	00:00	10:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours) NOS Version No. 1.0 NSQF Level 4	20:00	40:00	00:00	00:00	60:00
Module 11: Employability Skills	20:00	40:00	00:00	00:00	60:00
Total Duration	180:00	270:00	00:00	120:00	450:00

Module Details

Module 1: Introduction to Domestic Workers and Role of Elderly Care Companion

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 Elderly Care Companion

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

Module 2: Accompany to Outside Activities

Mapped to DWC/N0806 v 1.0

Terminal Outcomes:

- List different types of documents required for employee verification
- Perform steps to collect essentials for the trip
- Employ proper practices to drive the person to work place, social gatherings, family and other events, etc.
- Outline the importance of arranging the minor household repairs for elderly

Duration: 24:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the standard procedure to check the employee verification • List different types of documents required for employee verification like pan card, aadhaar card, voter id, ration card, driving licence, passport, educational certificates etc. • State the significance of submitting the attested copies of the documents to the concern person and accompanying employer to police station for verification process • List the types of travel essentials like bags, medicine, medical aid, etc. • Discuss the importance of escorting the person for personal grooming like barber/salon for a haircut, beauty treatment, etc. and knowledge of local geography and shopping malls • Describe the technique to take the pet to groomer or vet • Outline the importance of arranging the minor household repairs for elderly 	<ul style="list-style-type: none"> • Show how to fill the employee verification form • Perform steps to collect essentials for the trip like coat, bags, glasses, mobility aids, medical equipment like hearing aids, etc. • Apply proper methods to plan Itinerary, arrange travel, visas and accommodation, and occasionally travel with the person • Employ proper practices to drive the person to work place, social gatherings, family and other events, etc. • Draft a sample list of the necessary things required in a house • Apply proper practices to accompany the elderly in market and shopping malls for shopping • Role play on how to assist the elderly with vehicle servicing and pick up prescriptions/ medicines as per prescriptions from doctor
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 verification form, Sample different types of documents required for verification such as aadhaar card, pan card, ration card etc., Required coat, bags, glasses, mobility aids, medical equipment like hearing aids, etc., Sample list of the necessary things required in a house	

Module 3: Assist with Documentation and Bill Payment

Mapped to DWC/N0807 v 1.0

Terminal Outcomes:

- Role play on how to provide assistance to the elderly person with banking processes
- Employ appropriate methods to make a list for all payment dates and remind accordingly
- Apply appropriate procedure to assist the person in payment of utility bills like telephone, cable, mobile, electricity, etc., online or manually

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the banking procedures • Describe types of bank accounts like saving, pensions, deposits, etc., banking forms/slips – deposit, withdrawal, etc., utility services and payment procedure • Explain the different payment methods – cash/online and payment methods for EMI, insurance premium, property tax • Discuss the techniques of correspondence and writing • Discuss underlying causes for bill problems 	<ul style="list-style-type: none"> • Role play on how to provide assistance to the person with banking processes and assist him with filling up forms like pension, deposit or withdrawal slips, insurance policy claim or renewal form, renewal of or application for passports, voter ID, Aadhar card, etc. • Dramatize on how to transport the person to the bank, lawyers, CA, different offices, post office, etc. for necessary procedures • Role play on how to coordinate with the bank person for home banking if the person is unable to visit in person • Apply proper methods to check for official correspondence that requires action and help complete the action and assist the person with writing letters and correspondence • Employ appropriate methods to make a list for all payment dates and remind accordingly • Role play on how to advise the person to set up a regular bill payment period through automated electronic transfer and inform them about online fraud like phishing, identity theft, etc. • Employ proper ways to check that all insurance premiums (health and life) are paid on time • Apply appropriate procedure to assist the person in payment of utility bills like telephone, cable, mobile, electricity, etc., online or manually and in payment of EMIs, property tax, insurance premiums (health and life)
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 forms like pension, deposit or withdrawal slips, insurance policy claim or renewal form, renewal of or application for passports, voter ID, Aadhar card, etc., list for all payment dates etc.

Module 4: Assist with Personal and General Healthcare

Mapped to DWC/N0808 v 1.0

Terminal Outcomes:

- Perform steps to collect information regarding the physical condition of the person
- Role play on how to assist the person with yoga to increase immunity, flexibility, meditation and stress management
- Show how to obtain the meal plan and medicine prescription from the doctors

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the physical assessment procedures for the elderly and basic physical therapy methods • Describe the ways to motivate seniors to exercise and balance and strength exercises for them • Discuss different types of yoga postures for the elderly • Describe the therapeutic use of heat and cold and basic physical and mental health monitoring procedures • Explain the methods of identifying the appropriate activities taking the person's interest, preference, and physical condition into account • Discuss the meal planning guidelines for elderly and medication and prescription handling techniques for them • State the significance of encouraging the person to try new food within the restricted diet and take the medication according to the prescription, without fail 	<ul style="list-style-type: none"> • Perform steps to collect information regarding the physical condition of the person • Role play on how to consult with the doctor regarding prescribed exercise or physical therapy and assist the person in-home exercise as suggested by the doctor • Demonstrate how to support with balancing, strength, and flexibility exercises and assist the person with yoga to increase immunity, flexibility, meditation and stress management • Draft a sample record for the progress being made by the person regularly • Dramatize on how to consult the physician to understand the person's specific nutritional needs • Perform steps to obtain the meal plan and medicine prescription from the doctors
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample record for the health progress, meal plan, medicine prescription	

Module 5: 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"> • Discuss communication fundamentals and active listening and quality of service standards • Describe the procedure of positively giving and receiving feedback • Explain the importance of avoiding arguing with the residents • 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. • State the importance of carrying out tasks in a timely and disciplined manner • Explain the importance of reporting to work on time • Describe the ways of behaving appropriately when communicating with coworkers and others and respect the privacy of others at the workplace • Explain how to keep proper attire and a presentable demeanour and maintain personal hygiene • Discuss gender-specific requirements and the specific needs of different age groups of residents along with age and gender specific etiquette • Explain how to behave with persons with specific needs • Describe the importance of following gender and age-sensitive service practices at all times and maintaining social distance in social situations/at work 	<ul style="list-style-type: none"> • 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 • Apply proper methods to make requirements clear by asking appropriate questions • Dramatize how to respond effectively to residents' dissatisfactions and complaints and create and maintain an effective but impersonal relationship with residents • Employ appropriate methods to notify residents in advance of any issues or problems, as well as any developments that may affect them • Role play on how to seek feedback from the residents and incorporate them to improve their experience • Demonstrate how to report any workplace issues to the residents/employers immediately • Apply proper ways to ensure appropriate personal behaviour and conduct taking gender into consideration and recognise, acknowledge and overcome inherent biases regarding disabilities • 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 • Apply appropriate methods to identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation, and culture

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

Module 6: 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"> • Discuss the reporting and handling safety-related issues and process for maintaining hygienic standards at work • State the significance of housekeeping in maintaining a secure and safe workplace • Explain the purpose and usage of wearing appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work place • 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 • Explain the importance of following guidelines and safety protocol while using and handling electrical household gadgets and following basic first aid procedure appropriately • Describe the methods of recognizing workplace risks and promptly inform anybody who should know about them • Discuss various emergency circumstances and methods to handle them • Explain the importance of placing medicines and hazardous chemicals away and keeping sharp objects out of reach of child • State the importance of preventive regular health check-up and healthy living • Explain the methods of managing wastages like food, water, etc., as directed as well as disposing of sanitary 	<ul style="list-style-type: none"> • 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 • 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

<p>and other hazardous wastes appropriately</p> <ul style="list-style-type: none"> Describe the conservation methods for materials, natural resources, and energy at work 	
Classroom Aids:	
White board and marker or blackboard and chalk, duster, laptop or desktop computer and projector, flipcharts, participant handbook	
Tools, Equipment and Other Requirements	
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 7: Operate Hardware Devices and Basic Software Applications

Mapped to DWC/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

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain operating procedure of MS office application such word, PPT, excel, etc. • Discuss various software and applications used for collaboration like slack, zoom, google meet, etc. and methods to use them • Describe the methods to research and unique job requirements on the internet 	<ul style="list-style-type: none"> • 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
Classroom Aids:	
White board and marker or blackboard and chalk, duster, laptop or desktop computer and projector, flipcharts, participant handbook	
Tools, Equipment and Other Requirements	
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 8: Effective Communication Specific to Elderly Persons

Mapped to DWC/N0804, v3.0

Terminal Outcomes:

- Discuss how to build effective communication and positive relationship with the elders, family and friends and concerned healthcare personnel.

Duration: 14:00	Duration: 16:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the method of developing a positive relationship with the elder, and their family and healthcare personnel. Discuss how to interact with the elders with a view to stimulate their mnemonic skills. Explain the age-related issues of the elderly. Explain the ways to encourage the elderly person to pursue their interest/hobby and maintain their social connect. Discuss the stress an Elderly Caretaker can face and methods to overcome the same. 	<ul style="list-style-type: none"> Apply the principles of effective communication in mock situations. Demonstrate ways for overcoming resistance and managing conflicts with the elderly and his/ her family. Evaluate the methods to appraise and deal with age related issues during communication. Demonstrate the ways of developing a positive relationship with the elders, their social network and healthcare personnel. Demonstrate an activity that would help stimulate an elderly and trigger their mnemonic (aid-memory) skills.
Classroom Aids:	
White board and marker or blackboard and chalk, duster, laptop or desktop computer and projector, flipcharts, participant handbook	
Tools, Equipment and Other Requirements	
Telephone, mobile, notepad, pen, other necessary items.	

Module 9: Management of Visitors/ Guests

Mapped to DWC/N0112, v2.0

Terminal Outcomes:

- Demonstrate how to manage the visitors or guests.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the products and services available at workplace • List mandatory details to be received from the visitor/ caller • List types of beverages and snacks that to be served 	<ul style="list-style-type: none"> • Follow basic etiquette when answering calls and addressing visitors. • Make the visitor feel comfortable by offering a smile • Demonstrate aspects of personal grooming. • Ensure the visitor is comfortable • Illustrate the use of the basic functionality of multi-line telephones • Collect and verify identification document from the visitor • Make and serve different types of tea or coffee and snacks as requested • Practice to answer all phone calls promptly, in a courteous manner • Speak with callers in pleasant and polite voice after greeting them appropriately • Understand the caller's requirement and act accordingly • Record caller's details for future reference in a maintained notebook, in case of unavailability of the contact person. • Write messages from the callers in a legible handwriting in a notepad • Greet visitors appropriately • Listen attentively and respond tactfully and politely • Ensure professional and ethical conduct • Demonstrate interpersonal skills for the required job role • Recognize importance of hygiene and cleanliness for the benefit of the employer as well as oneself
Classroom Aids:	
White board and marker or blackboard and chalk, duster, laptop or desktop computer and projector, flipcharts, participant handbook	
Tools, Equipment and Other Requirements	
First Aid Kit, note book, 3-5 Line small business Tele system, registers and journals, tray, cups, saucers, cutlery and glasses, soft drinks and arrangements for preparing serving hot/ cold beverages. Dusters.	

Module 10: Administrative Tasks

Mapped to DWC/N0111, v2.0

Terminal Outcomes:

- Show how to perform the administrative tasks

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of time management • List acceptable identify / proof documents • Compose emails • List types of mail methods and how to send packages, couriers etc. • Explain how to maintain record of incoming/ outgoing mails 	<ul style="list-style-type: none"> • Record and verify any expenditure/ receipts (e.g. Sale and purchase of supplies) in the book • Operate computers, digital devices (smart phones, laptop, tablet), MS-Office • Operate photocopiers, fax, printers, paper shredders and other machines • Verify all the bills/ challans/ invoices • Record all the accounting entries in a log book • Demonstrate the use of technology for booking cabs, trains, flights and hotels • Schedule meetings and manage calendar • Support the concern individual authorities with various tasks such as taking print outs, scanning as requested • Administer proper filing and documentation • Verify and record any bank related transaction/ receipts (visiting banks, ATM, sale and purchase of supplies) in the book/ electronic system • Manage invoices and release payments to suppliers accurately and on time • Schedule meetings as requested • Identify how to receive and distribute the received mails to concern person • Practice to alert concern person if suspicious activities are found • Complete all the tasks related to delivery or collection of documents/packages/messages from workplace to external site • Facilitate pick and drop service for elderly from home or hospital
Classroom Aids:	
White board and marker or blackboard and chalk, duster, laptop or desktop computer and projector, flipcharts, participant handbook	
Tools, Equipment and Other Requirements	
Telephone, mobile, notepad, pen, other necessary items.	

Module 11: 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"> • Discuss employability skills required for jobs in various industries • Explain ways to explore learning and employability portals • 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. • Explain the significance of 21st century skills for employment • Describe the benefits of the continuous learning • Explain how to read and understand routine information, notes, instructions, mails, letters etc. Written in english • List the difference between job and career • Communicate and behave appropriately with all genders and pwd • Discuss how to escalate any issues related to sexual harassment at workplace according to poish act • List common components of salary and compute income, expenses, taxes, investments etc 	<ul style="list-style-type: none"> • Demonstrate how to follow environmentally sustainable practices • 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 • Practice the use basic english for everyday conversation in different contexts, in person and over the telephone • Write short messages, notes, letters, e-mails etc. In english • Prepare a sample career development plan with short- and long-term goals, based on aptitude • Practice following verbal and non-verbal communication etiquette and active listening techniques in various settings • Roleplay how to work collaboratively with others in a team • Roleplay how to escalate any issues related to sexual harassment at workplace according to poish act

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

Module 12: On-the-Job Training

Mapped to QP Name: Elderly Care Companion

Mandatory Duration: 00:00	Recommended Duration: 120:00
Location: On Site Industry/ Old Age Homes	
Terminal Outcomes <ul style="list-style-type: none"> • Perform steps to collect essentials for the trip like coat, bags, glasses, mobility aids, medical equipment like hearing aids, etc. • Apply proper methods to plan Itinerary, arrange travel, visas and accommodation, and occasionally travel with the person • Employ proper practices to drive the person to work place, social gatherings, family and other events, etc. • Draft a sample list of the necessary things required in a house • Apply proper practices to accompany the elderly in market and shopping malls for shopping • Role play on how to assist the elderly with vehicle servicing and pick up prescriptions/ medicines as per prescriptions from doctor • Role play on how to provide assistance to the person with banking processes and assist him with filling up forms like pension, deposit or withdrawal slips, insurance policy claim or renewal form, renewal of or application for passports, voter ID, Aadhar card, etc. • Demonstrate how to coordinate with the bank person for home banking if the person is unable to visit in person • Apply proper methods to check for official correspondence that requires action and help complete the action and assist the person with writing letters and correspondence • Dramatize on how to address any underlying causes for bill problems • Employ appropriate methods to make a list for all payment dates and remind them accordingly • Role play on how to advise the person to set up a regular bill payment period through automated electronic transfer and inform them about online fraud like phishing, identity theft, etc. • Employ proper ways to check that all insurance premiums (health and life) are paid on time • Apply appropriate procedure to assist the person in payment of utility bills like telephone, cable, mobile, electricity, etc., online or manually and in payment of EMIs, property tax, insurance premiums (health and life) • Perform steps to collect information regarding the physical condition of the person • Role play on how to consult with the doctor regarding prescribed exercise or physical therapy and assist the person in-home exercise as suggested by the doctor • Show how to support with balancing, strength, and flexibility exercises and assist the person with yoga to increase immunity, flexibility, meditation and stress management • Apply proper methods to record the progress being made by the person regularly • Dramatize on how to consult the physician to understand the person's specific nutritional needs • Perform steps to obtain the meal plan and medicine prescription from the doctors • 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 • Apply proper methods to make requirements clear by asking appropriate questions • Dramatize how to respond effectively to residents' dissatisfactions and complaints and create and maintain an effective but impersonal relationship with residents • Employ appropriate methods to notify residents in advance of any issues or problems, as well as any developments that may affect them 	

- Role play on how to seek feedback from the residents and incorporate them to improve their experience
- Demonstrate how to report any workplace issues to the residents/employers immediately
- Apply proper ways to ensure appropriate personal behaviour and conduct taking gender into consideration and recognise, acknowledge and overcome inherent biases regarding disabilities
- 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
- Apply appropriate methods to identify and reports workplace harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation, and culture
- Role play on how to inform the employer of any personal health issues related to injury or infectious diseases
- 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
- 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
- Apply the principles of effective communication in mock situations.
- Demonstrate ways for overcoming resistance and managing conflicts with the elderly and his/her family.
- Evaluate the methods to appraise and deal with age related issues during communication.
- Demonstrate the ways of developing a positive relationship with the elders, their social network and healthcare personnel.
- Demonstrate an activity that would help stimulate an elderly and trigger their mnemonic (aid-memory) skills.
- Follow basic etiquette when answering calls and addressing visitors.
- Make the visitor feel comfortable by offering a smile
- Demonstrate aspects of personal grooming.
- Ensure the visitor is comfortable
- Illustrate the use of the basic functionality of multi-line telephones
- Collect and verify identification document from the visitor
- Make and serve different types of tea or coffee and snacks as requested
- Practice to answer all phone calls promptly, in a courteous manner

- Speak with callers in pleasant and polite voice after greeting them appropriately
- Understand the caller's requirement and act accordingly
- Record caller's details for future reference in a maintained notebook, in case of unavailability of the contact person.
- Write messages from the callers in a legible handwriting in a notepad
- Greet visitors appropriately
- Listen attentively and respond tactfully and politely
- Ensure professional and ethical conduct
- Demonstrate interpersonal skills for the required job role
- Recognize importance of hygiene and cleanliness for the benefit of the employer as well as oneself
- Record and verify any expenditure/ receipts (e.g. Sale and purchase of supplies) in the book
- Operate computers, digital devices (smart phones, laptop, tablet), MS-Office
- Operate photocopiers, fax, printers, paper shredders and other machines
- Verify all the bills/ challans/ invoices
- Record all the accounting entries in a log book
- Demonstrate the use of technology for booking cabs, trains, flights and hotels
- Schedule meetings and manage calendar
- Support the concerned individual authorities with various tasks such as taking print outs, scanning as requested
- Administer proper filing and documentation
- Verify and record any bank related transaction/ receipts (visiting banks, ATM, sale and purchase of supplies) in the book/ electronic system
- Manage invoices and release payments to suppliers accurately and on time
- Schedule meetings as requested
- Schedule daily agenda and appointments of supervisor as instructed
- Identify how to receive and distribute the received mails to intended recipients
- Practice to alert supervisor if suspicious packages are found
- Complete all the tasks related to delivery or collection of documents/packages/messages from workplace to external site
- Facilitate pick and drop service for child from home, school or tuition centre

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
B.Ed. or M.Ed.	Special Education or Equivalent or Relevant Education	2		1 or 2	Minimum 1 year of work experience in teaching/training in nursing school/ hospitals children ward. Or Minimum 2 year working experience in children shelter homes/ Old Age Homes.	
Graduate	Child Development/ Human Development/ Nursing/ Home Science/ Psychology/ Occupational Therapy/ Physiotherapy or Equivalent or Relevant Education	5		2 or 3	Minimum 2 years of work experience in teaching/training in nursing school/ hospitals children ward. Or Minimum 3 years working experience in children shelter homes/ Old Age Homes	
Post Graduate		2		1 or 2	Minimum 1 year of work experience in teaching/training in nursing school/ hospitals children ward. Or Minimum 2 year working experience in children shelter homes/ Old Age Homes.	

Trainer Certification	
Domain Certification	Platform Certification
"Elderly Care Companion", "DWC/Q0802, V1.0", 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	
B.Ed. or M.Ed.	Special Education or Equivalent or Relevant Education	2		1 or 2	Minimum 1 year of work experience in teaching/training in nursing school/ hospitals children ward. Or Minimum 2 year working experience in children shelter homes/ Old Age Homes.	
Graduate	Child Development/ Human Development/ Nursing/ Home Science/ Psychology/ Occupational Therapy/ Physiotherapy or Equivalent or Relevant Education	5		2 or 3	Minimum 2 years of work experience in teaching/training in nursing school/ hospitals children ward. Or Minimum 3 years working experience in children shelter homes/ Old Age Homes	
Post Graduate	Psychology/ Occupational Therapy/ Physiotherapy or Equivalent or Relevant Education	2		1 or 2	Minimum 1 year of work experience in teaching/training in nursing school/ hospitals children ward. Or Minimum 2 year working experience in children shelter homes/ Old Age Homes.	

Assessor Certification	
Domain Certification	Platform Certification
"Elderly Care Companion", "DWC/Q0802, V1.0", 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
Declarative Knowledge	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.
Key Learning Outcome	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).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	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.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . 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
BP	Blood Pressure