



Elderly Caretaker (Non Clinical)

QP Code: DWC/Q0801

Version: 2.0

NSQF Level: 3

Domestic Workers Sector Skill Council || A-2/19, 2nd Floor, Safdarjung Enclave
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Qualification Pack



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DWC/Q0801: Elderly Caretaker (Non Clinical)

Brief Job Description

An Elderly Caretaker (Non-Clinical) in the informal sector is one of the most crucial operational roles in the domestic worker segment where the caretaker would be providing care to an elderly person who may or may not have any disability. The primary role of the elderly caretaker is to assist elderly person in day to day activities such as walking eating, dressing, toileting, grooming and in running errands. She/ he would also assist the elderly with in cooking and housekeeping duties. Creation and maintenance of a hygienic and pleasant environment for the elderly would also be a part of her/ his duties

Personal Attributes

This job requires the individual to be fit and energetic. The person should be attentive, empathetic, dedicated and trust worthy. The person should possess effective and compassionate communication with client, family, and co-workers. The individual should have enthusiasm for the work they do and those in his/her care. They should be calm, composed and patient to enable to take care of the elders effectively.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DWC/N0805: Assisting elderly persons with activities of daily living \(ADL\), personal hygiene and recreational/ health activities](#)
2. [DWC/N0803: Cleaning activities, tidying up of the room and establish a safe and hygienic environment for the elders](#)
3. [DWC/N0804: Building effective communication and relation with the elderly person, their social network and healthcare people](#)
4. [DWC/N9902: Display standards of hygiene and work etiquettes](#)
5. [DWC/N9903: Maintain a clean and secure working environment](#)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
Sub-Sector	Caregiving (Non Clinical)(Caretaking)
Occupation	Elderly Care (Non - Clinical), Elderly Care (Non - Clinical), Cleaning, Cooking
Country	India

NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	Basic Literacy and Numeracy
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	21/01/2021
Next Review Date	21/01/2026
Deactivation Date	21/01/2026
NSQF Approval Date	
Version	2.0

DWC/N0805: Assisting elderly persons with activities of daily living (ADL), personal hygiene and recreational/ health activities

Description

This unit is about providing support and care to the elderly person with their activities of daily living, personal hygiene and other activities.

Scope

The scope covers the following :

- Assisting the elderly persons with their Activities of Daily Living (ADL)
- Assisting the elderly persons with recreational and health activities

Elements and Performance Criteria

Assisting the Elderly Person with their Personal Hygiene and Activities of Daily Living (ADL).

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

- PC1.** prepare a daily care routine for the elderly after discussing with their family
- PC2.** assist the elderly person in their ADL as required or scheduled
- PC3.** perform ADL of the elders where their mobility is limited, such as washing, toileting (including on the bed if required) oral care, bathing and changing diapers, etc., while ensuring the privacy of the individuals
- PC4.** prepare food for the elders as per the instructions and the diet/ meal plan provided by family/ guardian/ nutritionist, as well as keeping the preferences of the elders in view
- PC5.** assist the elderly persons by serving/ feeding elderly persons with meals/ beverages/ health drink
- PC6.** pack and store the food for the elderly person appropriately
- PC7.** observe and report any unusual conditions related to the elders and communicate the same to the family/ guardian

Assisting the elderly persons with recreational and health activities

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

- PC8.** arrange to fulfill elderly person's recreational/ physical exercise needs, in conjunction with elderly person's family/ friends.
- PC9.** accompany the elderly person to parks, markets, and outdoor events or while taking a stroll/ walk
- PC10.** remind/ support the elders for daily medication and routine checkups
- PC11.** assist the elderly persons, based on their mobility and degree of ability to perform recreational activities/ physical exercises as per their choice
- PC12.** act as a companion or a friend to provide emotional support

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the basic culture, tradition and lifestyle of the family, and routine for the elder one
- KU2.** roles and responsibilities and relationship with other employees in the family/ organisation
- KU3.** methods to provide oral and denture care, basic care and trimming and care of nails of the fingers and toes, and face/ skin
- KU4.** method of providing a shave to the elderly men, and trimming extra hair on face/ limbs etc.
- KU5.** how to transfer and lift an elderly person with limited/ no mobility.
- KU6.** methods to assist elders with toileting, to include use of bedpans and urine pots. bathing and washing including washing hands
- KU7.** ways of helping an elderly person with constipation and irregularities.
- KU8.** basics of cooking and cooking methods for the elders, based on suggested nutrition
- KU9.** based on the condition, prepare and feed the type of food suggested by professionals such as porridge, khichdi, soup and vegetables/ preparations which facilitate ease of swallowing, digestion and energy
- KU10.** how to interact with the elderly person and the family
- KU11.** techniques for the prevention of physical injury and stress
- KU12.** situations, which commonly cause the falls and injury to the elders, such as slipping in the bathrooms, on staircases, while changing pants while standing and so on
- KU13.** effects on physical and mental faculties due to ageing, and consequently the challenges faced by the elders
- KU14.** communication techniques aimed at: reassuring, enhancing participation, encouraging food acceptance, obtaining cooperation
- KU15.** concepts of physical, mental, and social needs, health, illness/distress, dependence in daily life activities
- KU16.** concepts of health, illness/ distress, dependence of care related aspects

Generic Skills (GS)

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

- GS1.** make list of tasks and record the completion of the task with relevant details
- GS2.** note the unusual symptoms or any observation made during the task and inform the appropriate person/ family/ guardian
- GS3.** record and report the output quantity in response / behavior
- GS4.** discuss with household members appropriately in order to understand the instructions for the elders
- GS5.** read labels, images, symbols and simple guidelines and instructions
- GS6.** keep house members informed about progress of tasks
- GS7.** build rapport with family/ guardian and work to meet their expectations
- GS8.** methods to make the elderly person feel comfortable
- GS9.** take decisions pertaining to the concerned work
- GS10.** organise things around the place to enable carrying out the tasks in efficient and timely manner
- GS11.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

- GS12.** work in disciplined manner, remain punctual and avoid absenteeism
- GS13.** deliberate through a problem, evaluate the possible solution(s) and do the best in case if the family of the elderly person is not around
- GS14.** identify immediate or temporary solutions to resolve problem and implement the same
- GS15.** take initiative to enhance/learn skills and be open to things differently
- GS16.** have the capacity to envisage and articulate personal goals
- GS17.** assess the situation and follow direction to deal with emergency situations
- GS18.** analyse, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action
- GS19.** communication techniques aimed at: reassuring, enhancing participation, encouraging food acceptance, obtaining cooperation and emotional management
- GS20.** reading, writing, numeracy and listening skills

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assisting the Elderly Person with their Personal Hygiene and Activities of Daily Living (ADL).</i>	12	20	-	-
PC1. prepare a daily care routine for the elderly after discussing with their family	2	3	-	-
PC2. assist the elderly person in their ADL as required or scheduled	2	4	-	-
PC3. perform ADL of the elders where their mobility is limited, such as washing, toileting (including on the bed if required) oral care, bathing and changing diapers, etc., while ensuring the privacy of the individuals	2	4	-	-
PC4. prepare food for the elders as per the instructions and the diet/ meal plan provided by family/ guardian/ nutritionist, as well as keeping the preferences of the elders in view	2	3	-	-
PC5. assist the elderly persons by serving/ feeding elderly persons with meals/ beverages/ health drink	1	2	-	-
PC6. pack and store the food for the elderly person appropriately	1	1	-	-
PC7. observe and report any unusual conditions related to the elders and communicate the same to the family/ guardian	2	3	-	-
<i>Assisting the elderly persons with recreational and health activities</i>	10	12	-	-
PC8. arrange to fulfill elderly person's recreational/ physical exercise needs, in conjunction with elderly person's family/ friends.	2	3	-	-
PC9. accompany the elderly person to parks, markets, and outdoor events or while taking a stroll/ walk	1	2	-	-
PC10. remind/ support the elders for daily medication and routine checkups	2	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. assist the elderly persons, based on their mobility and degree of ability to perform recreational activities/ physical exercises as per their choice	2	3	-	-
PC12. act as a companion or a friend to provide emotional support	3	3	-	-
NOS Total	22	32	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0805
NOS Name	Assisting elderly persons with activities of daily living (ADL), personal hygiene and recreational/ health activities
Sector	Domestic Workers
Sub-Sector	Caregiving (Non Clinical)(Caretaking)
Occupation	Elderly Care (Non - Clinical), Elderly Care (Non - Clinical), Cleaning, Cooking
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

DWC/N0803: Cleaning activities, tidying up of the room and establish a safe and hygienic environment for the elders

Description

This OS Unit is about carrying out all the cleaning activities for the elderly persons, which includes tidying up of the living area, and creating/ maintaining a safe and hygienic environment for the elderly persons.

Scope

The scope covers the following :

- Assist in cleaning and maintaining the hygiene of an elderly's room,
- Establishing and maintaining a safe, secure and hygienic environment for the elderly person.

Elements and Performance Criteria

Assist in cleaning and maintaining the hygiene of an elderly's room

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

- PC1.** assist in cleaning/ Clean (dusting, sweeping, mopping) the living area to include kitchen and toilet used by the elderly person
- PC2.** sanitise the areas of the house frequently used by the elderly person
- PC3.** assist in washing/ drying/ ironing the clothes/ sheets/ covers regularly used by/ for the elderly person
- PC4.** remove smell/ stains/ spills, if any, from the sheets/ clothes/ undergarments of the elderly person and sanitise the same
- PC5.** empty garbage bins, transfer the waste to the disposal area and clean and sanitise the area
- PC6.** organise the wardrobe neatly in order to facilitate easy identification and retrieval of clothes
- PC7.** clean and maintain utensils/ kitchen equipment/ appliances
- PC8.** organise the objects in room of the elderly person keeping in mind the purpose, safety and hygiene
- PC9.** maintain the bed and change the bed/ pillow/ quilt covers regularly

Establishing and maintaining a safe, secure and hygienic environment for the elderly person

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

- PC10.** maintain a safe and hygienic environment with the support of family members
- PC11.** organize furniture appropriately and keep the floors dry to minimize the risk of falling, slipping and tripping by the elderly
- PC12.** prevent injury or accident of the elderly person by getting the safety equipment, such as railings and walking sticks to enhance mobility
- PC13.** record and report to appropriate person about any accident/ injury/ pain/ illness/ other emergencies and seek assistance when required
- PC14.** maintain record of relevant helplines and immediate family, doctor and neighbor's contact details

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic culture, tradition and lifestyle of the family
- KU2.** own role and responsibilities, whom to report, and roles/ responsibilities of the others working in the home/ organisation.
- KU3.** write, speak, and read Hindi, English and any other language being used by the elders, or the family/ guardian of the elders
- KU4.** Sterilising the relevant products/ clothes/ utensils and other objects related to elders being cared for and Preparation of sterilising solution.
- KU5.** procedures, equipment and expendables required for housekeeping, cleaning the kitchen utensils and equipment and for laundry/ washing clothes/ linen
- KU6.** identification and treatment of different fabric/ linen during washing, drying and ironing
- KU7.** bed making and changing the bed/ pillow/ quilt covers/ sheets etc. on regular basis
- KU8.** laying various objects safely in the room, and installation of support/ safety rails in order to enable the elders to get more mobile with safety
- KU9.** tidying up the elderly person's living environments (making beds, changing linen, tidying out the elderly person's personal belongings and wardrobes)
- KU10.** minimising the risk of tripping and slipping ensuring that the objects in room are safely placed to prevent obstruction and floors kept dry to prevent slipping
- KU11.** relevant provisions of the Maintenance and Welfare of Parents and Senior Citizens Act, 2007 and National Policy for Senior Citizens-2011
- KU12.** method of removing spills and stains from the clothing/ bed linen
- KU13.** removing foul smell/ stink of urine or faeces from the clothes/ bed linen
- KU14.** list of the emergency and other contact details including the family members/ guardian and neighbors
- KU16.** unsafe condition in the living area, and how to address the same

Generic Skills (GS)

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

- GS1.** make list of tasks and record the completion of the task with relevant details
- GS2.** note the unusual observations made during the task of care-giving and inform the appropriate person/ family/ guardian
- GS3.** discuss with household members appropriately in order to understand the instructions for the elders
- GS4.** read labels, images symbols, and safety instructions etc
- GS5.** build a rapport with elderly person and their family/ guardian with a view to make them comfortable
- GS6.** take decisions pertaining to the concerned work
- GS7.** organise things around the place to enable carrying out the tasks in efficient, effective and timely manner
- GS8.** keep house members informed about progress of the tasks
- GS9.** act objectively when faced with difficult/ stressful or emotional situations
- GS10.** work in disciplined manner, remain punctual and avoid absenteeism

- GS11.** deliberate through a problem, evaluate the possible solution(s) and do the best in case if the family of the elderly person is not around
- GS12.** take initiative to enhance/learn skills and be open to do things differently
- GS13.** identify and deal with emergency situations
- GS14.** communicate, in order to reassure, enhance participation, encourage food acceptance, obtain cooperation and emotional management
- GS15.** read, write, and use numeracy and listening skills
- GS16.** perform assigned tasks efficiently by setting priority as per instructions from the employer/ as required

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in cleaning and maintaining the hygiene of an elderly's room</i>	16	27	-	-
PC1. assist in cleaning/ Clean (dusting, sweeping, mopping) the living area to include kitchen and toilet used by the elderly person	2	4	-	-
PC2. sanitise the areas of the house frequently used by the elderly person	2	3	-	-
PC3. assist in washing/ drying/ ironing the clothes/ sheets/ covers regularly used by/ for the elderly person	2	3	-	-
PC4. remove smell/ stains/ spills, if any, from the sheets/ clothes/ undergarments of the elderly person and sanitise the same	2	3	-	-
PC5. empty garbage bins, transfer the waste to the disposal area and clean and sanitise the area	1	2	-	-
PC6. organise the wardrobe neatly in order to facilitate easy identification and retrieval of clothes	1	2	-	-
PC7. clean and maintain utensils/ kitchen equipment/ appliances	2	4	-	-
PC8. organise the objects in room of the elderly person keeping in mind the purpose, safety and hygiene	2	3	-	-
PC9. maintain the bed and change the bed/ pillow/ quilt covers regularly	2	3	-	-
<i>Establishing and maintaining a safe, secure and hygienic environment for the elderly person</i>	8	13	-	-
PC10. maintain a safe and hygienic environment with the support of family members	2	3	-	-
PC11. organize furniture appropriately and keep the floors dry to minimize the risk of falling, slipping and tripping by the elderly	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. prevent injury or accident of the elderly person by getting the safety equipment, such as railings and walking sticks to enhance mobility	1	2	-	-
PC13. record and report to appropriate person about any accident/ injury/ pain/ illness/ other emergencies and seek assistance when required	2	3	-	-
PC14. maintain record of relevant helplines and immediate family, doctor and neighbor's contact details	1	2	-	-
NOS Total	24	40	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0803
NOS Name	Cleaning activities, tidying up of the room and establish a safe and hygienic environment for the elders
Sector	Domestic Workers
Sub-Sector	Care Giving (Non Clinical)
Occupation	Elderly Care (Non - Clinical), Elderly Care (Non - Clinical), Housekeeping, Cooking, Cleaning
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

DWC/N0804: Building effective communication and relation with the elderly person, their social network and healthcare people

Description

This unit is about maintaining adequate relations with the elderly person, having regular positive interactions with the family and friends, and being involved in several social networks.

Scope

The scope covers the following :

- Assist in social interaction, pursuing hobbies and interest and to prevent isolation

Elements and Performance Criteria

Assist in social interaction, pursuing hobbies and interest and to prevent isolation

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

- PC1.** use appropriate communication approach towards the elder
- PC2.** use relevant communication and integration approach as per the elderly persons psychological profile
- PC3.** interact with the elderly person's family/ guardian and other relevant persons to get the update on their health and well-being
- PC4.** respond to the elderly person's rightful demands, meet relational needs and avert the elderly persons isolation
- PC5.** interact with the elderly person in such a way as to stimulate their mnemonic (aid-memory) skills
- PC6.** support the elderly person in socializing at different occasions by helping and fostering their participation in social initiatives
- PC7.** recognize and cope with emotions arising from his/her relationship with the elderly person as well as with the stress resulting from the relationship
- PC8.** take keen interest in encouraging the elderly person to pursue hobbies and interests
- PC9.** use appropriate communication approach as per the elderly person's psychological profile

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basic culture, tradition and lifestyle of the family
- KU2.** effective ways of communicating with elders as per their communication preferences
- KU3.** how to overcome possible resistance during the process of caretaking, and managing conflicts
- KU4.** own role and responsibilities, whom to report, and roles/ responsibilities of the others working in the home/ organisation
- KU5.** how to protect fundamental rights and confidentiality the family/ client/ elders
- KU6.** ways to establish appropriate relations with the elderly person's family/ guardian

- KU7.** how to give affection and be respectful with a view to maintain esteem and morale of elders
- KU8.** methods to stimulate elderly person's mnemonic skills
- KU9.** how to communicate so as to cater to the ebbing intensity of the senses (hearing, sight, smell, taste and touch)
- KU10.** ways to develop positive relationship with the elderly person and their family, and healthcare people

Generic Skills (GS)

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

- GS1.** make list of tasks and record the completion of the task with relevant details
- GS2.** perform assigned tasks efficiently by setting priority as per instructions from the employer/ as required
- GS3.** note unusual observations about the elders, and inform the appropriate person/ family/ guardian
- GS4.** discuss with household members with a view to clarify instructions for the elders
- GS5.** read, write, and use numeracy and listening skills
- GS6.** read labels, images symbols, and equipment, health safety/ security instructions etc
- GS7.** build rapport with elderly person and their family/ guardian with a view to make them comfortable
- GS8.** take decisions pertaining to the concerned work
- GS9.** organise things around the place to enable carrying out the tasks in efficient, effective and timely manner
- GS10.** keep members of the family informed about progress of tasks
- GS11.** act objectively when faced with difficult/ stressful or emotional situations
- GS12.** identify and deal with emergency situations as per existing process
- GS13.** deliberate through a problem, evaluate the possible solution(s) and apply the selected solution in the absence of the family/ guardian
- GS14.** take initiative to enhance/learn skills and be open to do things differently
- GS15.** communicate in order to reassure, enhance participation, obtain cooperation, encourage food acceptance, and manage emotions
- GS16.** work in disciplined manner, remain punctual and avoid absenteeism

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in social interaction, pursuing hobbies and interest and to prevent isolation</i>	19	33	-	-
PC1. use appropriate communication approach towards the elder	2	4	-	-
PC2. use relevant communication and integration approach as per the elderly persons psychological profile	3	3	-	-
PC3. interact with the elderly person’s family/ guardian and other relevant persons to get the update on their health and well-being	2	4	-	-
PC4. respond to the elderly person’s rightful demands, meet relational needs and avert the elderly persons isolation	2	4	-	-
PC5. interact with the elderly person in such a way as to stimulate their mnemonic (aid-memory) skills	3	3	-	-
PC6. support the elderly person in socializing at different occasions by helping and fostering their participation in social initiatives	2	4	-	-
PC7. recognize and cope with emotions arising from his/her relationship with the elderly person as well as with the stress resulting from the relationship	2	4	-	-
PC8. take keen interest in encouraging the elderly person to pursue hobbies and interests	2	4	-	-
PC9. use appropriate communication approach as per the elderly person’s psychological profile	1	3	-	-
NOS Total	19	33	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0804
NOS Name	Building effective communication and relation with the elderly person, their social network and healthcare people
Sector	Domestic Workers
Sub-Sector	Caregiving (Non Clinical)(Caretaking)
Occupation	Elderly Care (Non - Clinical), Generic, Elderly Care (Non - Clinical)
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

DWC/N9902: Display standards of hygiene and work etiquettes

Description

This OS unit is about the knowledge and skills required to behave appropriately in a work/ social environment: including etiquette, grooming and maintaining hygiene

Scope

The scope covers the following :

- This unit/ task covers the following:
- Maintain behavioural etiquette
- Follow practices of hygiene
- Handle work in a professional manner

Elements and Performance Criteria

Maintain behavioural etiquette

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

- PC1.** interact in a courteous and disciplined manner with all
- PC2.** dress appropriately and maintain a well-groomed personality
- PC3.** ensure that personal behaviour and conduct takes gender into consideration
- PC4.** follow good manners in household/ workplace with a view to maintain hygiene and sanitation, such as while coughing, not spitting, belching etc.
- PC5.** recognise, acknowledge and overcome inherent biases regarding disabilities.
- PC6.** offer help to a PwD if asked
- PC7.** carry out your tasks in timely and disciplined manner

Follow practices of hygiene

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

- PC8.** follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.
- PC9.** follow social distancing in social gatherings/ workplace
- PC10.** report any personal health issues related to injury, or infectious diseases to employer

Handle work in a professional manner

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

- PC11.** establish your work requirements with the employer/ appropriate authority
- PC12.** recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace
- PC13.** report any kind of issue to the employer/ appropriate authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** social environment in the workplace.
- KU2.** telephone etiquettes and communication with visitors
- KU3.** the system, processes, timetable and performance expectations of the employer
- KU4.** the overall safety, sanitation, working and condition of the house
- KU5.** personal and workplace hygiene
- KU6.** how to prioritize work and do time management
- KU7.** basics of communication and active listening
- KU8.** ones rights and duties with respect to the workplace and safety
- KU9.** treatment and behaviour expected from employer in a household
- KU10.** importance of confidentiality at work and workplace integrity
- KU11.** how to maintain high standard/ good working environment
- KU12.** cultural acclimatisation: how to adjust oneself according to the workplace/ working environment
- KU13.** gender inclusive communication and gender empathy
- KU14.** gender differences and gender diversity.
- KU15.** gender, PwD and age sensitivity and their specific requirements
- KU16.** fundamentals of sexual harassment of women at the workplace (prevention, prohibition and redressal) act 2013
- KU17.** different types of disabilities/ life conditions leading to physical, developmental, behavioural, intellectual and sensory impairment and sensitivity to each one.
- KU18.** rudimentary knowledge of statutory rights, privileges, schemes and benefits available for PwD
- KU19.** emergency procedures, responses/ important numbers

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used to 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
- GS7.** follow basic work ethics such as punctuality, discipline, and regularity
- GS8.** take decisions pertaining to the concerned area of work
- GS9.** utilise existing resources economically
- GS10.** 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.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain behavioural etiquette</i>	10	20	-	-
PC1. interact in a courteous and disciplined manner with all	1	2	-	-
PC2. dress appropriately and maintain a well-groomed personality	2	4	-	-
PC3. ensure that personal behaviour and conduct takes gender into consideration	1	3	-	-
PC4. follow good manners in household/ workplace with a view to maintain hygiene and sanitation, such as while coughing, not spitting, belching etc.	1	3	-	-
PC5. recognise, acknowledge and overcome inherent biases regarding disabilities.	1	3	-	-
PC6. offer help to a PwD if asked	2	3	-	-
PC7. carry out your tasks in timely and disciplined manner	2	2	-	-
<i>Follow practices of hygiene</i>	6	10	-	-
PC8. follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.	2	3	-	-
PC9. follow social distancing in social gatherings/ workplace	2	5	-	-
PC10. report any personal health issues related to injury, or infectious diseases to employer	2	2	-	-
<i>Handle work in a professional manner</i>	3	5	-	-
PC11. establish your work requirements with the employer/ appropriate authority	1	2	-	-
PC12. recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. report any kind of issue to the employer/ appropriate authority	1	1	-	-
NOS Total	19	35	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9902
NOS Name	Display standards of hygiene and work etiquettes
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, , Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

DWC/N9903: Maintain a clean and secure working environment

Description

This unit is about the knowledge and skills required to monitor work environment to make sure it meets standards of cleanliness, safety and security.

Scope

The scope covers the following :

- This unit/task covers the following:
- Follow measures of safety and security at workplace
- Manage waste and ensure cleanliness
- Adopt practices to promote wellbeing

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
- PC4.** respond to different emergency situations in terms of immediate action and reporting

Manage waste and ensure cleanliness

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

- PC5.** follow environment friendly practices at home/ workplace to minimise pollution of air, water and earth.
- PC6.** use appropriate cleaning gear/ PPE for waste disposal as required
- PC7.** clear, collect and segregate waste according their types
- PC8.** reduce the volume of waste through appropriate techniques.
- PC9.** throw waste in appropriate waste container/ assigned bins
- PC10.** change disposable garbage bags when full, and clean the waste bins regularly
- PC11.** keep the house/ work area clean off germs/ insects/ bugs by using appropriate environment-friendly products/ cleaning agents.

Adopt practices to promote wellbeing

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

- PC12.** clean the place of dust or any particulate matters
- PC13.** ensure ventilation in the household
- PC14.** minimise pollution to all environmental aspects such as, water, earth, air and noise.
- PC15.** conserve materials, natural resources and energy at home/ work area.

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

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



Qualification Pack



GS14. adjust communication styles to reflect gender sensitivity.

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>	8	10	-	-
PC1. identify any hazards and deal with them in safe and competent manner within the limits of one's authority	2	2	-	-
PC2. identify and report breaches in health, safety, and security to the designated person	2	2	-	-
PC3. perform basic first aid	2	3	-	-
PC4. respond to different emergency situations in terms of immediate action and reporting	2	3	-	-
<i>Manage waste and ensure cleanliness</i>	13	19	-	-
PC5. follow environment friendly practices at home/ workplace to minimise pollution of air, water and earth.	2	2	-	-
PC6. use appropriate cleaning gear/ PPE for waste disposal as required	2	3	-	-
PC7. clear, collect and segregate waste according their types	2	3	-	-
PC8. reduce the volume of waste through appropriate techniques.	2	3	-	-
PC9. throw waste in appropriate waste container/ assigned bins	2	3	-	-
PC10. change disposable garbage bags when full, and clean the waste bins regularly	1	2	-	-
PC11. keep the house/ work area clean off germs/ insects/ bugs by using appropriate environment-friendly products/ cleaning agents.	2	3	-	-
<i>Adopt practices to promote wellbeing</i>	7	10	-	-
PC12. clean the place of dust or any particulate matters	2	3	-	-
PC13. ensure ventilation in the household	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. minimise pollution to all environmental aspects such as, water, earth, air and noise.	2	3	-	-
PC15. conserve materials, natural resources and energy at home/ work area.	1	2	-	-
NOS Total	28	39	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9903
NOS Name	Maintain a clean and secure working environment
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services, Caregiving (Non Clinical)(Caretaking)
Occupation	Housekeeping, Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on 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 theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N0805.Assisting elderly persons with activities of daily living (ADL), personal hygiene and recreational/ health activities	22	32	-	-	54	25
DWC/N0803.Cleaning activities, tidying up of the room and establish a safe and hygienic environment for the elders	24	40	0	0	64	25
DWC/N0804.Building effective communication and relation with the elderly person, their social network and healthcare people	19	33	-	-	52	20
DWC/N9902.Display standards of hygiene and work etiquettes	19	35	0	0	54	15
DWC/N9903.Maintain a clean and secure working environment	28	39	0	0	67	15
Total	112	179	0	0	291	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
ADL	Activities of Daily Living
PwD	Persons/ People with Disabilities
PPE	Personal protective equipment

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.
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.
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.
Ageing process	Ageing is associated with changes in biological, physiological, environmental, psychological, behavioral, and social processes. Apart from the benign changes, such as graying hair, others result in decline in function of the senses and activities of daily life, increased susceptibility to and frequency of disease, frailty, or disability.