

Qualification Pack



Elderly Care Companion

QP Code: DWC/Q0802

Version: 1.0

NSQF Level: 4

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DWC/Q0802: Elderly Care Companion

Brief Job Description

The candidate would provide companionship to the elders in terms of emotional support and empathy, accompany/drive for outdoor activities, assists with personal healthcare regime and documentation, assisting with payment of utility bills and administrative and secretarial support.

Personal Attributes

The job requires the individual to be empathetic, dedicated, responsible, trustworthy, attentive, compassionate, and detail-oriented. The person should possess excellent communication and interpersonal skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DWC/N0806: Accompany to outside activities](#)
2. [DWC/N0807: Assist with documentation and bill payment](#)
3. [DWC/N0808: Assist with personal and general healthcare](#)
4. [DWC/N9902: Maintain service standards and communicate effectively](#)
5. [DWC/N9903: Maintain health, hygiene and safety standards](#)
6. [DWC/N9904: Operate hardware devices and basic software applications](#)
7. [DWC/N0804: Building effective communication and relation with the elderly person, their social network and healthcare people](#)
8. [DWC/N0112: Manage visitors/guests](#)
9. [DWC/N0111: Perform administrative related tasks](#)
10. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
Sub-Sector	Care Giving (Non Clinical)

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Occupation	Elderly Care (Non - Clinical), Elderly Care (Non - Clinical)
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5322.0101
Minimum Educational Qualification & Experience	10th grade pass and pursuing continuous schooling with NA of experience No Experience Required OR 10th grade pass with 2 Years of experience relevant of experience OR Certificate-NSQF (3 (Elderly Caretaker (Non-Clinical)-DWC/Q0801) with three years of relevant Experience)
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	Driving License
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	05/01/2026
NSQF Approval Date	05/01/2023
Version	1.0
Reference code on NQR	QG-04-HE-00106-2023-V1-DWSSC
NQR Version	1

Remarks:

To address the gap for organised laundry in domestic sector/ areas

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DWC/N0806: Accompany to outside activities

Description

This OS unit is about providing companionship to the elderly in outside activities.

Scope

The scope covers the following :

- Follow verification process
- Provide companionship in outside activities

Elements and Performance Criteria

Follow verification process

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

- PC1.** make checklist of the documents required for verification like pan card, aadhaar card, voter id, ration card, driving licence, passport, educational certificates etc.
- PC2.** submit attested copies of the documents to the concern person
- PC3.** fill the employee verification form
- PC4.** accompany employer to police station for verification process

Provide companionship in outside activities

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

- PC5.** collect essentials for the trip like coat, bags, glasses, mobility aids, medical equipment like hearing aids, etc.
- PC6.** plan Itinerary, arrange travel, visas and accommodation, and occasionally travel with the person
- PC7.** drive the person to work place, social gatherings, family and other events, etc.
- PC8.** prepare list of the necessary things and accompany to the market and shopping malls for shopping
- PC9.** escort the person for personal grooming like barber/salon for a haircut, beauty treatment, etc.
- PC10.** assist with vehicle servicing
- PC11.** pick up prescriptions/ medicines as per prescriptions from doctor
- PC12.** take the pet to groomer or vet
- PC13.** arrange for minor household repairs

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of travel essentials like bag, medicine, medical aid, etc.
- KU2.** methods to plan itinerary as per the trip and liking of the elderly



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- KU3.** local geography and shopping malls, personal grooming, etc.
- KU4.** how to take elderly to work, social gatherings and other places
- KU5.** how to assist with vehicle serving
- KU6.** technique to take the pet to groomer or vet
- KU7.** how to arrange for minor household repairs
- KU8.** SOP for employee verification
- KU9.** types of documents for verification like pan card, aadhaar card, voter id, ration card, driving licence, passport, educational certificates etc.

Generic Skills (GS)

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

- GS1.** communicate effectively and cordially with elderly person and family
- GS2.** fill-in forms, applications, etc. as required
- GS3.** respond patiently to queries/requests
- GS4.** exhibit politeness and courteousness under all circumstances and situations
- GS5.** manage time effectively for prompt services
- GS6.** identify immediate or temporary solutions to resolve delay or other problems
- GS7.** stay updated on trivia on movies, plays, books etc.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow verification process</i>	10	10	-	5
PC1. make checklist of the documents required for verification like pan card, aadhaar card, voter id, ration card, driving licence, passport, educational certificates etc.	-	-	-	-
PC2. submit attested copies of the documents to the concern person	-	-	-	-
PC3. fill the employee verification form	-	-	-	-
PC4. accompany employer to police station for verification process	-	-	-	-
<i>Provide companionship in outside activities</i>	30	30	-	15
PC5. collect essentials for the trip like coat, bags, glasses, mobility aids, medical equipment like hearing aids, etc.	-	-	-	-
PC6. plan Itinerary, arrange travel, visas and accommodation, and occasionally travel with the person	-	-	-	-
PC7. drive the person to work place, social gatherings, family and other events, etc.	-	-	-	-
PC8. prepare list of the necessary things and accompany to the market and shopping malls for shopping	-	-	-	-
PC9. escort the person for personal grooming like barber/salon for a haircut, beauty treatment, etc.	-	-	-	-
PC10. assist with vehicle servicing	-	-	-	-
PC11. pick up prescriptions/ medicines as per prescriptions from doctor	-	-	-	-
PC12. take the pet to groomer or vet	-	-	-	-
PC13. arrange for minor household repairs	-	-	-	-
NOS Total	40	40	-	20



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0806
NOS Name	Accompany to outside activities
Sector	Domestic Workers
Sub-Sector	Care Giving (Non Clinical)
Occupation	Elderly Care (Non - Clinical)
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DWC/N0807: Assist with documentation and bill payment

Description

This OS unit is about assisting the elder with filling in or completing documents like deposit slips, pension - forms, etc., and helping in payment of utility bills like telephone, cable, mobile, etc.

Scope

The scope covers the following :

- Assist with documentation
- Provide payment assistance

Elements and Performance Criteria

Assist with documentation

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

- PC1.** provide assistance with banking processes
- PC2.** transport the person to the bank, lawyers, CA, different offices, post office, etc. for necessary procedures, if required
- PC3.** coordinate with the bank personnel for home banking if the person is unable to visit in person
- PC4.** assist the person 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.
- PC5.** check for official correspondence that requires action and help complete the action
- PC6.** assist with writing letters and correspondence

Provide payment assistance

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

- PC7.** address any underlying causes for bill problems
- PC8.** make a list for all payment dates and remind them accordingly
- PC9.** advise the person to set up a regular bill payment period through automated electronic transfer
- PC10.** inform person about online fraud like phishing, identity theft, etc.
- PC11.** assist in payment of utility bills like telephone, cable, mobile, electricity, etc., online or manually
- PC12.** check that all insurance premiums (health and life) are paid on time, if any
- PC13.** assist in payment of EMIs, property tax, insurance premiums (health and life), if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** banking procedures



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- KU2.** types of bank accounts like saving, pensions, deposits, etc.
- KU3.** types of banking forms/slips - deposit, withdrawal, etc.
- KU4.** types of utility services and payment procedure
- KU5.** different payment methods - cash/online
- KU6.** correspondence and writing techniques
- KU7.** payment methods for EMI, insurance premium, property tax

Generic Skills (GS)

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

- GS1.** fill-in forms, applications etc.
- GS2.** read, write, interpret instructions, procedures, and guidelines for assisting person with documentation
- GS3.** take decisions independently at work
- GS4.** work in disciplined manner, remain punctual and avoid absenteeism
- GS5.** identify immediate or temporary solutions to resolve problem and implement the same

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist with documentation</i>	20	20	-	10
PC1. provide assistance with banking processes	-	-	-	-
PC2. transport the person to the bank, lawyers, CA, different offices, post office, etc. for necessary procedures, if required	-	-	-	-
PC3. coordinate with the bank personnel for home banking if the person is unable to visit in person	-	-	-	-
PC4. assist the person 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.	-	-	-	-
PC5. check for official correspondence that requires action and help complete the action	-	-	-	-
PC6. assist with writing letters and correspondence	-	-	-	-
<i>Provide payment assistance</i>	20	20	-	10
PC7. address any underlying causes for bill problems	-	-	-	-
PC8. make a list for all payment dates and remind them accordingly	-	-	-	-
PC9. advise the person to set up a regular bill payment period through automated electronic transfer	-	-	-	-
PC10. inform person about online fraud like phishing, identity theft, etc.	-	-	-	-
PC11. assist in payment of utility bills like telephone, cable, mobile, electricity, etc., online or manually	-	-	-	-
PC12. check that all insurance premiums (health and life) are paid on time, if any	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. assist in payment of EMIs, property tax, insurance premiums (health and life), if required	-	-	-	-
NOS Total	40	40	-	20



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0807
NOS Name	Assist with documentation and bill payment
Sector	Domestic Workers
Sub-Sector	Care Giving (Non Clinical)
Occupation	Elderly Care (Non - Clinical)
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DWC/N0808: Assist with personal and general healthcare

Description

This OS unit is about assisting the person with physical therapy and exercises to improve movement and keep them active. It is also about monitoring their diet and medication periodically.

Scope

The scope covers the following :

- Help with exercise and physical therapy
- Monitor diet and medication

Elements and Performance Criteria

Help with exercise and physical therapy

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

- PC1.** collect information regarding the physical condition of the person
- PC2.** consult with the doctor regarding prescribed exercise or physical therapy, if required
- PC3.** assist in-home exercise as suggested by the doctor
- PC4.** identify appropriate activities taking the person's interest, preference, and physical condition into account
- PC5.** support with balancing, strength, and flexibility exercises
- PC6.** assist with yoga to increase immunity, flexibility, meditation and stress management
- PC7.** record the progress being made by the person regularly

Monitor diet and medication

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

- PC8.** consult the physician to understand the person's specific nutritional needs
- PC9.** obtain the meal plan and medicine prescription from the doctors
- PC10.** encourage the person to try new food within the restricted diet
- PC11.** motivate the person to take the medication according to the prescription, without fail

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** physical assessment procedures for the person
- KU2.** basic physical therapy methods
- KU3.** ways to motivate seniors to exercise
- KU4.** balance and strength exercises for person
- KU5.** different yoga postures for the persons
- KU6.** therapeutic use of heat and cold



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- KU7.** basic physical and mental health monitoring procedures
- KU8.** meal planning guidelines for persons
- KU9.** medication and prescription handling techniques

Generic Skills (GS)

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

- GS1.** read, write and interpret instructions, procedures, information
- GS2.** improve and modify own work practices
- GS3.** communicate effectively with the person, dietician, doctors, physiotherapists, family
- GS4.** improve and modify own work practices
- GS5.** build rapport with family and work to meet their expectations
- GS6.** take decisions independently at work

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Help with exercise and physical therapy</i>	20	20	-	10
PC1. collect information regarding the physical condition of the person	-	-	-	-
PC2. consult with the doctor regarding prescribed exercise or physical therapy, if required	-	-	-	-
PC3. assist in-home exercise as suggested by the doctor	-	-	-	-
PC4. identify appropriate activities taking the person's interest, preference, and physical condition into account	-	-	-	-
PC5. support with balancing, strength, and flexibility exercises	-	-	-	-
PC6. assist with yoga to increase immunity, flexibility, meditation and stress management	-	-	-	-
PC7. record the progress being made by the person regularly	-	-	-	-
<i>Monitor diet and medication</i>	20	20	-	10
PC8. consult the physician to understand the person's specific nutritional needs	-	-	-	-
PC9. obtain the meal plan and medicine prescription from the doctors	-	-	-	-
PC10. encourage the person to try new food within the restricted diet	-	-	-	-
PC11. motivate the person to take the medication according to the prescription, without fail	-	-	-	-
NOS Total	40	40	-	20



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0808
NOS Name	Assist with personal and general healthcare
Sector	Domestic Workers
Sub-Sector	Care Giving (Non Clinical)
Occupation	Elderly Care (Non - Clinical)
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DWC/N9902: Maintain service standards and communicate effectively

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain behavioural etiquette

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

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

Maintain professional manner at work

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

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

Give specific services as per the residents' requirements

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

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- PC19.** provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards
- PC20.** assist people with disabilities when necessary
- PC21.** follow gender and age-sensitive service practices at all times
- PC22.** identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, color, sexual orientation, and culture
- PC23.** maintain social distance in social situations/at work
- PC24.** inform the employer of any personal health issues related to injury or infectious diseases

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9902
NOS Name	Maintain service standards and communicate effectively
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQF Clearance Date	05/01/2023



Qualification Pack

DWC/N9903: Maintain health, hygiene and safety standards

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Follow personal and workplace hygiene

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

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

Follow workplace practices to promote wellbeing

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

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

Manage waste at workplace



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

- PC18.** identify and separate hazardous, recyclable, and non-recyclable waste at the workplace
- PC19.** manage wastages like food, water, etc., as directed
- PC20.** dispose of sanitary and other hazardous wastes appropriately
- PC21.** recycle waste wherever applicable
- PC22.** discard PPEs in plastic bags that are sealed and labeled "infectious waste"
- PC23.** conserve materials, natural resources, and energy at work
- PC24.** use eco-friendly methods at work to reduce pollution of the air, water, and earth

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. recognize workplace risks and promptly inform anybody who should know about them	-	-	-	-
PC14. report to various emergency circumstances with prompt response and reporting	-	-	-	-
PC15. attend regular health check-ups	-	-	-	-
PC16. place medicines and hazardous chemicals away	-	-	-	-
PC17. keep sharp objects out of reach of child	-	-	-	-
<i>Manage waste at workplace</i>	10	10	-	6
PC18. identify and separate hazardous, recyclable, and non-recyclable waste at the workplace	-	-	-	-
PC19. manage wastages like food, water, etc., as directed	-	-	-	-
PC20. dispose of sanitary and other hazardous wastes appropriately	-	-	-	-
PC21. recycle waste wherever applicable	-	-	-	-
PC22. discard PPEs in plastic bags that are sealed and labeled "infectious waste"	-	-	-	-
PC23. conserve materials, natural resources, and energy at work	-	-	-	-
PC24. use eco-friendly methods at work to reduce pollution of the air, water, and earth	-	-	-	-
NOS Total	40	40	-	20



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9903
NOS Name	Maintain health, hygiene and safety standards
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DWC/N9904: Operate hardware devices and basic software applications

Description

This unit is about operating hardware devices and using basic software applications as per the requirement.

Scope

The scope covers the following :

- Use hardware devices and basic software applications

Elements and Performance Criteria

Use hardware devices and basic software applications

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

- PC1.** operate office and hardware devices, such as a printer, copier, projector, binder, laminator, scanners, laptop/computer, etc.
- PC2.** create, format, and send attachments for emails
- PC3.** create, transfer, and maintain electronic documents using MS office tools
- PC4.** use software and applications for collaboration at the workplace
- PC5.** use the internet for research and unique job requirements, as directed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to operate hardware devices like printer, copier, projector, binder, laminator, audio/visual equipment scanners, laptop/computer, etc.
- KU2.** operating procedure of MS office application such word, PPT, excel, etc.
- KU3.** software and applications used for collaboration like slack, zoom, google meet, etc.
- KU4.** how to search for things on the internet

Generic Skills (GS)

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

- GS1.** read a user manual and instructions about using devices
- GS2.** communicate effectively with the owner, employees and others
- GS3.** report any issues at the workplace

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use hardware devices and basic software applications</i>	20	20	-	10
PC1. operate office and hardware devices, such as a printer, copier, projector, binder, laminator, scanners, laptop/computer, etc.	-	-	-	-
PC2. create, format, and send attachments for emails	-	-	-	-
PC3. create, transfer, and maintain electronic documents using MS office tools	-	-	-	-
PC4. use software and applications for collaboration at the workplace	-	-	-	-
PC5. use the internet for research and unique job requirements, as directed	-	-	-	-
NOS Total	20	20	-	10



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9904
NOS Name	Operate hardware devices and basic software applications
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQF Clearance Date	05/01/2023



Qualification Pack

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

Qualification Pack

- 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

Qualification Pack

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>	40	40	-	20
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	-	-	-	-
NOS Total	40	40	-	20



Qualification Pack

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), Elderly Care (Non - Clinical), Generic
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DWC/N0112: Manage visitors/guests

Description

This OS unit is about managing visitors to the workplace. This includes activities such as greeting the visitors, responding to their queries, serving refreshments etc. It also entails answering any phone calls while providing basic information.

Scope

The scope covers the following :

- Receive visitors and handle queries
- Manage phone calls

Elements and Performance Criteria

Receive visitors and handle queries

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

- PC1.** welcome the visitor in a courteous manner and inquire about the reason for visit
- PC2.** respond appropriately to visitors queries
- PC3.** collect and verify identification document from the visitor
- PC4.** notify concerned authority about the visitor and direct him/ her to the waiting area or to the concerned authority as required
- PC5.** make and serve different types of tea or coffee and snacks as requested

Manage phone calls

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

- PC6.** answer all phone calls promptly, in a courteous manner
- PC7.** handle callers requirements in an apt manner
- PC8.** maintain telephone register and circulate the same in office

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standards and guidelines to be followed relevant to employment and performance
- KU2.** typical customer profile
- KU3.** code of conduct with visitors and callers
- KU4.** rules and regulations of the workplace that may apply to visitors and callers
- KU5.** workplace products and services available
- KU6.** how to greet the visitors and callers
- KU7.** mandatory details to be received from the visitor or caller
- KU8.** acceptable identify / proof documents
- KU9.** how to operate computers and digital devices (smart phones, tablet, laptop)



Qualification Pack

KU10. how to make the types of beverages and snacks that are to be served

KU11. how to use instruments such as multi-line telephones

Generic Skills (GS)

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

- GS1.** document and maintain basic records
- GS2.** draft messages in English or local language in a coherent manner
- GS3.** read and interpret instructions, procedures, information and signs in the workplace
- GS4.** read and follow operational instructions
- GS5.** communicate effectively and in polite manner with callers and visitors and respond to their queries
- GS6.** act in case of unscheduled visits of customers or cold calls
- GS7.** listen to the caller/ visitor carefully and interpret their requirements
- GS8.** suggest possible solutions to potential or expressed requirements
- GS9.** be polite and courteous under all circumstances and situations
- GS10.** inform/report to the concerned person, in case of any problem and emergency situations
- GS11.** improve and modify own work practices
- GS12.** identify possible solutions to an issue using given information

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive visitors and handle queries</i>	20	20	-	10
PC1. welcome the visitor in a courteous manner and inquire about the reason for visit	-	-	-	-
PC2. respond appropriately to visitors queries	-	-	-	-
PC3. collect and verify identification document from the visitor	-	-	-	-
PC4. notify concerned authority about the visitor and direct him/ her to the waiting area or to the concerned authority as required	-	-	-	-
PC5. make and serve different types of tea or coffee and snacks as requested	-	-	-	-
<i>Manage phone calls</i>	20	20	-	10
PC6. answer all phone calls promptly, in a courteous manner	-	-	-	-
PC7. handle callers requirements in an apt manner	-	-	-	-
PC8. maintain telephone register and circulate the same in office	-	-	-	-
NOS Total	40	40	-	20



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0112
NOS Name	Manage visitors/guests
Sector	Domestic Workers
Sub-Sector	Care Giving (Non Clinical), Housekeeping services
Occupation	Housekeeping, Elderly Care (Non - Clinical)
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DWC/N0111: Perform administrative related tasks

Description

This OS unit pertains to knowledge and skills required to perform administrative related functions such as scheduling meetings, managing documents, handling mails, basic bookkeeping and other everyday tasks in and out of the workplace.

Scope

The scope covers the following :

- Manage documents
- Handle elementary accounts including bank related tasks
- Organize and support meetings and travel plans
- Manage incoming and outgoing mails
- Carry out given errands in and out of the workplace

Elements and Performance Criteria

Manage documents

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

- PC1.** take print outs, photocopies, scan the documents and other such tasks
- PC2.** file required documents in a proper manner.
- PC3.** use MS office tools for office support

Handle elementary accounts including bank related tasks

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

- PC4.** verify and record any financial transaction/ receipts (e.g. sale and purchase of supplies) in the book/ electronic system
- PC5.** perform banking related tasks such as deposit, withdrawal, handling cheques, passbook updation, getting demand drafts prepared, etc.
- PC6.** receive, deliver, check invoices/ bills/ challans for correctness
- PC7.** solve basic arithmetic calculations including fractions, divisibility, and percentages accurately
- PC8.** account for receipts and expenses from the petty cash issued to him/her

Organize and support meetings and travel plans

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

- PC9.** schedule meetings as requested and keep minutes of meetings
- PC10.** draft, format or edit routine internal memos as per the requirement
- PC11.** book air ticket, train ticket, hotel or local cabs as per requirements

Manage incoming and outgoing mails

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

- PC12.** receive and distribute the received mails to intended recipients
- PC13.** maintain record of incoming and outgoing mails

Qualification Pack

PC14. send outgoing mails and deliveries as per mode of delivery. For ex. courier, speed post etc.

Carry out given errands in and out of the workplace

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

PC15. deliver or collect documents, packages, and supplies or messages between workplace and other locations

PC16. drop or pick up children from school or tuition centre

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. standards and guidelines to be followed relevant to employment and performance conditions

KU2. policy on documentation, reporting and filing

KU3. policy on dak/posts, mails and its accounting and handling

KU4. how to operate computer, digital devices (smart phones, laptop, tablet), MS Office

KU5. how to operate photocopiers, fax, printers, paper shredders and other machines

KU6. how to attend the guests and visitors as per organizational standards

KU7. how to check and verify bills/ challan/ invoices and record accounting entries

KU8. how to book cabs, train and flight tickets and make hotel bookings

KU9. the correctness of documents, such as identity/ address proofs, MoUs etc.

KU10. filing and filing system/ maintaining files

KU11. how to prepare and send/ receive basic mails

KU12. how to manage incoming and outgoing docs

KU13. how to organize meetings and know the support required for them

Generic Skills (GS)

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

GS1. write accurately and concisely in English or local language

GS2. document and maintain records as required

GS3. read and interpret instructions, procedures, information and signs in the workplace

GS4. read and follow operational instructions

GS5. communicate effectively and respond to queries

GS6. book more efficient option for travel basis costs involved

GS7. move around appointments in calendar for more efficient scheduling

GS8. plan and prioritize ones day to day tasks to achieve maximum productivity

GS9. organize available time and remain punctual

GS10. focus on customer requirements

GS11. inform/report to the concerned person, in case of any problem and emergency situations

GS12. improve and modify own work practices

GS13. identify the limitations/gaps in work procedures



Qualification Pack

GS14. identify possible solutions to an issue using given information

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage documents</i>	5	5	-	3
PC1. take print outs, photocopies, scan the documents and other such tasks	-	-	-	-
PC2. file required documents in a proper manner.	-	-	-	-
PC3. use MS office tools for office support	-	-	-	-
<i>Handle elementary accounts including bank related tasks</i>	10	10	-	4
PC4. verify and record any financial transaction/ receipts (e.g. sale and purchase of supplies) in the book/ electronic system	-	-	-	-
PC5. perform banking related tasks such as deposit, withdrawal, handling cheques, passbook updation, getting demand drafts prepared, etc.	-	-	-	-
PC6. receive, deliver, check invoices/ bills/ challans for correctness	-	-	-	-
PC7. solve basic arithmetic calculations including fractions, divisibility, and percentages accurately	-	-	-	-
PC8. account for receipts and expenses from the petty cash issued to him/her	-	-	-	-
<i>Organize and support meetings and travel plans</i>	5	5	-	3
PC9. schedule meetings as requested and keep minutes of meetings	-	-	-	-
PC10. draft, format or edit routine internal memos as per the requirement	-	-	-	-
PC11. book air ticket, train ticket, hotel or local cabs as per requirements	-	-	-	-
<i>Manage incoming and outgoing mails</i>	10	10	-	5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. receive and distribute the received mails to intended recipients	-	-	-	-
PC13. maintain record of incoming and outgoing mails	-	-	-	-
PC14. send outgoing mails and deliveries as per mode of delivery. For ex. courier, speed post etc.	-	-	-	-
<i>Carry out given errands in and out of the workplace</i>	10	10	-	5
PC15. deliver or collect documents, packages, and supplies or messages between workplace and other locations	-	-	-	-
PC16. drop or pick up children from school or tuition centre	-	-	-	-
NOS Total	40	40	-	20



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0111
NOS Name	Perform administrative related tasks
Sector	Domestic Workers
Sub-Sector	Housekeeping services, Caregiving (Non Clinical)(Caretaking)
Occupation	Housekeeping, Elderly Care (Non - Clinical)
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	05/01/2026
NSQC Clearance Date	05/01/2023



Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

Qualification Pack

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

Career Development & Goal Setting

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

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

Communication Skills

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

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

Diversity & Inclusion

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

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

Financial and Legal Literacy

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

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

Essential Digital Skills

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

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

Entrepreneurship

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

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

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/06/2025
NSQC Clearance Date	30/06/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N0806.Accompany to outside activities	40	40	0	20	100	20
DWC/N0807.Assist with documentation and bill payment	40	40	0	20	100	20
DWC/N0808.Assist with personal and general healthcare	40	40	0	20	100	20
DWC/N9902.Maintain service standards and communicate effectively	40	40	-	20	100	10
DWC/N9903.Maintain health, hygiene and safety standards	40	40	-	20	100	5
DWC/N9904.Operate hardware devices and basic software applications	20	20	-	10	50	5
DWC/N0804.Building effective communication and relation with the elderly person, their social network and healthcare people	40	40	0	20	100	5
DWC/N0112.Manage visitors/guests	40	40	0	20	100	5



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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N0111.Perform administrative related tasks	40	40	0	20	100	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	5
Total	360	370	-	170	900	100



Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
EMI	The Full form of EMI is Equated

Qualification Pack

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.

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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.