



Model Curriculum

QP Name: Assistant Home Manager (Household & Small Establishment)

QP Code: DWC/Q0104

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 1.0

Domestic Workers Sector Skill Council, 2nd Floor, A-15, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi-110020

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Training Parameters

Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Housekeeping
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5152.0100
Minimum Educational Qualification & Experience	<p>Completed 2nd year of 3-year/ 4-years UG OR Pursuing 2nd year of 3-year/ 4-years UG and continuing education OR Completed 2nd year of diploma (after 12th) OR Pursuing 2nd year of 2-year diploma after 12th OR 12th Grade pass with 2 year of relevant experience OR 10th Grade Pass with 4 year relevant of experience OR Previous relevant Qualification of NSQF Level 4.5 with 1.5 Years of relevant experience OR Previous relevant Qualification of NSQF Level 4 with 3 Years of relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	29/09/2022
Next Review Date	29/09/2025
NSQC Approval Date	29/09/2022
Version	2.0
Model Curriculum Creation Date	29/09/2022
Model Curriculum Valid Up to Date	29/09/2025



Model Curriculum Version	1.0
Minimum Duration of the Course	570 Hours, 0 Minutes
Maximum Duration of the Course	690 Hours, 0 Minutes

Program Overview

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

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Identify the roles and responsibilities of a home manager/household supervisor.
- Perform the responsibilities and manage rights while interacting with others.
- Demonstrate how to manage resources and finances.
- Carry out tasks that nurture good health and fitness.
- Work towards personal development and growth.
- Implement proper techniques for providing care and performing related activities.
- Adhere to traditional norms.
- Demonstrate how to handle medical and non-medical emergencies.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
DWC/N0114: Managing Responsibilities, Rights and Interactions with Others NOS Version No. 1.0 NSQF Level 5	30.00	60.00	00.00	00.00	90.00
Bridge Module: Roles and responsibilities of a Home Manager/Household Supervisor	6.00	00:00	00:00	00:00	6.00
Module 1: Manage Responsibilities, Rights and Interactions with Others	24.00	60.00	00:00	00:00	84.00
DWC/N0113: Managing Resources and Finances NOS Version No. 1.0 NSQF Level 5	30.00	60.00	00.00	00.00	90.00
Module 2: Manage Resources and Finances	30.00	60.00	00:00	00:00	90.00
DWC/N0115: Nurturing Good Health and Fitness NOS Version No. 1.0 NSQF Level 5	30.00	30.00	00.00	00.00	60.00

Module 3: Nurture Good Health and Fitness	30.00	30.00	00:00	00:00	60.00
DWC/N0116: Enabling Personal Development and Growth with the use of Media and Technology NOS Version No. 1.0 NSQF Level 5	30.00	30.00	00.00	00.00	60.00
Module 4: Enable Personal Development and Growth	30.00	30.00	00:00	00:00	60.00
DWC/N0117: Caregiving and Managing Related Activities NOS Version No. 1.0 NSQF Level 5	30.00	30.00	00.00	00.00	60.00
Module 5: Provide Care and Manage Related Activities	30.00	30.00	00:00	00:00	60.00
DWC/N0118: Cultivating Traditional Values and Norms in all Aspects of Home and Living NOS Version No. 1.0 NSQF Level 5	30.00	30.00	00.00	00.00	60.00
Module 6: Cultivate Traditional Values and Norms	30.00	30.00	00:00	00:00	60.00
DWC/N0119: Handling Medical and Non-Medical Emergencies NOS Version No. 1.0 NSQF Level 5	12.00	18.00	00.00	00.00	30.00
Module 7: Handle Medical and Non-Medical Emergencies	12.00	18.00	00:00	00:00	30.00
DWC/N9902: Maintain Service Standards and Communicate Effectively NOS Version No. 3.0 NSQF Level 5	16.00	14.00	00.00	00.00	30.00
Module 8: Maintain Service Standards and Communicate Effectively	16.00	14.00	00:00	00:00	30.00
DWC/N9903: Maintain Health, Hygiene and Safety Standards NOS Version No. 3.0	12:00	18:00	00:00	00:00	30:00

NSQF Level 5					
Module 9: Maintain Health, Hygiene and Safety Standards	12:00	18:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills NOS Version No. 1.0 NSQF Level 5	20:00	40:00	00:00	00:00	60:00
Module 10: Employability Skills	20:00	40:00	00:00	00:00	60:00
Total Duration	240:00	330:00	00:00	120:00	570:00

Module Details

Bridge Module: Role and Responsibilities of Home Manager/Household Supervisor Mapped to DWC/N0114, v1.0

Terminal Outcomes:

- Describe the role and responsibilities of a Home Manager/Household Supervisor.
- Explain the scope of work for a Home Manager/Household Supervisor.

Duration: 06:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the size and scope of the domestic workers industry and its various sub-sectors. • Explain the role and responsibilities of General Home Manager/Household Supervisor. • Discuss the organisational policies on workplace ethics, quality standards, personnel management and public relations (PR). • Describe the role of Home Manager/Household Supervisor in process workflow in the organization, escalation matrix and its importance. • Follow effective communication skills with co-workers. • Adhere to the guidelines and notices of the management for reporting time, working hours, assigned tasks etc. as per protocols of the organization. 	
Classroom Aids:	
Laptop, white board, marker, projector	
Tools, Equipment and Other Requirements	
Documents of standard operating procedures, code of conduct, checklists, schedules tools and equipment, status report	

Module 1: Manage Responsibilities, Rights and Interactions with Others Mapped to DWC/N0114, v1.0

Terminal Outcomes:

- Perform the role and responsibilities with diligence.
- Work in accordance to one's own and others rights.

Duration: 24:00	Duration: 60:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Discuss the roles and responsibilities of various employees and their official relationship • Explain the process of allocating, monitoring and supervising the work of household workers. • List the quality parameters w.r.t the work performed by the staff. • Discuss the scope of work and tasks as per the needs of the employer. • Elucidate the importance of following hygiene practices. • Elucidate the importance of ensuring waste is properly segregated and disposed as per the guidelines of Occupational Safety and Health Administration (OSHA). • List the equipment used and the required servicing and maintenance activities, along with their significance. • Emphasize on the importance of time management for timely completion of work. • Discuss the maintenance of records and documentation pertaining to staff w.r.t. attendance, performance, etc. • Outline the key points of Domestic Workers (Registration, Social Security and Welfare) Act, 2008. • List the key performance indicators (KPIs). • Explain the importance of developing good rapport and healthy professional relationships with the staff/colleagues/employer. • Discuss the parameters and process of receiving feedback from customers and giving feedback to the staff. 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Demonstrate allocating the work, filling the job sheet and briefing the staff about it. • Perform the prescribed steps to inspect the designated areas as per policy and procedures. • Demonstrate how to coordinate with the staff to determine their requirements for the completion of tasks. • Implement proper techniques to order stock of essentials and ensure availability at all times. • Employ appropriate techniques to maintain records of supplies, inventory, etc. • Perform the steps to guide and educate the staff regarding their roles, rights, dignity, duties, dress, and protection against harassment. • Demonstrate how to behave professionally, showing respect, with the staff and members of the house. • Employ suitable ways to handle different types of customers and address conflicts using conflict management methods. • Implement proper procedures for recording, reporting and documenting performance of staff, equipment, etc. as prescribed by the organization.
<p>Classroom Aids:</p> <p>Laptop, white board, marker, projector</p>	
<p>Tools, Equipment and Other Requirements</p>	



Tools and equipment, cleaning and household materials
Instruction manual, guidelines, pamphlets, etc.

Module 2: Manage Resources and Finances

Mapped to DWC/N0113, v1.0

Terminal Outcomes:

- Implement various techniques for optimally managing resources.
- Employ various prescribed methods for managing finances.

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the process to procure required material/equipment/supplies. • Discuss the escalation process in case of equipment breakdown. • Explain the methods of storage and optimum utilisation of supplies. • Elaborate the process of calculating supplies requirement, placing orders, and payment to suppliers. • Outline the information required for work allocation sheet and its relevance. • Describe HR management activities to be performed, including staff acquisition, maintenance of attendance register, arranging for replacement as and when required. • Emphasise the importance of validating and securing receipt voucher. • Define the basics of accounting, budgeting, taxation, and working knowledge of financial concepts. 	<ul style="list-style-type: none"> • Prepare a list of equipment, home equipment and other supplies needed in household services. • Perform the steps to carry out periodic inspections of equipment to identify damages and arrange repair/replacement. • Demonstrate how to update the stock chart of material/equipment/supplies and track their service/maintenance from time to time. • Employ appropriate techniques to store and use equipment as per Original Equipment Manufacturer (OEM) instruction manual. • Implement the plan to manage incoming supplies from coordination to storage. • Prepare a work allocation sheet to outline the activities to be performed by the staff on daily basis. • Demonstrate how to use personal protective equipment as per the task. • Perform steps to monitor and maintain records of daily activities of the staff as per the prescribed format. • Employ appropriate tools to maintain a periodic record of expenses along with invoices/bills, including supplier's name, invoice details, mode of payment, etc. • Prepare a record-keeping consolidated budget and category-wise budget. • Perform steps to record details in the registers/ledgers regarding equipment/supplies/materials using record keeping software.
Classroom Aids:	
White board/ black board marker / chalk, duster, computer or Laptop attached to LCD projector	

Tools, Equipment and Other Requirements

Personal Protection Equipment: safety glasses, gloves, boots, cleansing agents, cleaning materials, reports, cleaning equipment

Module 3: Nurture Good Health and Fitness

Mapped to DWC/N0115 v1.0

Terminal Outcomes:

- Carry out tasks that nurture good health.
- Maintain a regime for fitness.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the human physiological system and the role of food. • Outline the components of food, related terminologies, traditional Sanskrit names and their nutritional value. • Define essential nutrients and their significance. • Discuss the importance of nutritional value and appropriate procedures for packaging as well as storage to retain the same. • Emphasise the importance of food shelf life. • Describe the precautionary health measures to be followed during food preparation. • List healthy cooking tips for food preparation. • Explain the methods and basic principles of Ayurveda regarding food preparation. • Outline the do's and don'ts of healthy eating during different seasons of the year as per Ayurveda. • Elaborate on standard healthy and safety practices at the workplace. 	<ul style="list-style-type: none"> • Demonstrate how to inspect equipment for cleanliness and functionality. • Perform steps to check food hygiene, food handling and food storage as per safety and sanitary standards. • Implement appropriate techniques to determine nutritional requirements and ensure their adherence. • Prepare a health and fitness chart in line with the nutritional requirements and ensure its adherence by the staff.
Classroom Aids:	
White board/ black board marker/chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Health/diet forms/charts, vitals recording formats.	

Module 4: Enable Personal Development and Growth Mapped to DWC/N0116 v1.0

Terminal Outcomes:

- Demonstrate how to develop and grow personally.
- Identify and resolve socio-economic problems or any conflicts.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define the basics of computers, including types of operating system and basics of internet technology. • Outline the different parts of the computer viz. hardware, software, firmware and their functionalities. • List different types of communication devices and their handling/troubleshooting procedures. • Explain installation processes of applications on communication devices. • Discuss the process of creating and operating social media accounts on different platforms, including do's and don'ts. • Describe the process and significance of communicating through email. • Explain the importance and use of security camera and bio-metric devices. • List the equipment used in the premises, including latest cleaning gadgets such as robotic wi-fi-enabled vacuum cleaners, self-cleaning litterboxes, etc. • Elaborate use of different technological equipment, smart home cleaning gadgets, and troubleshooting processes. • Identify the appropriate people and sources to gain knowledge, skills and competence to excel in job. • Emphasise the importance of staying abreast with the latest technology for professional growth and development. • Discuss key performance areas of a supervisor and survival theory for professionals. • Describe SWOT analysis and various methods used to evaluate skills/knowledge. 	<ul style="list-style-type: none"> • Demonstrate different features of windows operating system on tablet, mobile and PC. • Perform steps to use various applications of MS Office viz Word, Excel PowerPoint, Outlook. • Implement appropriate techniques to download software and applications on tablet and mobile. • Demonstrate how to create and operate accounts on different social media platforms. • Perform steps to create and access emails on Gmail and Outlook. • Demonstrate how to access security camera applications and bio-metric devices. • Prepare presentation for staff training using PowerPoint application. • Employ suitable techniques to operate technical equipment such as printers, webcams, etc. and smart home cleaning gadgets. • Demonstrate professional etiquette and conduct in dealings.

Classroom Aids:

White board/ black board marker / chalk, duster, computer or Laptop attached to LCD projector

Tools, Equipment and Other Requirements

Computer (desktop/laptop), Printers, smart phone, etc.

Module 5: Provide Care and Manage Related Activities Mapped to DWC/N0117 v1.0

Terminal Outcomes:

- Provide timely care to members of the household.
- Manage caregiving related activities.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Outline customer requirements and the corresponding services. • Define customer-centric approach to achieve customer satisfaction. • Discuss different team building activities and their relevance. • Describe different types of challenges faced by the staff and their resolutions. • Explain the process of arranging staff training as and when required. • Elaborate the process of maintaining tools and equipment and arranging service from time to time. • List different tools and equipment used in the premises, including smart home cleaning equipment, and OEM details. • Distinguish different types of customers and customer handling techniques as per standard operating procedures. • Define standard operating procedures for staff handling. • Describe customer rights and employee rights as per organizational policy and procedures. • Emphasise the importance of gender-inclusive communication and gender empathy, considering gender differences and gender diversity. • Explain the aspects of gender, PwD and age sensitivity. 	<ul style="list-style-type: none"> • Demonstrate how to build rapport with the customers and team members, following workplace etiquette. • Employ suitable methods to communicate with staff members in an effective manner and gain their confidence. • Perform steps to ensure that staff members are paid in an unbiased manner as per the working hours. • Demonstrate conducting the inspection of tool and equipment and arranging their service as per the requirement. • Maintain documentation pertaining to the condition and service of tools and equipment. • Demonstrate use of tools and equipment, including smart home cleaning equipment and check respective know-how of staff members. •
Classroom Aids:	
White board/ black board marker / chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	
Health/diet forms/charts, vitals recording formats.	

Module 6: Cultivate Traditional Values and Norms

Mapped to DWC/N0118, v1.0

Terminal Outcomes:

- Work in accordance with traditions and related values of the members of the household.
- Adhere to traditional and social norms.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the various traditions and cultures spread across the country and the associated values. • List different types of languages spoken in India. • Describe the cultural attire and festivals of different regions of the country. • Define secularism and the significance of various religions followed in India. • Outline the information about the continents of the world. • Define global cultural values, global cuisines, and global greeting etiquette. • List different countries, their capitals, currencies, time zones, and languages. • Elaborate on the basics and history of Vaastu, Vaastu principles along with their significance. • Emphasise the importance of family values and globalisation. 	<ul style="list-style-type: none"> • Demonstrate dining etiquettes followed in India as per Indian culture. • Implement Vaastu principles as per their significance. • Display flags of different countries.
Classroom Aids:	
White board/ black board marker / chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	

Module 7: Handle Medical and Non-Medical Emergencies Mapped to DWC/N0119, v1.0

Terminal Outcomes:

- Identify potentially hazardous areas and issues to reduce risk.
- Employ various ways of aiding in case of medical and non-medical emergencies.

Duration: 12:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the ways of dealing with different types of hazards. • Elaborate on the specific requirements for workplace/ house in terms of cleanliness, safety etc. • Describe the reporting procedure in case of breaches in health, security and safety. • Identify different types of emergencies and immediate actions needed. • Explain COVID safety protocols and home isolation guidelines. • Discuss environment-friendly practices to minimise pollution of air, water and earth. • Describe the techniques to reduce waste volume and ensure waste is collected in the assigned container. • Emphasise the importance of changing disposable bags when 3/4th full and keeping area dust-free clean using environmentally friendly cleaning agents. • Discuss the ways to manage COVID patient waste. • Emphasise the importance of appropriate ventilation in the household. • Describe various methods and the importance of conserving materials, natural resources, energy etc. • Explain the usage of insects/ bugs repellents/ cleaning agents/ chemicals with precaution 	<ul style="list-style-type: none"> • Demonstrate how to perform basic first aid and prevent from falling, burning, etc. • Perform steps to report emergencies to the concerned authority. • Implement ways to adhere to different COVID protocols. • Demonstrate use of appropriate cleaning gear/ PPE for waste disposal as required • Employ suitable techniques to collect and segregate waste to ensure its disposal as per norms. • Prepare weekly/fortnightly schedule for cleaning windows, walls, and ceiling using the technological equipment. • Implement proper methods to keep the areas green and lush. • Demonstrate the evacuation procedures with special care for PwD and elders.
Classroom Aids:	
White board/ black board marker / chalk, duster, computer or Laptop attached to LCD projector	
Tools, Equipment and Other Requirements	

Module 8: Maintain Service Standards and Communicate Effectively

Mapped to DWC/N9902, V3.0

Terminal Outcomes:

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

Duration: 16:00	Duration: 14:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss communication fundamentals and active listening and quality of service standards • Describe the procedure of positively giving and receiving feedback • Explain the importance of avoiding arguing with the residents • Describe the importance of following good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc. • State the importance of carrying out tasks in a timely and disciplined manner • Explain the importance of reporting to work on time • Describe the ways of behaving appropriately when communicating with coworkers and others and respect privacy of others at the workplace • Explain how to keep proper attire and a presentable demeanour and maintain personal hygiene • Discuss gender specific requirements and the specific needs of different age groups of residents along with age and gender specific etiquette • Explain how to behave with persons with specific needs • Describe the importance of following gender and age-sensitive service practices at all times and maintaining social distance in social situations/at work 	<ul style="list-style-type: none"> • Role play on how to greet the residents promptly and appropriately in accordance with the procedure as well as interact with all residents in a polite and professional manner • Apply proper methods to make requirements clear by asking appropriate questions • Dramatize how to respond effectively to residents’ dissatisfactions and complaints and create and maintain an effective but impersonal relationship with residents • Employ appropriate methods to notify residents in advance of any issues or problems, as well as any developments that may affect them • Role play on how to seek feedback from the residents and incorporate them to improve their experience • Demonstrate how to report any workplace issues to the residents/employers immediately • Apply proper ways to ensure appropriate personal behaviour and conduct taking gender into consideration and recognise, acknowledge and overcome inherent biases regarding disabilities • Role play on how to provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards and assist people with disabilities when necessary • Apply appropriate methods to identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation, and culture

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

Module 9: Maintain Health, Hygiene and Safety Standards

Mapped to DWC/N9903, V3.0

Terminal Outcomes:

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

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

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

Module 10: DGT/VSQ/N0102 Employability Skills

Mapped to DGT/VSQ/N0102, V1.0

Terminal Outcomes:

- Introduction to employability skills
- Constitutional values - citizenship
- Becoming a professional in the 21st century
- Basic English skills
- Career development & goal setting
- Communication skills
- Diversity & inclusion
- Financial and legal literacy
- Essential digital skills
- Entrepreneurship
- Customer service
- Getting ready for apprenticeship & jobs

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss employability skills required for jobs in various industries • Explain ways to explore learning and employability portals • Discuss the significance of legal values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc. • Explain the significance of 21st Century Skills for employment • Describe the benefits of the continuous learning • Explain how to read and understand routine information, notes, instructions, mails, letters etc. written in English • List the difference between job and career • Communicate and behave appropriately with all genders and PwD • Discuss how to escalate any issues related to sexual harassment at workplace according to POSH Act • List common components of salary and compute income, expenses, taxes, investments etc 	<ul style="list-style-type: none"> • Demonstrate how to follow environmentally sustainable practices • Role play the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life • Practice the use basic English for everyday conversation in different contexts, in person and over the telephone • Write short messages, notes, letters, e-mails etc. in English • Prepare a sample career development plan with short- and long-term goals, based on aptitude • Practice following verbal and non-verbal communication etiquette and active listening techniques in various settings • Roleplay how to work collaboratively with others in a team • Roleplay how to escalate any issues related to sexual harassment at workplace according to POSH Act

- | | |
|--|---|
| <ul style="list-style-type: none"> • Discuss relevant rights and laws and use legal aids to fight against legal exploitation • Identify and list different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research • Identify and list sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity • Explain how to identify different types of customers • Identify and list apprenticeship opportunities and register for it as per guidelines and requirements | <ul style="list-style-type: none"> • Show how to select financial institutions, products and services as per requirement • Practice how to carry out offline and online financial transactions, safely and securely • Operate digital devices and carry out basic internet operations securely and safely • Demonstrate the use of e- mail and social media platforms and virtual collaboration tools to work effectively • Practice the use of basic features of word processor, spreadsheets, and presentations • Develop a sample business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion • Role play how to respond to customer requests and needs in a professional manner • Show how to follow appropriate hygiene and grooming standards • Create a sample professional Curriculum vitae (Résumé) • Practice how to search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively • Show how to apply to identified job openings using offline /online methods as per requirement • Demonstrate how to answer questions politely, with clarity and confidence, during recruitment and selection |
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Classroom Aids:

Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster

Tools, Equipment and Other Requirements

PPE, Basic Stationary, digital devices as per the requirement.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Graduate/ Post Graduate	Preferably in home management/ Hospitality Management/ Hotel Management or Equivalent or Relevant Education	4	As Supervisor in any housekeeping agency/ Facility Management Company/ Hospitality/ Tourism organisations or equivalent to above	1	Faculty/ Trainer in Hospitality Management/ Facility Management or Similar types of Institutions or Home Science Teacher Or Equivalent experience as above	NA

Trainer Certification	
Domain Certification	Platform Certification
Certified ToT for Job Role “Assistant Home Manager (Household & Small Establishment)” mapped to QP “DWC/Q0104” v2.0. Minimum accepted score is 80%.	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “Master Trainer (VET and Skills) MEP/Q2601, v2.0”. Minimum accepted score is 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Diploma / Graduate/ Post Graduate	Preferably in home management / Hospitality Management / Hotel Management or Equivalent or Relevant Education	4	As Supervisor in any housekeeping agency/ Facility Management Company/ Hospitality/ Tourism organisations or equivalent to above	1	Faculty/ Trainer in Hospitality Management/ Facility Management or Similar types of Institutions or Home Science Teacher Or Equivalent experience as above	Diploma / Graduate/ Post Graduate

Assessor Certification	
Domain Certification	Platform Certification
Certified ToA for Job Role “Assistant Home Manager (Household & Small Establishment)” mapped to QP “DWC/Q0104” v2.0. Minimum accepted score is 80%.	Recommended that the Assessor is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “Assessor (VET and Skills) MEP/Q2701, V2.0” Minimum accepted score is 80%.

Assessment Strategy

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

2. Testing Environment:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

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

6. Method for assessment documentation, archiving, and access

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

References

Glossary

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

Acronyms and Abbreviations

PR	Public Relations
OSHA	Occupational Safety And Health Administration
KPIs	Key Performance Indicators
OEM	Original Equipment Manufacturer
PwD	Person with Disability
PPE	Personal Protective Equipment