

## Qualification Pack



# Laundry Service Provider

QP Code: DWC/Q1801

Version: 1.0

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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## Qualification Pack

### DWC/Q1801: Laundry Service Provider

#### Brief Job Description

A laundry service provider is responsible for the management of laundry services including marketing, procurement of raw materials, washing and ironing, timely delivery and accounting.

#### Personal Attributes

The individual must possess leadership and entrepreneurial qualities, relevant experience, knowledge and necessary delegation ability. They must be honest, confident and respectful. The person should be proactive, dedicated to the need of the customer and flexible in their approach to planning, execution and delivery of services.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

- [1. DWC/N1801: Set up and oversee business operations](#)
- [2. DWC/N1803: Management of the Laundry Floor Services and Equipment/Staff](#)
- [3. DWC/N1804: Management of delivery service, payments and market operations](#)
- [4. DWC/N9906: Maintain clean and secure working environment](#)
- [5. DWC/N9905: Maintenance of hygiene and work etiquette](#)
- [6. DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and other services
<b>Occupation</b>	Laundry Services, Laundry Services
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	12

### Qualification Pack

<b>Aligned to NCO/ISCO/ISIC Code</b>	2015/9121.9900 & 9621.9900
<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass (No Experience Required OR 8th Grade Pass with 2 year relevant of experience OR 5th Grade Pass with 5 year relevant of experience OR Certificate-NSQF Level 3 (General Housekeeper)-DWC/Q0102) with three years of relevant Experience )
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	Basic Computer Literacy
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	05/01/2026
<b>NSQF Approval Date</b>	05/01/2023
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QG-03-TX-00104-2023-V1-DWSSC
<b>NQR Version</b>	1

#### Remarks:

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



## Qualification Pack

### DWC/N1801: Set up and oversee business operations

#### Description

This OS unit is about acquiring skills and knowledge required for setting up and overseeing a business process that provides laundry services in domestic workers sector.

#### Scope

The scope covers the following :

- Form a business plan
- Implement the business plan
- Manage business operations
- Maintain work area

#### Elements and Performance Criteria

##### *Form a business plan*

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

- PC1.** identify the purpose of the business
- PC2.** describe the product/service provided by the domestic setup
- PC3.** develop a financial plan for the expenses and budget of the business
- PC4.** analyse the market and the competitive scenario
- PC5.** identify the potential customers to assess their need in terms of laundry such as ironing of clothes, dry cleaning, simple laundry, etc.
- PC6.** outline the sales and marketing processes to collate data of nearby domestic areas
- PC7.** segregate and outline the responsibilities of various departments such as laundry room, marketing, cleaning, technician (if necessary), etc.
- PC8.** gather knowledge about the scope of running the laundry business in the locality

##### *Implement the business plan*

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

- PC9.** finalise an office space to run the business operations
- PC10.** obtain registration for business and other relevant statutory needs such as labour laws, TIN, PAN, GST, etc. as advised by the CA
- PC11.** identify and secure necessary material to provide laundry service
- PC12.** identify, recruit and train suitable staff for handling tasks related to operation, sales, finance/ accounting, HR/ admin, etc. in the organisation
- PC13.** keep a record of issuance, expiry and renewal dates of certificates
- PC14.** develop and maintain company compliance/ statutory documents

##### *Manage business operations*

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

- PC15.** engage with customers to get feedback on the services provided
- PC16.** formulate marketing strategies to attract more customers

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- PC17.** create and manage the business app to run operations in an efficient manner
- PC18.** ensure preparedness of equipment and personnel prior to commencement of the daily operations
- PC19.** ensure that all operations are closed as per norms at the end of the day

### *Maintain work area*

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

- PC20.** gather and organise service material before collecting orders
- PC21.** get the workstations cleaned before commencement of laundry operations
- PC22.** ensure smooth functioning of the washing and ironing machines

### *Loan arrangements*

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

- PC23.** appraise the importance of microfinance
- PC24.** identify different types of funding options from various financial institutions
- PC25.** identify various government schemes for setting up laundry service business (such as Ministry of Micro, Small and Medium Enterprises (MSME), Pradhan Mantri MUDRA Yojana (PMMY), Credit Guarantee Fund Scheme for Micro and Small Enterprises (CGFMSE), Udyogini)
- PC26.** identify the eligibility criteria for applying for loan
- PC27.** outline the process of applying loan from various financial institutions
- PC28.** identify various compliances and other regulatory requirements for obtaining loan
- PC29.** identify the relevant documents required for loan application
- PC30.** identify the limitations of obtaining loan, such as age, repay capacity, tenure, etc.
- PC31.** check CIBIL score
- PC32.** identify the capacity to repay within the turnaround time
- PC33.** comply to the repayment schedule

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislation, standards, policies, and procedures followed in the company relevant to own business set up
- KU2.** reporting structure, inter-department functions, lines and procedures in the work area
- KU3.** roles and responsibilities of various employees and their official relationship
- KU4.** procedures for handling documents, hard copies and electronic means
- KU5.** preparation and maintenance of documents and other similar procedures related to in-house activities
- KU6.** entrepreneurship and business plans
- KU7.** business process in laundry service provision
- KU8.** marketing methods and strategies for market analysis
- KU9.**
  - documentation process for the entire process, including sales, marketing, operations
  - (washing, dry cleaning, ironing and continuous inspection)
- KU10.** procedure of creating bills, invoices and receipts



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- KU11.** communication devices (computer, tabs/ mobiles)
- KU12.** HR process in an organisation, including recruitment, training, attendances, salary and social welfare/ labour laws, appraisals and separation
- KU13.** preparation of SOPs and their promulgation in the organisation
- KU14.** preparation of SOPs and their promulgation in the organisation
- KU15.** preparation of SOPs and their promulgation in the organisation
- KU16.** preparation of SOPs and their promulgation in the organisation
- KU17.** preparation of SOPs and their promulgation in the organisation
- KU18.** preparation of SOPs and their promulgation in the organisation
- KU19.** preparation of SOPs and their promulgation in the organisation
- KU20.** preparation of SOPs and their promulgation in the organisation
- KU21.** preparation of SOPs and their promulgation in the organisation
- KU22.** basis of financial services for entrepreneurs and small businesses
- KU23.** role of Government in microfinance
- KU24.** relevant legislation, standards, policies, and procedures followed in the financial institutions to grant loan
- KU25.** requirement of KYC norms and other supporting documents required for applying loan
- KU26.** basic accounting and financial concepts for book keeping
- KU27.** requirement of fixed and working capital for running a business
- KU28.** loan eligibility and sanction criteria
- KU29.** concept of CIBIL score and how is it calculated
- KU30.** filling up loan processing form and other relevant documents
- KU31.** calculate the EMI and applicable interest as per the interest rate
- KU32.** create loan proposal
- KU33.** cost involved in applying loan
- KU34.** securities/sureties/guarantors requirement

## Generic Skills (GS)

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

- GS1.** interact with all vendors, team members and customers politely and timely
- GS2.** interact with all vendors, team members and customers politely and timely
- GS3.** read/fill loan application form
- GS4.** perform basic financial and accounting calculations

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Form a business plan</i>	<b>8</b>	<b>14</b>	-	-
<b>PC1.</b> identify the purpose of the business	-	-	-	-
<b>PC2.</b> describe the product/service provided by the domestic setup	-	-	-	-
<b>PC3.</b> develop a financial plan for the expenses and budget of the business	-	-	-	-
<b>PC4.</b> analyse the market and the competitive scenario	-	-	-	-
<b>PC5.</b> identify the potential customers to assess their need in terms of laundry such as ironing of clothes, dry cleaning, simple laundry, etc.	-	-	-	-
<b>PC6.</b> outline the sales and marketing processes to collate data of nearby domestic areas	-	-	-	-
<b>PC7.</b> segregate and outline the responsibilities of various departments such as laundry room, marketing, cleaning, technician (if necessary), etc.	-	-	-	-
<b>PC8.</b> gather knowledge about the scope of running the laundry business in the locality	-	-	-	-
<i>Implement the business plan</i>	<b>10</b>	<b>14</b>	-	-
<b>PC9.</b> finalise an office space to run the business operations	-	-	-	-
<b>PC10.</b> obtain registration for business and other relevant statutory needs such as labour laws, TIN, PAN, GST, etc. as advised by the CA	-	-	-	-
<b>PC11.</b> identify and secure necessary material to provide laundry service	-	-	-	-
<b>PC12.</b> identify, recruit and train suitable staff for handling tasks related to operation, sales, finance/ accounting, HR/ admin, etc. in the organisation	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> keep a record of issuance, expiry and renewal dates of certificates	-	-	-	-
<b>PC14.</b> develop and maintain company compliance/ statutory documents	-	-	-	-
<i>Manage business operations</i>	<b>6</b>	<b>10</b>	-	-
<b>PC15.</b> engage with customers to get feedback on the services provided	-	-	-	-
<b>PC16.</b> formulate marketing strategies to attract more customers	-	-	-	-
<b>PC17.</b> create and manage the business app to run operations in an efficient manner	-	-	-	-
<b>PC18.</b> ensure preparedness of equipment and personnel prior to commencement of the daily operations	-	-	-	-
<b>PC19.</b> ensure that all operations are closed as per norms at the end of the day	-	-	-	-
<i>Maintain work area</i>	<b>4</b>	<b>7</b>	-	-
<b>PC20.</b> gather and organise service material before collecting orders	-	-	-	-
<b>PC21.</b> get the workstations cleaned before commencement of laundry operations	-	-	-	-
<b>PC22.</b> ensure smooth functioning of the washing and ironing machines	-	-	-	-
<i>Loan arrangements</i>	<b>12</b>	<b>15</b>	-	-
<b>PC23.</b> appraise the importance of microfinance	-	-	-	-
<b>PC24.</b> identify different types of funding options from various financial institutions	-	-	-	-
<b>PC25.</b> identify various government schemes for setting up laundry service business (such as Ministry of Micro, Small and Medium Enterprises (MSME), Pradhan Mantri MUDRA Yojana (PMMY), Credit Guarantee Fund Scheme for Micro and Small Enterprises (CGFMSE), Udyogini)	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC26.</b> identify the eligibility criteria for applying for loan	-	-	-	-
<b>PC27.</b> outline the process of applying loan from various financial institutions	-	-	-	-
<b>PC28.</b> identify various compliances and other regulatory requirements for obtaining loan	-	-	-	-
<b>PC29.</b> identify the relevant documents required for loan application	-	-	-	-
<b>PC30.</b> identify the limitations of obtaining loan, such as age, repay capacity, tenure, etc.	-	-	-	-
<b>PC31.</b> check CIBIL score	-	-	-	-
<b>PC32.</b> identify the capacity to repay within the turnaround time	-	-	-	-
<b>PC33.</b> comply to the repayment schedule	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1801
<b>NOS Name</b>	Set up and oversee business operations
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Laundry Services, Laundry Services
<b>NSQF Level</b>	3
<b>Credits</b>	5
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	05/01/2026
<b>NSQC Clearance Date</b>	05/01/2023



## Qualification Pack

# DWC/N1803: Management of the Laundry Floor Services and Equipment/Staff

## Description

This OS unit is about acquiring knowledge and skills required for management of the laundry floor services, equipment and staff of a laundry business setup.

## Scope

The scope covers the following :

- Maintain the equipment
- Manage the services on the laundry floor
- Manage the staff
- Maintain the records

## Elements and Performance Criteria

### *Maintain the equipment*

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

- PC1.** install the machinery and equipment
- PC2.** schedule regular inspection and service of the appliances and other equipment
- PC3.** test the functioning of the machines and equipment
- PC4.** co-ordinate with the service engineers to fix the problems in the machinery

### *Manage the services on the laundry floor*

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

- PC5.** supervise the staff during the operation of machinery and implementation of procedures followed while dealing with different types of fabrics
- PC6.** allocate tasks to the staff as per their knowledge, understanding and assigned responsibilities
- PC7.** ensure collection and delivery of soiled and clean/ironed clothes, classifying them as per their category (for example, silk, woollens, cottons, delicate, etc.)
- PC8.** delegate the washing operations and other tasks such as drying, ironing and delivery, when required
- PC9.** test and adjust the equipment/ machines for proper functioning periodically
- PC10.** ensure that the staff is trained to use various reporting tools, equipment and computer applications as well as the software
- PC11.** identify the importance of hygiene and cleanliness on the floor
- PC12.** apply correct techniques to rectify malfunctions
- PC13.** determine efficient usage of detergents and chemicals for simple laundry and dry cleaning respectively
- PC14.** determine the right temperature for ironing clothes and linen
- PC15.** maintain the stock of detergent, chemicals and other cleaning material

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### *Manage the staff*

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

- PC16.** recognise the problems faced by the staff
- PC17.** perform HR processes such as hiring, training, managing, appraisals, separation, etc. related to the staff
- PC18.** perform root cause analysis to identify the cause of the problem and help accordingly
- PC19.** assess the performance and periodically provide incentives for a sustained performance

### *Maintain the records*

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

- PC20.** maintain details of staff members including contact details, etc.
- PC21.** maintain the attendance record of staff members
- PC22.** maintain record of the invoice dates of machines and their due dates for servicing
- PC23.** maintain stock details of the material used for laundry service

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions
- KU2.** relevant health and safety requirements applicable in the work place
- KU3.** reporting structure, inter-department functions, lines and procedures in the work
- KU4.** roles and responsibilities of various employees and their official relationship
- KU5.** procedures for handling documents, hard copies and electronic means
- KU6.** test and adjustment of equipment/ machinery present on the laundry floor
- KU7.** operation and functions of laundry and allied machinery/ equipment
- KU8.** different fabrics and customised cleaning procedures
- KU9.** different ways of dry-cleaning clothes and the solvents used therein
- KU10.** functions of an ironing machine and its different modes
- KU11.** MS Office, essentially Word, Excel and ppt
- KU12.** types of detergents and solvents needed for laundry
- KU13.** machinery and their operational functions, common faults and immediate basic repairs
- KU14.** daily and periodic cleanliness and maintenance of the appliances and equipment and matters pertaining to their AMC
- KU15.** safety norms related to staff safety, fire safety, electrical equipment/ appliances, evacuation procedures, hazardous conditions for working

## Generic Skills (GS)

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

- GS1.** work in teams to devise creative solutions
- GS2.** plan and organise own tasks



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**GS3.** multi-task, handle additional responsibility and adapt quickly to changing priorities

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain the equipment</i>	<b>5</b>	<b>8</b>	-	-
<b>PC1.</b> install the machinery and equipment	-	-	-	-
<b>PC2.</b> schedule regular inspection and service of the appliances and other equipment	-	-	-	-
<b>PC3.</b> test the functioning of the machines and equipment	-	-	-	-
<b>PC4.</b> co-ordinate with the service engineers to fix the problems in the machinery	-	-	-	-
<i>Manage the services on the laundry floor</i>	<b>20</b>	<b>24</b>	-	-
<b>PC5.</b> supervise the staff during the operation of machinery and implementation of procedures followed while dealing with different types of fabrics	-	-	-	-
<b>PC6.</b> allocate tasks to the staff as per their knowledge, understanding and assigned responsibilities	-	-	-	-
<b>PC7.</b> ensure collection and delivery of soiled and clean/ironed clothes, classifying them as per their category (for example, silk, woollens, cottons, delicate, etc.)	-	-	-	-
<b>PC8.</b> delegate the washing operations and other tasks such as drying, ironing and delivery, when required	-	-	-	-
<b>PC9.</b> test and adjust the equipment/ machines for proper functioning periodically	-	-	-	-
<b>PC10.</b> ensure that the staff is trained to use various reporting tools, equipment and computer applications as well as the software	-	-	-	-
<b>PC11.</b> identify the importance of hygiene and cleanliness on the floor	-	-	-	-
<b>PC12.</b> apply correct techniques to rectify malfunctions	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> determine efficient usage of detergents and chemicals for simple laundry and dry cleaning respectively	-	-	-	-
<b>PC14.</b> determine the right temperature for ironing clothes and linen	-	-	-	-
<b>PC15.</b> maintain the stock of detergent, chemicals and other cleaning material	-	-	-	-
<i>Manage the staff</i>	<b>7</b>	<b>12</b>	-	-
<b>PC16.</b> recognise the problems faced by the staff	-	-	-	-
<b>PC17.</b> perform HR processes such as hiring, training, managing, appraisals, separation, etc. related to the staff	-	-	-	-
<b>PC18.</b> perform root cause analysis to identify the cause of the problem and help accordingly	-	-	-	-
<b>PC19.</b> assess the performance and periodically provide incentives for a sustained performance	-	-	-	-
<i>Maintain the records</i>	<b>8</b>	<b>16</b>	-	-
<b>PC20.</b> maintain details of staff members including contact details, etc.	-	-	-	-
<b>PC21.</b> maintain the attendance record of staff members	-	-	-	-
<b>PC22.</b> maintain record of the invoice dates of machines and their due dates for servicing	-	-	-	-
<b>PC23.</b> maintain stock details of the material used for laundry service	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-





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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1803
<b>NOS Name</b>	Management of the Laundry Floor Services and Equipment/Staff
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and other services
<b>Occupation</b>	Laundry Services, Laundry Services
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	05/01/2026
<b>NSQF Clearance Date</b>	05/01/2023



## Qualification Pack

# DWC/N1804: Management of delivery service, payments and market operations

## Description

This OS unit is about acquiring knowledge and skills required for management of delivery service, payments and market operations.

## Scope

The scope covers the following :

- Supervise delivery services
- Manage finances
- Perform marketing activities

## Elements and Performance Criteria

### *Supervise delivery services*

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

- PC1.** Co-ordinate with delivery executives regarding scheduled deliveries
- PC2.** Develop and install mobile app to manage delivery related tasks
- PC3.** Demonstrate the usage and working of the app

### *Manage finances*

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

- PC4.** Calculate the incurred cost to arrive at the net profit
- PC5.** Interpret and understand the invoices
- PC6.** Evaluate and manage the cost on the equipment and stocks
- PC7.** Maintain the domestic setup within the budget

### *Perform marketing activities*

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

- PC8.** Identify goals / targets and deliver accordingly
- PC9.** Develop a plan to enhance marketing capabilities, such as discounts during different seasons, special schemes during holidays etc.
- PC10.** adopt popular practices and trends in the field of marketing
- PC11.** use feedback from colleagues and customers to identify scope for work-related improvements and introduce them
- PC12.** identify possible ways of marketing in specific area/s
- PC13.** list offers and membership packages

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** Organisation policies on dress code, workplace timings, workplace behaviour, performance management, incentives, delivery standards, information security, etc,
- KU2.** Organizational hierarchy and escalation matrix
- KU3.** Importance of the role of individuals in the workflow
- KU4.** Organisational health safety and environment
- KU5.** Work area inspection procedures and practices
- KU6.** basic mathematical calculations
- KU7.** Importance of displaying professional appearance behaviour at all times
- KU8.** Communication etiquette
- KU9.** Importance of developing personal and professional goals and objectives
- KU10.** Importance of continuous learning and developing a professional development plan
- KU11.** Development opportunities to support continuous learning
- KU12.** Developments and trends impacting professional practice
- KU13.** Guidelines and legal requirements on disclosure and confidentiality
- KU14.** organisation and analysis of information relevant to work

## Generic Skills (GS)

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

- GS1.** read and speak in local language, English and Hindi (if required)
- GS2.** prepare notes, circulars and memos, etc. for daily operations
- GS3.** prepare daily report and submit the same as required
- GS4.** use basic office applications like spreadsheet and word processor
- GS5.** interpret instructions/ orders, signs and images
- GS6.** ask relevant queries to comprehend instructions correctly
- GS7.** respond to queries from visitors/ staff/ clients
- GS8.** communicate (speak and listen) with the staff, vendors and clients politely and patiently, using gender/ PwD sensitive language as per the organisational protocol
- GS9.** discuss relevant factors for consideration of different outcomes
- GS10.** take charge of the situation in times of need/ emergency
- GS11.** evaluate new policies, rules, changes, etc. with a view to making decisions
- GS12.** plan, prioritise and implement the business plan
- GS13.** manage time efficiently as per the work schedule
- GS14.** • utilise resources such as manpower, materials, machines, time and finances  
• optimally
- GS15.** identify problems during the business process
- GS16.** arrive at options to address the problems, choose the best option and implement it
- GS17.** seek evidence of problem resolution
- GS18.** apply logical reasoning in day to day work.
- GS19.** identify and eliminate risks to minimise losses or damages



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- GS20.** analyse current productivity with a view to improve the same
- GS21.** demonstrate leadership in all aspects of the business operations, including man and material management

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise delivery services</i>	<b>8</b>	<b>12</b>	-	-
<b>PC1.</b> Co-ordinate with delivery executives regarding scheduled deliveries	-	-	-	-
<b>PC2.</b> Develop and install mobile app to manage delivery related tasks	-	-	-	-
<b>PC3.</b> Demonstrate the usage and working of the app	-	-	-	-
<i>Manage finances</i>	<b>16</b>	<b>24</b>	-	-
<b>PC4.</b> Calculate the incurred cost to arrive at the net profit	-	-	-	-
<b>PC5.</b> Interpret and understand the invoices	-	-	-	-
<b>PC6.</b> Evaluate and manage the cost on the equipment and stocks	-	-	-	-
<b>PC7.</b> Maintain the domestic setup within the budget	-	-	-	-
<i>Perform marketing activities</i>	<b>16</b>	<b>24</b>	-	-
<b>PC8.</b> Identify goals / targets and deliver accordingly	-	-	-	-
<b>PC9.</b> Develop a plan to enhance marketing capabilities, such as discounts during different seasons, special schemes during holidays etc.	-	-	-	-
<b>PC10.</b> adopt popular practices and trends in the field of marketing	-	-	-	-
<b>PC11.</b> use feedback from colleagues and customers to identify scope for work-related improvements and introduce them	-	-	-	-
<b>PC12.</b> identify possible ways of marketing in specific area/s	-	-	-	-
<b>PC13.</b> list offers and membership packages	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1804
<b>NOS Name</b>	Management of delivery service, payments and market operations
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and other services
<b>Occupation</b>	Laundry Services, Laundry Services
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	05/01/2026
<b>NSQC Clearance Date</b>	05/01/2023

## Qualification Pack

### DWC/N9906: Maintain clean and secure working environment

#### Description

This OS unit deals with knowledge and skills required to maintain clean and secure working environment

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Follow measures of safety and security at workplace*

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

- PC1.** obtain reports any identified breaches in health, safety, and security to the designated person
- PC2.** identify any hazards and deal with them in safe and competent manner within the limits of one's authority.
- PC3.** ensure that the staff can perform first aid techniques including CPR in case required
- PC4.** ensure adherence to COVID safety protocol such as wearing masks, maintaining distance, reporting any health issues etc.

##### *Manage waste and ensure cleanliness*

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

- PC5.** training and supervise the team in safety and security matters to include rendering of first aid.
- PC6.** identify and wear appropriate cleaning gear for waste disposal as required
- PC7.** clean waste from the work area thoroughly and according to instructions
- PC8.** Collect and segregate waste according to type
- PC9.** reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins
- PC10.** change disposable garbage bags when full and clean the waste bins regularly

##### *Adopt practices to promote well being*

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

- PC11.** inspect the work site and ensure they are clear of waste.
- PC12.** ensure preservation of essentials services and materials such as water, fuel and electrical power
- PC13.** clean the place of dust or any particulate matters
- PC14.** arrange for adequate ventilation
- PC15.** make use of techniques to manage pollution such as noise, air etc.
- PC16.** ensure that household water conservation/recycling techniques are being followed.

## Qualification Pack

### 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.** workplace hazards and rules/regulation for maintaining health, safety and security at workplace
- KU3.** different types of breaches in health, safety and security and procedures to report the same
- KU4.** use of cleaning gear fire prevention/suppression, personal protective equipment (PPE)
- KU5.** how to reduce the emission of harmful gases
- KU6.** importance of housekeeping in keeping the workplace safe and secure
- KU7.** contact medical assistance and the emergency services, where necessary
- KU8.** different emergency situations and responses thereof
- KU9.** health, safety and accident reporting procedures
- KU10.** government agencies in the areas of safety, health and security and their norms and services
- KU11.** essential services such as water, electricity and their optimum utilisation/ conservation/ preservation
- KU12.** different categories of waste and waste management
- KU13.** methods/ process of reduction, reuse and recycling different types of waste
- KU14.** ways to keep the areas green and lush through plantations, gardens and plant/ flower pots
- KU15.** health, safety and security practices that help to prevent and control infection
- KU16.** types of pollution and ways to minimize it
- KU17.** ways to minimize dust, avoid spillages and address spillage
- KU18.** kinds of pollution and handle it
- KU19.** minimize dust etc.
- KU20.** COVID safety protocols proposed by Government of India such as wearing masks, maintaining distance, reporting any health issues etc.
- KU21.** water management strategies/techniques at household level proposed by Government of India

### Generic Skills (GS)

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

- GS1.** complete forms such as work orders, invoices, maintenance records
- GS2.**
  - fill up appropriate forms, activity logs, attendance sheets as per Organizational format in English and/or
  - local language
- GS3.** write basic accident or incident report as witnessed in an appropriate format to the relevant authority
- GS4.** read warnings, instructions and other text material on product labels, components, etc.





## Qualification Pack

- GS5.** read relevant signage, warnings, labels or descriptions on equipment, etc. While carrying out work activities
- GS6.** Convey and share technical information clearly using appropriate language
- GS7.** check and clarify task-related information
- GS8.** communicate with people in respectful form and manner in line with Organizational protocol
- GS9.** seek clarification from immediate supervisor or responsible authority on how to secure safety at work when faced with difficult decisions
- GS10.** exercise most appropriate solutions to safety breaches at work
- GS11.** report to the supervisor and when to deal with a colleague depending on the type of concern
- GS12.** use basic concepts of shop-floor work productivity including waste reduction, efficient material usage and optimization of time
- GS13.** deliver product to next work process on time
- GS14.** improve work process
- GS15.** implement the feedback, if it is in favour of domestic setup growth
- GS16.** communicate problems appropriately to others
- GS17.** seek assistance and support from other sources to solve problems
- GS18.** follow standard operating procedures and workplace guidelines while searching for solutions to problems
- GS19.** report potential areas of disruptions to work process
- GS20.** match symptoms of the fault noticed to the cause of the problem
- GS21.** anticipate and avoid hazards that may occur during repairs because of tools, materials used or repair processes
- GS22.** spot process disruptions and delays
- GS23.** apply logical reasoning to solve current as well as potential issues
- GS24.** research the market, its demand and competitors present in the market
- GS25.** adapt to new trends to increase profit
- GS26.** eliminate risks to minimise losses or damages
- GS27.** use COVID PPE kit such as gloves, masks, aprons, etc.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow measures of safety and security at workplace</i>	<b>12</b>	<b>16</b>	-	-
<b>PC1.</b> obtain reports any identified breaches in health, safety, and security to the designated person	-	-	-	-
<b>PC2.</b> identify any hazards and deal with them in safe and competent manner within the limits of one's authority.	-	-	-	-
<b>PC3.</b> ensure that the staff can perform first aid techniques including CPR in case required	-	-	-	-
<b>PC4.</b> ensure adherence to COVID safety protocol such as wearing masks, maintaining distance, reporting any health issues etc.	-	-	-	-
<i>Manage waste and ensure cleanliness</i>	<b>16</b>	<b>20</b>	-	-
<b>PC5.</b> training and supervise the team in safety and security matters to include rendering of first aid.	-	-	-	-
<b>PC6.</b> identify and wear appropriate cleaning gear for waste disposal as required	-	-	-	-
<b>PC7.</b> clean waste from the work area thoroughly and according to instructions	-	-	-	-
<b>PC8.</b> Collect and segregate waste according to type	-	-	-	-
<b>PC9.</b> reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins	-	-	-	-
<b>PC10.</b> change disposable garbage bags when full and clean the waste bins regularly	-	-	-	-
<i>Adopt practices to promote well being</i>	<b>12</b>	<b>24</b>	-	-
<b>PC11.</b> inspect the work site and ensure they are clear of waste.	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> ensure preservation of essentials services and materials such as water, fuel and electrical power	-	-	-	-
<b>PC13.</b> clean the place of dust or any particulate matters	-	-	-	-
<b>PC14.</b> arrange for adequate ventilation	-	-	-	-
<b>PC15.</b> make use of techniques to manage pollution such as noise, air etc.	-	-	-	-
<b>PC16.</b> ensure that household water conservation/recycling techniques are being followed.	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9906
<b>NOS Name</b>	Maintain clean and secure working environment
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and other services
<b>Occupation</b>	Generic, Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	05/01/2026
<b>NSQC Clearance Date</b>	05/01/2023



## Qualification Pack

### DWC/N9905: Maintenance of hygiene and work etiquette

#### Description

This OS unit is about the knowledge and skills required to interact effectively with staff and implement hygiene related practices at the workplace for a smooth workflow.

#### Scope

The scope covers the following :

- Interact effectively with staff
- Implement hygiene and sanitation practices
- Respect gender and ability differences

#### Elements and Performance Criteria

##### *Maintain standards of behavioural, personal and telephone 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 the staff also remains well-groomed and disciplined at work place
- PC4.** ensure that the clients are treated with respect and politeness.
- PC5.** listen attentively and answer back politely

##### *Follow practices of hygiene*

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

- PC6.** maintain cleanliness and personal hygiene.
- PC7.** ensure that the staff at the workplace maintains cleanliness and personal hygiene
- PC8.**
  - ensure that the practices, such as covering one's mouth while coughing, yawning or sneezing, washing
  - hands regularly etc.
- PC9.** do not eat or chew while talking
- PC10.** report any personal health issues related to injury, food, air and infectious diseases to the appropriate person

##### *Handle work in a professional manner*

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

- PC11.** allocate work as per the organisational hierarchy and KRAs allotted to each staff.
- PC12.** maintain fine rapport and warm interpersonal relations with the staff.
- PC13.** ensure that the staff maintain warm interpersonal relations and good rapport between themselves
- PC14.** be clear and brief in your planning, implementing and issue of orders to the staff.
- PC15.** remain sensitive to the needs of the Persons with Disabilities, whether colleagues, staff or clients



## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** importance of effective communication and active listening
- KU2.** different methods of communication
- KU3.** personal and workplace hygiene
- KU4.** ways to prioritize work and manage time
- KU5.** rights and duties with respect to the workplace and safety
- KU6.** importance of confidentiality at work and workplace integrity
- KU7.** consequences of gender biased behaviour
- KU8.** gender knowledge of gender based concepts, issues and legislations
- KU9.** different types of disabilities
- KU10.** organisation standards and guidelines to be followed for PwD
- KU11.** laws, acts and provisions defined for PwD by the statutory bodies
- KU12.** rights and duties at workplace with respect to PwD and gender sensitivity
- KU13.** various government/private schemes and benefits available for PwD
- KU14.** process of recruiting people for a particular job profile w.r.t PwD and gender including
- KU15.** Gender and age sensitivity and their specific requirements.
- KU16.** Understanding the gender differences
- KU17.** own responsibilities with respect to workplace in terms of safety
- KU18.** expected behaviour of employer and the dos and donts of it

### Generic Skills (GS)

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

- GS1.** communicate clearly in the regional/English language
- GS2.** interact in a courteous and polite manner
- GS3.** make timely decisions pertaining to the concerned area of work
- GS4.** prioritise tasks as per the requirement
- GS5.** manage relationships with staff
- GS6.** implement basic work ethics

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain standards of behavioural, personal and telephone etiquette</i>	<b>16</b>	<b>20</b>	-	-
<b>PC1.</b> interact in a courteous and disciplined manner with all	-	-	-	-
<b>PC2.</b> dress appropriately and maintain a well-groomed personality	-	-	-	-
<b>PC3.</b> ensure that the staff also remains well-groomed and disciplined at work place	-	-	-	-
<b>PC4.</b> PC4. ensure that the clients are treated with respect and politeness.	-	-	-	-
<b>PC5.</b> listen attentively and answer back politely	-	-	-	-
<i>Follow practices of hygiene</i>	<b>12</b>	<b>20</b>	-	-
<b>PC6.</b> maintain cleanliness and personal hygiene.	-	-	-	-
<b>PC7.</b> ensure that the staff at the workplace maintains cleanliness and personal hygiene	-	-	-	-
<b>PC8.</b> • ensure that the practices, such as covering one's mouth while coughing, yawning or sneezing, washing • hands regularly etc.	-	-	-	-
<b>PC9.</b> do not eat or chew while talking	-	-	-	-
<b>PC10.</b> report any personal health issues related to injury, food, air and infectious diseases to the appropriate person	-	-	-	-
<i>Handle work in a professional manner</i>	<b>12</b>	<b>20</b>	-	-
<b>PC11.</b> allocate work as per the organisational hierarchy and KRAs allotted to each staff.	-	-	-	-
<b>PC12.</b> maintain fine rapport and warm interpersonal relations with the staff.	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> ensure that the staff maintain warm interpersonal relations and good rapport between themselves	-	-	-	-
<b>PC14.</b> be clear and brief in your planning, implementing and issue of orders to the staff.	-	-	-	-
<b>PC15.</b> remain sensitive to the needs of the Persons with Disabilities, whether colleagues, staff or clients	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-





## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9905
<b>NOS Name</b>	Maintenance of hygiene and work etiquette
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Generic, Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	05/01/2026
<b>NSQC Clearance Date</b>	05/01/2023



## Qualification Pack

### DGT/VSQ/N0101: Employability Skills (30 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
- 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.** understand the significance of employability skills in meeting the job requirements

##### *Constitutional values - Citizenship*

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

**PC2.** identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

**PC3.** explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

##### *Basic English Skills*

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

**PC4.** speak with others using some basic English phrases or sentences

##### *Communication Skills*

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

**PC5.** follow good manners while communicating with others

**PC6.** work with others in a team



## Qualification Pack

### *Diversity & Inclusion*

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

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

### *Financial and Legal Literacy*

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

**PC9.** use various financial products and services safely and securely

**PC10.** calculate income, expenses, savings etc.

**PC11.** approach the concerned authorities for any exploitation as per legal rights and laws

### *Essential Digital Skills*

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

**PC12.** operate digital devices and use its features and applications securely and safely

**PC13.** use internet and social media platforms securely and safely

### *Entrepreneurship*

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

**PC14.** identify and assess opportunities for potential business

**PC15.** identify sources for arranging money and associated financial and legal challenges

### *Customer Service*

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

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**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 basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

**KU8.** different types of disabilities and appropriate communication and behaviour towards PwD

**KU9.** different types of financial products and services



## Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation 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>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC3.</b> explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> calculate income, expenses, savings etc.	-	-	-	-
<b>PC11.</b> approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	<b>4</b>	<b>6</b>	-	-
<b>PC12.</b> operate digital devices and use its features and applications securely and safely	-	-	-	-
<b>PC13.</b> use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	<b>3</b>	<b>5</b>	-	-
<b>PC14.</b> identify and assess opportunities for potential business	-	-	-	-
<b>PC15.</b> identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	<b>2</b>	<b>2</b>	-	-
<b>PC16.</b> identify different types of customers	-	-	-	-
<b>PC17.</b> identify customer needs and address them appropriately	-	-	-	-
<b>PC18.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>1</b>	<b>3</b>	-	-
<b>PC19.</b> create a basic biodata	-	-	-	-
<b>PC20.</b> search for suitable jobs and apply	-	-	-	-
<b>PC21.</b> identify and register apprenticeship opportunities as per requirement	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/02/2026
<b>NSQC Clearance Date</b>	28/02/2023

## 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 centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass 50% aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.



## 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/N1801.Set up and oversee business operations	40	60	0	0	100	30
DWC/N1803.Management of the Laundry Floor Services and Equipment/Staff	40	60	0	0	100	25
DWC/N1804.Management of delivery service, payments and market operations	40	60	0	0	100	20
DWC/N9906.Maintain clean and secure working environment	40	60	0	0	100	10
DWC/N9905.Maintenance of hygiene and work etiquette	40	60	0	0	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>220</b>	<b>330</b>	<b>-</b>	<b>-</b>	<b>550</b>	<b>100</b>





## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.