



Model Curriculum

QP Name: Manager- Estates

QP Code: DWC/Q0108

QP Version: 1.0

NSQF Level: 5.5

Model Curriculum Version: 1.0



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Training Parameters

Sector	Domestic Workers Sector Skill Council
Sub-Sector	Housekeeping
Occupation	Manager-Estates
Country	India
NSQF Level	5.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3334.9900
Minimum Educational Qualification and Experience	<p>Pursuing first year of 2-year PG program after completing 3 year UG degree OR Pursuing 1-year PG diploma after 3-year UG degree OR Completed 4 year UG (in case of 4-year UG) OR Pursuing Completed 4 year UG (in case of 4-year UG and continuing education OR 12th Grade Pass with 2 years of Vocational Education & Training with 2 years of relevant experience. OR 12th grade pass with 4 years of relevant experience. OR Previous relevant Qualification of NSQF Level 5.5 with 1.5 years of relevant experience OR Previous relevant Qualification of NSQF Level 5 with 3 years of relevant experience</p>
Pre-Requisite License or Training	Nil
Minimum Job Entry Age	19 years
Last Reviewed On	29-09-2023
Next Review Date	29-09-2026
NSQC Approval Date	29-09-2023
QP Version	1.0
Model Curriculum Creation Date	29-09-2023



Model Curriculum Valid Up to Date	29-09-2026
Model Curriculum Version	1.0
Minimum Duration of the Course	660 Hours, 0 Minutes
Maximum Duration of the Course	780 Hours, 0 Minutes

Program Overview

Training Outcomes

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

- Carry out day to day operations activities of the estate
- Supervise and direct staff at the estate
- Perform administrative and documentation duties of the estate
- Promote business of the estate by carrying out various marketing activities
- Effectively communicate and build relations with different individuals at workplace
- Apply appropriate practices to monitor health, hygiene and safety standards at the workplace
- Employ appropriate practices to ensure gender, PwD and age-sensitivity
- Practice various employability related skills

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/N9912 –Carry out day-to-day operational activities of the estate NOS Version No. 1.0 NSQF Level 5.5	60:00	120:00	00:00	00:00	180:00
Module 1: Introduction to Domestic Workers Sector and Manager of the estate	06:00	04:00	00:00	00:00	10:00
Module 2: Day-to-day operation of the estate	54:00	116:00	00:00	00:00	170:00
DWC/N9913 – Fulfil the responsibility of directing and supervising the staff NOS Version No. 1.0 NSQF Level 5.5	60:00	90:00	00:00	00:00	150:00

Module 3: Staff related responsibilities at the estate	60:00	90:00	00:00	00:00	150:00
DWC/N9914 – Perform estate related administrative and documentation duties and carry out marketing activities NOS Version No. 1.0 NSQF Level 5.5	40:00	80:00	00:00	00:00	120:00
Module 4: Administrative duties at the estate	20:00	40:00	00:00	00:00	60:00
Module 5: Estate related documentation activities	20:00	40:00	00:00	00:00	60:00
DWC/N9902 – Display standards of hygiene and work etiquettes NOS Version No. 6.0 NSQF Level 3	10:00	20:00	00:00	00:00	30:00
Module 6: Hygiene and Work Etiquettes	10:00	20:00	00:00	00:00	30:00
DWC/N9903 – Maintain a clean and secure working environment NOS Version No. 5.0 NSQF Level 3	10:00	20:00	00:00	00:00	30:00
Module 7: Clean and Secure Working Environment	10:00	20:00	00:00	00:00	30:00
DWC/N0228 – Communicate effectively with individuals at all levels and practice inclusivity NOS Version No. 1.0 NSQF Level 4	20:00	40:00	00:00	00:00	60:00
Module 8: Promote effective communication and practice inclusivity	20:00	40:00	00:00	00:00	60:00



DGT/VSQ/N0103 – Employability skills NOS Version No. 1.0 NSQF Level 5	40:00	50:00	00:00	00:00	90:00
Module 9: Employability skills	40:00	50:00	00:00	00:00	90:00
Total Duration	240:00	420:00	00:00	120:00	660:00

Module Details

Module 1: Introduction to Domestic Workers Sector and Manager of the Estate

Mapped to Bridge Module

Terminal Outcomes:

- State the vision and objectives of Domestic Workers Sector
- Describe the background and Domestic Workers Sector in India
- Explain the attributes, role and responsibilities of the Estate Manager

Duration: 06:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the objectives of the program on the Estate Manager • Discuss objectives of the Domestic Workers Sector. • Explain the categorisation of domestic workers in India. • Discuss about the emerging trends and reasons for growth of the domestic workers sector in India. • Discuss the draft national policy and existing statutory provisions for Domestic Workers in India • Describe the required attributes for an Estate Manager • Explain the role and responsibilities of Manager of the Estate 	<ul style="list-style-type: none"> • Draw a table classifying the occupations available in Domestic Workers Sector • Prepare the list of responsibilities of the Manager of the Estate
Classroom Aids:	
PPT, Laptop, White Board, Marker, Projector & Screen, Audio-visual, Chart paper, other required stationery.	
Tools, Equipment and Other Requirements	
N/A	

Module 2: Day-to-day operation of the Estate

Mapped to DWC/N9912, v.1

Terminal Outcomes:

- Carry out various activities important for the daily running of an Estate
- Demonstrate different ways to interact and deal with various stakeholders
- Plan and implement activities to meet varied expectations an estate

Duration: 54:00	Duration: 116:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Enlist various operational activities that run in an estate on a daily basis • Elaborate on various pointers to be considered while drafting a plan for the overall management of the estate and also while executing the drafted plan • Discuss various ways to maintain and manage cleanliness in the estate • Enlist various supplies related to an estate • Discuss ways to maintain and manage supplies • List down various aspects that needs to be considered while overseeing quality control in the estate • Elaborate on adhering to statutory obligations and quality and best practice guidelines • Discuss ways to maintain quality standards • Explain the relevance of adhering to the allocated budget and ways of doing so • List down various expectations of an estate and different estate related queries • Enlist various areas and pointers to be considered and checked while managing day to day care and maintenance of estate buildings • Discuss about various areas of estate management where it becomes imperative to provide knowledge input and advice • Elaborate on various emergencies that may arise in an estate • Discuss the relevance of ensuring that tasks are planned and carried out in 	<ul style="list-style-type: none"> • Role play a situation to coordinate with the owner of the estate and figure out a plan for the overall management of the estate • Perform an inspection to look at the cleanliness status of the estate • Demonstrate how to maintain quality standards • Demonstrate ways to manage estate expectations • Role play a situation on how to deal with queries related to an estate • Demonstrate how to manage day to day care and maintenance of estate buildings • Provide knowledge input and advice relating to an aspect of the estate management • Show how to deal with an emergency • Report an issue to the landowners/senior leadership of the estate • Demonstrate how to manage an event being conducted in the estate • Display ways to interact and deal with different stakeholders • Demonstrate how to screen vendors and contractors • Plan and manage work of a contractor • Role play a situation on negotiating with a vendor for a contract • Demonstrate ways to communicate effectively and manage tenants

<p>accordance with requirements</p> <ul style="list-style-type: none"> • Enlist different problems and failures that may happen or occur in a estate • Elaborate on the types of impact that a failure/problem/issue in the estate can have on the visitors, clients and customers • Discuss ways to liaise and maintain partnerships with contractors, vendors and external suppliers • List down points to be considered while screening contractors and vendors • Discuss how to plan, commission and manage the work of contractors 	
<p>Classroom Aids:</p>	
<p>PPT, Laptop, White Board, Marker, Projector & Screen, Audio-visual, Chart paper, other required stationery.</p>	
<p>Tools, Equipment and Other Requirements:</p>	
<p>Notepad, Pen, Computer/Laptop with internet connection, Different reading sources such as books, journals and magazines, other necessary items.</p>	

Module 3: Staff related responsibilities at the estate

Mapped to DWC/N9913, v.1

Terminal Outcomes:

- Discuss various ways to supervise and manage staff at the estate
- Demonstrate ways to assist staff members to grow personally and professionally

Duration: 60:00	Duration: 90:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss various ways to supervise and oversee staff at the estate • Elaborate on the hiring and recruitment process • Discuss ways to evaluate staff performance • Enlist points that need to be considered while providing feedback to the staff members • Elaborate on situations when it becomes necessary to dismiss a staff • Explain the importance of training programs for staff members • Discuss on how to assess training needs of the staff • List down various areas in which staff requires training • Discuss ways to manage staff working schedules and time off • Describe means and methods of assisting staff in their professional development • Enlist various personal and professional problems that the staff members may come across • Discuss ways in which good working relationships can be built and maintained between the staff members 	<ul style="list-style-type: none"> • Demonstrate the procedure to hire and recruit a suitable candidate for the vacant position • Demonstrate ways to provide orientation/ coaching/ supervision/ motivation and encouragement to the staff • Display how to evaluate staff performance • Demonstrate how to provide feedback to the staff members • Role play a situation on how to take corrective action at the estate • Demonstrate how to recommend dismissal of a staff • Show steps to ensure that staff attends all mandatory trainings and programs • Prepare weekly roster for the staff • Demonstrate ways to manage absences and allocate staffing and workloads of estate team members • Demonstrate ways to ensure that staff adheres to various pre-decided Codes of Practice and rules, policies and procedures • Demonstrate ways to assist staff members in solving personal or professional problems • Demonstrate ways to ensure that there are good working relationships between the staff members
Classroom Aids:	

PPT, Laptop, White Board, Marker, Projector & Screen, Audio-visual, Chart paper, other required stationery.

Tools, Equipment and Other Requirements

Notepad, Pen, Computer/Laptop with internet connection, Different reading sources such as books, journals and magazines, other necessary items.

Module 4: Administrative duties at the estate

Mapped to DWC/N9914, v.1

Terminal Outcomes:

- Enlist different types of administrative tasks needs to be managed everyday at the estate
- Discuss and demonstrate ways to manage administrative tasks at the estate

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Enlist various administrative tasks at the estate • Discuss how to develop various policies, procedures, and processes in support of estate operations • Elaborate on how to prepare, present and manage estate budget • Discuss ways to coordinate the allocation of resources • List down points to be considered while approving expenditures and purchases for the estate • Elaborate on the importance of carrying out routine safety checks and inspection of various facilities at the estate • Discuss various facilities of the estate that needs to be inspected regularly • Outline the points to be considered doing financial planning of the projects • Discuss how to maintain oversight and contact with sites and teams at different properties • Describe ways to keep track of incoming and outgoing funds • Enlist points to be considered while managing maintenance, repairs, and renovations to buildings and estate grounds. • Elaborate on points to be considered while collecting rent payments, paying bills, paying creditors and managing investments • Describe ways to manage payroll of the employees • Discuss the importance of addressing long term issues in advance 	<ul style="list-style-type: none"> • Develop a sample policy/procedure/process in support of estate operations • Demonstrate ways to administer various policies, procedures, and processes in support of estate operations • Draft and present a sample estate budget • Carry out financial planning of a sample project • Demonstrate how to keep an account of the incoming and outgoing funds • Conduct sample inspection of various facilities at the estate • Demonstrate how to carry out safety checks of the estate • Display how to manage estate maintenance, repair and renovation needs • Demonstrate how to manage investments and pay creditors • Collect rent payment and pay a sample bill • Show how to manage payroll of the employees

Classroom Aids:

PPT, Laptop, White Board, Marker, Projector & Screen, Audio-visual, Chart paper, other required stationery.

Tools, Equipment and Other Requirements

Notepad, Pen, Computer/Laptop with internet connection, Different reading sources such as books, journals and magazines, other necessary items.

Module 5: Estate related documentation activities

Mapped to DWC/N9914, v.1

Terminal Outcomes:

- Discuss how to manage different documentation related tasks at the estate
- Demonstrate ways to maintain various records relevant for the estate

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List down different documentation related tasks at the estate • Explain the relevance of maintaining up-to-date and accurate records • Discuss how to file tax returns and other legal documents • Elaborate on preparing invoices and submitting insurance claims • Enlist pointers to be considered while inventorizing assets of the estate • List down different types of manuals that are required by the estate • Elaborate on various social media platforms that can be used to promote business and methods of doing so 	<ul style="list-style-type: none"> • Demonstrate the procedure to maintain up-to-date and accurate records • File a sample tax return • Prepare a sample invoice • Demonstrate how to submit insurance claims • Show how to inventorize assets, including stocks, bonds, bank accounts, real estate holdings, etc. • Create a sample manual to be utilized in the estate • Prepare and manage sample business promotional page on social media
Classroom Aids:	
PPT, Laptop, White Board, Marker, Projector & Screen, Audio-visual, Chart paper, other required stationery	
Tools, Equipment and Other Requirements	
Notepad, Pen, Computer/Laptop with internet connection, Various record files and books, Different reading sources such as books, journals and magazines, other necessary items.	

Module 6: Hygiene and Work Etiquettes

Mapped to DWC/N9902 v.6

Terminal Outcomes:

- Demonstrate the ways of effective communication and maintaining work etiquettes.
- State the ways of dressing professionally and maintaining a well-groomed personality.
- Demonstrate ways of communication that reflects gender and PwD sensitivity.
- Explain the ways of maintaining the standards of personal hygiene.
- Manage time and workload appropriately while having a positive attitude.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain about effective communication with employer, co-workers and the family. • Define ethical behaviour and personal integrity. • Discuss the method of dressing professionally and maintaining personal hygiene and grooming. • Explain gender discrimination, gender equality and various ways of being gender sensitive. • Explain the rudimentary rights and privileges of the PwDs, and methods to be sensitive to them • Discuss about personal, social and telephone etiquettes. • Explain the ways of managing time and maintaining a positive outlook. • Explain one’s responsibilities, duties and rights. 	<ul style="list-style-type: none"> • Demonstrate the ways of communicating effectively with employer, his/ her family, co-workers, visitors and guests. • Demonstrate the way of dressing/ grooming professionally and maintaining personal hygiene. • Demonstrate ways of communication that reflects gender and PwD sensitivity. • Demonstrate ways to support the PwD with their chores or help as required by them. • Demonstrate telephone etiquette while taking a call. • Prepare a sample plan to manage time and workload based on one’s personal and professional life.
Classroom Aids:	
PPT, Laptop, White Board, Marker, Projector and Screen, Audio-visual, Chart paper, Telephone connection, Landline phone, and other required stationery.	
Tools, Equipment and Other Requirements	
Mobile phones, Papers, Pen, Fax, Computer, Cleaners, Broom, Wiper, Napkins, Handkerchief, PPE, Clean Clothes, Tooth Brush, Soap, Dresses, Shoes, Sandals, Wrist Watch, Notepad, etc.	

Module 7: Clean and Secure Working Environment

Mapped to DWC/N9903, v.5

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 importance and ways of keeping the surrounding clean, hygienic and pollution free.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify unsafe conditions and hazards in the households/ workplace, and explain various safety measures to deal with them. • Explain about various emergency responses to different emergency situations/ hazards • Describe the causes of fire and various fire extinguishants. • Describe how to identify symptoms of an illness/ injury, and apply requisite first aid. • Describe ABC (Airway, breathing and circulation) procedure and CPR (Cardiopulmonary Resuscitation). • Explain environment friendly practices to minimise pollution of air, water, noise, earth etc. • Describe different types of waste, their segregation, and applying 3 Rs (Reduce, recycle and re-use) of waste management. • Discuss the method of keeping the workplace bugs/ germs/ rodent free. • State the importance of conservation of energy and materials. 	<ul style="list-style-type: none"> • Inspect given area for unsafe conditions and hazards. • Demonstrate responses to different emergency situations. • Operate of the different types of fire extinguishers based on the type of fire • Address given medical emergencies through process of ABC and provision of first aid, evacuation thereof. • Carry out CPR or mouth to mouth respiration in case required. • Demonstrate ways of conserving energy and material at the workplace. • Demonstrate how to sort and dispose waste of different categories. • Demonstrate the ways of disinfecting and keeping the house bug free.
Classroom Aids:	
PPT, Laptop, White Board, Marker, Projector & Screen, Audio-visual, Chart paper, telephone connection, landline phone, and other required stationery.	
Tools, Equipment and Other Requirements	

Cleaners, Broom, Wiper, PPE, Ladder, Carpets, Ropes, Gas Stove, Gas Cylinder, Matchsticks, Fire Extinguishers, Water, Hose Pipe, Different Colour Dustbins As Per Waste Categorisation, Different Types Of Waste, Water, Household gadgets and appliances, Coal, Wood, Matchstick, First Aid Kit, Garbage Bags, Etc.



Module 8: Promote effective communication and practice inclusivity

Mapped to DWC/N0228, v.1

Terminal Outcomes:

- Demonstrate ways to communicate with people at workplace in an efficient manner
- Discuss and display how to practice inclusive behaviour

Duration:120:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of communicating effectively with people at workplace • Discuss ways to trust, support and respect people at workplace • Explain the relevance of not to interrupt others while they speak • Discuss the ways to pass on relevant information • Explain the importance of seeking and providing feedback regarding work • Discuss ways to maintain clarity, honesty and transparency while communicating with others • Discuss how to respect the personal and professional space of people at workplace • Elaborate on the type of body language to be maintained while interacting with others • Discuss about the use of inclusive language • Elaborate on the various guidelines laid in POSH act 	<ul style="list-style-type: none"> • Demonstrate ways to interact with people at workplace in a polite and professional manner • Role play on how to be an active listener • Demonstrate ways to offer friendly, courteous and hospitable service to others • Show how to pass on relevant information to others • Role play on how to seek and provide feedback regarding work • Demonstrate how to maintain appropriate body language while communicating with others • Display how to empathize with people from different age groups, genders, religions, caste • Demonstrate ways to assist and empathize with a Person with Disability • Demonstrate the procedure of reporting any violation of POSH rules
Classroom Aids:	
PPT, Laptop, White Board, Marker, Projector & Screen, Audio-visual, Chart paper, telephone connection, landline phone, and other required stationery.	
Tools, Equipment and Other Requirements	
Telephone, mobile, notepad, pen, other necessary items.	

Module 9: Employability skills

Mapped to DGT/VSQ/N0103, v.1

Terminal Outcomes:

- Discuss the Employability Skills required for jobs in various industries
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

Duration: 40:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries • List different learning and employability related GOI and private portals and their usage • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team • Discuss the significance of escalating sexual harassment issues as per POSH act. • List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids • Describe the role of digital technology in today's life • Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and 	<ul style="list-style-type: none"> • Practice different environmentally sustainable practices. • Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. • Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Read and interpret text written in basic English • Write a short note/paragraph / letter/e -mail using basic English • Create a career development plan with well-defined short- and long-term goals • Communicate effectively using verbal and nonverbal communication etiquette. • Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD • Outline the importance of selecting the right financial institution, product, and service • Demonstrate how to carry out offline and online financial transactions, safely and securely • Operate digital devices and use the

<p>securely</p> <ul style="list-style-type: none"> • Explain the types of entrepreneurship and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan • Describe the 4Ps of Marketing- Product, Price, Place and Promotion and apply them as per requirement • Detail the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately • Explain the significance of maintaining hygiene and confidence during an interview • List the steps for searching and registering for apprenticeship opportunities 	<p>associated applications and features, safely and securely</p> <ul style="list-style-type: none"> • Create sample word documents, excel sheets and presentations using basic features • Utilize virtual collaboration tools to work effectively • Devise a sample business plan, for the selected business opportunity • Create a professional Curriculum Vitae (CV) • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively • Perform a mock interview
<p>Classroom Aids:</p>	
<p>PPT, Laptop, White Board, Marker, Projector & Screen, Audio-visual, Chart paper, telephone connection, landline phone, and other required stationery.</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer</p>	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Post- Graduate	Any field	2		1	Housekeeping, Property Management, Mall management	
Post- Graduate	Real estate, property management, business administration or equivalent education	1		1	Housekeeping, Property Management, Mall management	
Graduate	Any field	3		2	Housekeeping, Property Management, Mall management	
Graduate	Real estate, property management, business administration or equivalent education	2		2	Housekeeping, Property Management, Mall management	

Trainer Certification	
Domain Certification	Platform Certification
Certified in ToT for Job Role: Manager- Estates mapped to QP: "DWC/Q0108, v 1.0". Minimum accepted score is 70%.	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2701, v1.0. Minimum accepted score is 80%.

Assessors Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Post- Graduate	Any field	2		2	Housekeeping, Property Management, Mall management	
Post- Graduate	Real estate, property management, business administration or equivalent education	2		2	Housekeeping, Property Management, Mall management	
Graduate	Any field	4		3	Housekeeping, Property Management, Mall management	
Graduate	Real estate, property management, business administration or equivalent education	3		3	Housekeeping, Property Management, Mall management	

Assessor Certification	
Domain Certification	Platform Certification
Certified in ToA for Job Role: Manager- Estates mapped to QP: "DWC/Q0108, v 1.0". Minimum accepted score is 80%.	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701, v1.0. 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 (Tablet/Computer) or Offline (OMR/PP).
 - Confirm adequate number of Tablets available 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
 - Centre photographs with signboards and scheme specific branding
 - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
 - Time-stamped & 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

Terms	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

Terms	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
PC	Performance Criteria
DWSSC	Domestic Workers Sector Skill Council
MC	Model Curriculum
OJT	On Job Training
KLO	Key Learning Outcomes
SME	Subject Matter Expert
ToA	Training of Assessors
ToT	Training of Trainers
SIP	Skill India Portal
TP	Training Partner
SDMS	Skill Development and Management System
VTP	Vocational Training Provider
TC	Training Centre
OMR	Optical Mark Recognition
PPE	Personal Protective Equipment
SSC	Sector Skill Council
PwD	Persons with Disabilities
ADL	Activities of Daily Living
CPR	Cardio Pulmonary Resuscitation
UV	Ultraviolet
ABC	Airways, Breathing and Circulation