



Model Curriculum

QP Name: Sanitary Worker

QP Code: DWC/Q0107

QP Version: 1.0

NSQF Level: 3

Model Curriculum Version: 1.0

Domestic Workers Sector Skill Council || 2nd Floor, A2/19, Safdarjung Enclave, New Delhi, Delhi 110029



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Training Parameters

Sector	Domestic Workers Sector Skill Council
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Cleaning
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO -2015/9622
Minimum Educational Qualification and Experience	<p>10th grade pass with NA of experience OR 9th grade pass with 1 Year of experience of relevant experience OR 8th grade pass with 2 Years of experience of relevant experience OR 5th grade pass with 5 Years of experience of relevant experience OR Previous relevant Qualification of NSQF Level (2.5) with 1.5 Years of experience of relevant experience</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (2) with 3 Years of experience of relevant experience</p>
Pre-Requisite License or Training	Nil
Minimum Job Entry Age	18 years
Last Reviewed On	30th November 2023
Next Review Date	30th November 2026
NSQC Approval Date	30th November 2023
QP Version	1.0
Model Curriculum Creation Date	30th November 2023
Model Curriculum Valid Up to Date	30th November 2026
Model Curriculum Version	1.0



Minimum Duration of the Course	330 Hours, 0 Minutes
Maximum Duration of the Course	510 Hours, 0 Minutes

Program Overview

Training Outcomes

- Demonstrate a comprehensive understanding of basic sanitation principles and practices.
- Implement monitoring systems to track and address sanitation issues promptly.
- Develop strategies for minimizing waste and promoting environmentally friendly practices.

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/N1614: Equipment handling for indoor and outdoor cleaning NOS Version No. 1.0 NSQF Level 3	24:00	36:00	00:00	00:00	60:00
Module 1: Introduction to Domestic Workers Sector and Sanitary worker	07:00	03:00	00:00	00:00	10:00
Module 2: Perform Equipment handling for indoor and outdoor cleaning	17:00	33:00	00:00	00:00	50:00
DWC/N: Waste Segregation and Management NOS Version No. 1.0 NSQF Level 3	38:00	52:00	00:00	00:00	90:00
Module 3: Perform Segregation and Management of Manual waste	20:00	30:00	00:00	00:00	50:00
Module 4: Perform Segregation and Management of Mechanical Waste	18:00	22:00	00:00	00:00	40:00

DWC/N9902: Maintain service standards and communicate effectively NOS Version No. 5.0 NSQF Level 3	12:00	18:00	00:00	00:00	30:00
Module 5: Maintain service standards and communicate effectively	12:00	18:00	00:00	00:00	30:00
DWC/N9903: Maintain health, hygiene and safety standards NOS Version No. 4.0 NSQF Level 3	10:00	20:00	00:00	00:00	30:00
Module 6: Maintain health, hygiene and safety standards	10:00	20:00	00:00	00:00	30:00
DGT/VSQ/N0101 – Employability skills NOS Version No. 1.0 NSQF Level 3	18:00	12:00	00:00	00:00	30:00
Module 7: Employability skills	18:00	12:00	00:00	00:00	30:00
Total Duration	102:00	138:00	00:00	30:00	240:00

Elective 1: Sanitary Worker – Indoor Cleaning

DWC/N1616: Indoor Cleaning NOS Version No. 1.0 NSQF Level 3	38:00	52:00	00:00	30:00	90:00
Module 8: Sweep, Clean and Mop the Building Area (Gymnasium, Corridors, Elevator Area)	10:00	15:00	00:00	10:00	25:00
Module 9: Clean Parking Area, Escalator Area, and Club Houses	15:00	18:00	00:00	10:00	33:00
Module 10. Clean Water Tank Cleaning and Facade Cleaning	13:00	19:00	00:00	10:00	32:00

Total Duration	38:00	52:00	00:00	30:00	90:00
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Elective 2: Sanitary Worker – Out Door Cleaning

DWC/N1615: Out Door Cleaning NOS Version No. 1.0 NSQF Level 3	38:00	52:00	00:00	00:00	90:00
Module 11: Cleaning of Septic Tank	10:00	15:00	00:00	10 :00	25:00
Module 12: Cleaning of Swimming pool, Garden Area, Entrance and Walkways	15:00	18:00	00:00	10:00	33:00
Module 13: Cleaning of Play Area and Shopping Arcade	13:00	19:00	00:00	10:00	32:00
Total Duration	38:00	52:00	00:00	30:00	90:00

Module Details

Module 1: Introduction to Domestic Workers Sector and Sanitary worker

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 Sanitary Supervisor

Duration: 07:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the objectives of the program on the Sanitary Supervisor • Discuss objectives of the Domestic Workers Sector. • Explain the categorization 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 a Sanitary Supervisor • Explain the role and responsibilities of Sanitary Supervisor 	<ul style="list-style-type: none"> • Draw a table classifying the occupations available in Domestic Workers Sector • Prepare the list of responsibilities of the Sanitary worker
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: Perform Equipment handling for indoor and outdoor cleaning

Mapped to DWC/N1614, v.1

Terminal Outcomes:

- Discuss about Inspection and Testing, Repairs and Maintenance, Storage and Handling
- Follow Safety Procedures and Maintain Records

Duration: 17:00	Duration: 33:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Understand the importance of regular equipment inspection to identify signs of wear, damage, or malfunction. • Comprehend the significance of pre-use testing to ensure equipment functionality and user safety. • Understand the impact of dirt, debris, and residues on equipment performance and longevity. • Learn the principles of proper lubrication to prevent friction and maintain smooth operation. • Comprehend the connection between regular cleaning and lubrication and overall equipment maintenance. • Understand the need for timely repairs to prevent further damage and ensure equipment longevity. • Understand the importance of proper storage to prevent equipment damage and prolong its lifespan. • Learn techniques to handle equipment safely and minimize strain. • Understand the importance of safety guidelines in protecting both the worker and equipment. • Learn the significance of personal protective equipment (PPE) in hazardous situations. • Recognize the value of staying updated on equipment technology and cleaning methods. 	<ul style="list-style-type: none"> • Demonstrate the ability to conduct visual inspections to identify wear, damage, or malfunction. • Show proficiency in performing pre-use tests on equipment to verify proper functionality. • Exhibit skill in thorough cleaning of equipment after each use to remove dirt, debris, and residues. • Demonstrate the ability to apply appropriate lubrication to moving parts for optimal performance. • Exhibit competence in cleaning and lubricating equipment after use to prevent damage. • Demonstrate basic repair skills to address minor issues and prevent escalation. • Demonstrate the ability to store equipment in designated areas after use to prevent damage and ensure accessibility. • Show skill in proper handling techniques to avoid undue strain and potential damage. • Adhere to safety guidelines while using the equipment to ensure personal and equipment safety. • Properly wear required PPE when handling hazardous materials or operating heavy machinery. • Stay informed about advancements in equipment technology and cleaning

- Understand the importance of continuous learning and skill enhancement.
- Understand the importance of maintaining records for equipment maintenance, repairs, and inspections.
- Comprehend the role of incident records in identifying patterns and improving procedures.
- Understand the importance of following manufacturer's instructions and safety protocols when handling chemicals.
- Learn about proper chemical storage to ensure safety and prevent accidents.

methods through research and learning opportunities.

- Actively participate in training programs to enhance skills and knowledge related to equipment operation and maintenance.
- Demonstrate the ability to accurately maintain detailed records of equipment maintenance, repairs, and inspections.
- Record any incidents or issues encountered during equipment use for analysis and improvement.
- Demonstrate the ability to follow manufacturer's instructions and safety protocols when using chemicals.
- Properly store chemicals in secure, well-ventilated areas to prevent accidents and unauthorized access.

Classroom Aids:

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

Tools, Equipment and Other Requirements:

Vacuum cleaner, Mechanical Sweeper, Mechanical Sweeper ride, Mechanised scrubbing machine
Liquid Disinfectant, cleaning agent, wiper, mop

Module 3: Perform Segregation and Management of Manual waste

Mapped to *DWC/N1613, v.1*

Terminal Outcomes:

- Demonstrate Knowledge and understanding of performing segregation and management of manual waste

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain Waste generation and sources • Discuss the Importance of waste collection for cleanliness and environmental protection • Describe basic safety protocols for waste handling. • Explain different types of recyclable materials. • Describe the environmental benefits of recycling. • Discuss types of recyclable materials (paper, cardboard, plastic, glass, metal) • Explain the Environmental impact of recycling • Discuss the importance of keeping recyclable materials separate. • Discuss Organizational aspects of waste segregation. • Differentiate between recyclable and non-recyclable waste types. • Identify specific non-recyclable waste categories (food waste, non-recyclable plastics). • Discuss Importance of proper waste disposal • Types of waste bins and containers • Hygiene and safety protocols for waste disposal • Recognize different categories of harmful waste (medical waste, infectious materials). 	<ul style="list-style-type: none"> • Demonstrate the ability to identify designated collection points, bins, or containers. • Show how to safely handle waste during collection. • Demonstrate knowledge of appropriate techniques for sorting recyclables. • Demonstrate various methods of waste separation and sorting. • Demonstrate proper placement of recyclables in designated containers. • Practice maintaining cleanliness and order during the segregation process. • Demonstrate the ability to properly segregate non-recyclable waste. • Identify and use appropriate bins or bags for non-recyclable waste. • Follow hygiene and safety practices during waste disposal. • Demonstrate proper techniques for identifying and segregating harmful waste. • Identify and use appropriate containers for different types of harmful waste. • Demonstrate knowledge of proper labeling and containment of harmful waste. • Demonstrate safe handling and transportation of segregated waste. • Comply with established protocols for waste collection and transportation.
Classroom Aids:	

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

Tools, Equipment and Other Requirements:

Safety tool kits (including gloves, mask, boots, safety harness etc.), first aid kit

Bins, bags, carts (Two sets for

Demonstration) Hand gloves, Appropriate mask to cover face, reflective vest(One for each candidate)

Module 4: Perform Segregation and Management of Mechanical Waste

Mapped to *DWC/N1613, v.1*

Terminal Outcomes:

- Demonstrate ways to Perform Segregation and Management of Mechanical Waste

Duration: 18:00	Duration: 22:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the principles of using mechanical equipment for waste collection, including the types of equipment, their functionalities, and safety considerations. • Comprehend the working principles of mechanical waste sorting systems, including types of systems, sensor technologies, and how they identify recyclable materials. • Elaborate the limitations of mechanical systems in waste sorting and the importance of manual intervention for handling unique or challenging waste items. • Describe the principles of mechanical composting systems, their components, and the biological processes involved in converting organic waste into compost. • Explain the principles of controlled incineration, including the types of harmful waste that require incineration, environmental regulations, and safety precautions. • Explain the proper methods of transporting waste to landfill sites, waste classification, and the importance of adhering to waste disposal regulations. • Discuss monitoring techniques, equipment maintenance, and troubleshooting for mechanical waste segregation systems. 	<ul style="list-style-type: none"> • Demonstrate the ability to operate garbage trucks or waste carts effectively and safely, coordinating large-scale waste collection operations in different areas. • Operate and oversee the functioning of conveyor belts and automated sensors to separate recyclable materials from mixed waste, ensuring accurate segregation. • Demonstrate proficiency in manually sorting waste when the mechanical system cannot effectively segregate certain items, considering safety protocols and efficient sorting techniques. • Operate and manage mechanical composting systems effectively, monitor composting parameters, and ensure the production of high-quality compost suitable for agricultural or landscaping purposes. • Operate incineration facilities, follow protocols for waste incineration, and ensure that harmful medical waste and hazardous materials are effectively neutralized, minimizing environmental and health risks. • Organize and manage the transportation of non-recyclable, non-compostable, and residual waste to landfill sites, considering safety, efficiency, and legal compliance. • Inspect and assess the performance of mechanical waste segregation systems,

	identify potential issues, and carry out basic maintenance tasks to ensure smooth and efficient operation.
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	
Safety tool kits (including gloves, mask, boots, safety harness etc.), first aid kit Bins, bags, carts (Two sets for Demonstration) Hand gloves, Appropriate mask to cover face, reflective vest(One for each candidate)	

Module 5: Maintain Service Standards and Communicate Effectively

Mapped to DWC/N9902, v 5.0

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: 12:00	Duration: 18:00
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 the 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
- 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 6: Maintain Health, Hygiene and Safety Standards Mapped to DWC/N9903, v 4.0

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: 10:00	Duration: 20:00
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 	<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

<ul style="list-style-type: none"> • 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 and other hazardous wastes appropriately • Describe the conservation methods for materials, natural resources, and energy at work 	<p>bags that are sealed and labeled "infectious waste"</p> <ul style="list-style-type: none"> • Apply proper eco-friendly methods at work to reduce pollution of the air, water, and earth
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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

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.

Module 7: Employability skills

Mapped to DGT/VSQ/N0101, 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: 18:00	Duration: 12:00
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 	<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

<p>platforms, e-mails, etc., safely and 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 	<ul style="list-style-type: none"> • Operate digital devices and use the associated applications and features, safely and securely • 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>	

Module 8: Sweep, Clean and Mop the Building Area (Gymnasium, Corridors, Elevator Area)

Mapped to *DWC/N1616, v.1*

Terminal Outcomes:

- Demonstrate ways to Sweep, Clean and Mop the Building Area (Gymnasium, Corridors, Elevator Area)
- Discuss and display how to practice inclusive behaviour

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of proper equipment preparation for effective cleaning. • Identify the types of equipment needed for sweeping, cleaning, and mopping tasks. • Discuss about safety measures while handling cleaning equipment. • Explain the advantages of mechanized cleaning tools over manual methods. • Discuss about different mechanized cleaning tools and their applications. • Describe how mechanized tools enhance cleaning efficiency. Understanding the significance of maintaining a clean and hygienic environment. • Discuss the correct sequence for sweeping, cleaning, and mopping to prevent cross-contamination. • Explain various cleaning solutions and chemicals and their appropriate usage. • Elaborate the importance of outdoor area maintenance for public hygiene and aesthetics. • Describe about the challenges associated with outdoor cleaning, such as weather conditions and waste disposal. • Explain sustainable practices for outdoor cleaning. • Describe the significance of waste 	<ul style="list-style-type: none"> • Demonstrate the ability to identify and select the appropriate equipment for different cleaning tasks. • Display knowledge of the correct procedure for inspecting and setting up cleaning equipment. • Implement safety precautions while handling cleaning tools and chemicals. • Recognize which mechanized cleaning tools are suitable for various areas like gymnasium, corridors, and elevator spaces. • Differentiate between mechanized tools based on their functions, such as scrubbers, polishers, and sweepers. • Operate mechanized cleaning equipment safely and effectively. • Execute the complete process of sweeping, cleaning, and mopping in different building areas. • Follow a systematic approach to prevent recontamination during the cleaning process. • Apply appropriate cleaning solutions and chemicals based on the surface and cleaning requirements. • Demonstrate the ability to effectively clean outdoor spaces, considering factors like weather and foot traffic. • Implement strategies to handle and dispose of waste in public areas responsibly.

<p>segregation for proper disposal and recycling.</p> <ul style="list-style-type: none"> • Explain the rationale behind waste segregation and its impact on waste management processes. • Describe different types of waste and their appropriate segregation categories. • Discuss the consequences of improper waste segregation. 	<ul style="list-style-type: none"> • Apply knowledge of sustainable outdoor cleaning practices to minimize environmental impact. • Demonstrate the ability to correctly segregate different types of waste materials into designated bins. • Implement proper waste segregation practices to contribute to waste reduction and recycling efforts.
<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>Different types and sizes of brooms for demonstration (Two Sets) Hand gloves, appropriate cloth/mask to cover head and face, reflective vest. (One for each candidate), Safety tool kits (including gloves, mask, boots, safety harness etc.), first aid kit, Bins, bags, carts (Two sets for Demonstration) Hand gloves, Appropriate mask to cover face, reflective vest(One for each candidate), Vacuum cleaner, Mechanical Sweeper, Mechanical Sweeper ride, Mechanized scrubbing machine Liquid Disinfectant, cleaning agent, wiper, mop</p>	

Module 9: Clean Parking Area, Escalator Area, and Club Houses

Mapped to DWC/N1616, v.1

Terminal Outcomes:

- Demonstrate ways to Clean Parking Area, Escalator Area, and Club Houses in an efficient manner

Duration: 15:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe different types of debris and their impact on the appearance and safety of the area. • Explain appropriate techniques for using brooms and other tools for effective sweeping. • Discuss the importance of maintaining a litter-free environment for aesthetics and safety. • Describe proper techniques for bending, lifting, and disposing of different types of litter. • Elaborate on the nature of different stains and spills and their potential impact on the surface. • Discuss about suitable cleaning agents and tools for various types of stains. • Describe the principles of power washing and its benefits for cleaning outdoor surfaces. • Describe the importance of proper waste management and hygiene in public areas. • Discuss the appropriate procedures for emptying and replacing trash bags in bins. • Explain the significance of maintaining clean and presentable sidewalks and curbs. • Elaborate techniques to effectively sweep edges and corners of sidewalks and curbs. • Describe the impact of weeds and overgrown vegetation on the parking 	<ul style="list-style-type: none"> • Practice sweeping techniques to cover large areas efficiently. • Demonstrate the ability to identify areas that require special attention due to higher debris accumulation. • Practice identifying hazardous items and disposing of them safely. • Develop an understanding of the significance of regular litter removal in preventing pest infestations. • Practice stain removal techniques while considering environmental and safety concerns. • Practice planning and executing power washing sessions to cover the entire parking area. • Show how to operate power washing equipment safely and effectively. • Demonstrate adjusting the pressure and angle of the equipment for optimal results. • Practice proper sanitation techniques to prevent the spread of germs and odors. • Practice time-efficient sweeping methods to cover a larger area. • Demonstrate proper cleaning techniques to remove dirt, smudges, and fingerprints from glass panels. • Identify appropriate cleaning agents and tools for different types of glass surfaces. • Identify suitable polishing materials and products for different types of metal surfaces.

area's appearance.

- Discuss techniques for identifying and safely removing weeds.
- Explain the impact of weeds and overgrown vegetation on the parking area's appearance.
- Describe techniques for identifying and safely removing weeds.
- Explain the importance of clean glass panels for user safety and aesthetics.
- Describe the recommended frequency for cleaning glass panels to ensure their continuous transparency and appearance.
- Explain the purpose of polishing metallic parts to prevent corrosion and enhance appearance.
- Describe the recommended maintenance schedule for polishing metallic parts to prevent deterioration.
- Explain the importance of regular inspection in preventing accidents and disruptions.
- Describe the process for reporting identified issues to the appropriate maintenance personnel or department.
- Explain the significance of clear and visible safety signs for user awareness and emergency preparedness.
- Describe the appropriate actions to take if any safety sign is missing or damaged.
- Explain the importance of non-slip coatings for preventing accidents on escalator steps.
- Describe the maintenance and re-application schedule for non-slip coatings to ensure continued effectiveness.

- Demonstrate proper polishing techniques to achieve a clean and shiny finish on metallic parts.
- Identify common signs of escalator damages and malfunctions, such as unusual noises or vibrations.
- Demonstrate how to conduct a thorough visual and functional inspection of escalator components.
- Identify the different types of safety signs and their meanings on an escalator.
- Demonstrate how to inspect safety signs for visibility, legibility, and any signs of damage or wear.
- Identify suitable non-slip coating materials and products.
- Demonstrate the proper application technique for applying non-slip coatings to escalator steps.
- Identify potential sources of debris and clutter in the escalator pit.
- Demonstrate proper cleaning and debris removal techniques for the escalator pit.

- Explain the significance of a clean escalator pit in preventing operational issues and safety risks.
- Describe the recommended frequency for cleaning the escalator pit to ensure optimal functionality and safety.

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

Different types and sizes of brooms for demonstration(Two Sets)
Hand gloves, appropriate cloth/mask to cover head and face, reflective vest. (One for each candidate), Safety tool kits (including gloves, mask, boots, safety harness etc.), first aid kit
Bins, bags, carts (Two sets for Demonstration) Hand gloves, Appropriate mask to cover face, reflective vest(One for each candidate), Vacuum cleaner, Mechanical Sweeper, Mechanical Sweeper ride, Mechanised scrubbing machine Liquid Disinfectant, cleaning agent, wiper, mop

Module 10: Clean Water Tank Cleaning, Facade Cleaning and Banquet Hall

Mapped to *DWC/N1616, v.1*

Terminal Outcomes:

- Demonstrate ways to Clean Water Tank Cleaning, Facade Cleaning and Banquet Hall

Duration: 13:00	Duration: 19:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of draining water tanks to ensure the safety of personnel during cleaning. • Discuss about the types of contaminants that can accumulate in water tanks and their potential health risks. • Explain the nature of algae, biofilm, and contaminants that can adhere to tank surfaces and compromise water quality. • Discuss about the benefits and potential risks of using high-pressure water jets for cleaning. • Explain the importance of disinfection in ensuring water safety and public health. • Discuss about the potential negative impacts of leaving cleaning agents and disinfectants in the tank. • Describe the significance of structural integrity in water tanks and the risks associated with damage. • Describe about the importance of maintaining clean and potable water for public health and sanitation. • Discuss the parameters that define water quality and the importance of compliance with safety standards. • Explain how to assess different types of facade contaminants and their causes. 	<ul style="list-style-type: none"> • Demonstrate the ability to drain water tanks effectively using appropriate valves and procedures. • Perform proper manual removal techniques to clear sediment, sludge, leaves, and debris from the tank bottom. • Apply correct scrubbing techniques and use suitable brushes or scrubbers to remove contaminants effectively. • Safely operate high-pressure water jet equipment to clean tank walls and corners without causing damage. • Apply appropriate disinfection methods and products to eradicate bacteria, viruses, and harmful microorganisms effectively. • Perform thorough rinsing procedures to remove all residual cleaning agents and disinfectants from the tank. • Conduct a comprehensive visual inspection to identify cracks, leaks, and structural damage, and report findings accurately. • Refill the tank with clean and potable water using appropriate techniques and precautions. • Perform water quality tests using appropriate testing equipment and interpret the results to ensure compliance with safety standards. • Evaluate the facade's condition and identify areas needing specific cleaning attention.

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

Different types and sizes of brooms for demonstration(Two Sets)
Hand gloves, appropriate cloth/mask to cover head and face, reflective vest. (One for each candidate), Safety tool kits (including gloves, mask, boots, safety harness etc.), first aid kit
Bins, bags, carts (Two sets for Demonstration) Hand gloves, Appropriate mask to cover face, reflective vest(One for each candidate), Vacuum cleaner, Mechanical Sweeper, Mechanical Sweeper ride, Mechanised scrubbing machine Liquid Disinfectant, cleaning agent, wiper, mop

Module 11: Cleaning of Septic Tank

Mapped to DWC/N1615, v.1

Terminal Outcomes:

- Discuss the purpose and function of a septic tank in wastewater management.
- List the hazards and safety precautions associated with working around septic tanks.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the different layers in a septic tank (scum, effluent, sludge). • Discuss the need and function of a septic tank in wastewater management. • Explain the hazards and safety precautions associated with working around septic tanks. • Discuss the facts of local regulations and guidelines for waste disposal. • Describe the process of thorough cleaning to prevent further build-up. 	<ul style="list-style-type: none"> • Use visual and measurement techniques to assess sludge levels. • Select and operate the appropriate pump and hoses. • Show how to remove sludge and waste without causing damage. • Use appropriate tools for scrubbing and scraping. • Use water pressure to rinse the tank's interior. • Verify the removal of remaining debris. • Inspect the tank's structure and connections for signs of damage. • Document and communicate any issues to maintenance personnel. • Comply with guidelines for waste disposal. • Utilize proper waste management practices.
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	
Different types and sizes of brooms for demonstration(Two Sets) Hand gloves, appropriate cloth/mask to cover head and face, reflective vest. (One for each candidate), Safety tool kits (including gloves, mask, boots, safety harness etc.), first aid kit Bins, bags, carts (Two sets for Demonstration) Hand gloves, Appropriate mask to cover face, reflective vest(One for each candidate), Vacuum cleaner, Mechanical Sweeper, Mechanical Sweeper ride, Mechanised scrubbing machine Liquid Disinfectant, cleaning agent, wiper, mop	

Module 12: Cleaning of Swimming pool, Garden Area, Entrance and Walkways

Mapped to DWC/N1615, v.1

Terminal Outcomes:

- Demonstrate cleaning of Swimming pool, Garden Area, Entrance and Walkways in an efficient manner

Duration: 15:00	Duration: 18:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the importance of maintaining clean and safe outdoor spaces. • Explain the basics of pool water chemistry and its impact on user safety. • Discuss the significance of maintaining a well-kept entrance area. • Discuss the importance and ways of preventing debris from clogging pool systems. 	<ul style="list-style-type: none"> • Use nets and skimmers to effectively remove floating debris. • Utilize appropriate cleaning agents and tools to remove grime and algae. • Ensure a clean and appealing pool perimeter. • Operate the pool vacuum to remove settled dirt and sediment. • Maintain water clarity and hygiene. • Use testing kits to assess pH and chlorine levels. • Apply appropriate chemicals to maintain optimal water balance. • Use rakes and brooms to gather and remove debris. • Maintain a clean and tidy garden environment. • Identify and safely remove weeds. • Prevent overgrowth and maintain aesthetic appeal. • Use appropriate tools for sweeping and mopping. • Present a clean and inviting entrance area. • Operate a power washer or use appropriate cleaning agents. • Eliminate tough stains and restore the walkway's appearance.
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

Different types and sizes of brooms for demonstration(Two Sets)
Hand gloves, appropriate cloth/mask to cover head and face, reflective vest. (One for each candidate), Safety tool kits (including gloves, mask, boots, safety harness etc.), first aid kit
Bins, bags, carts (Two sets for Demonstration) Hand gloves, Appropriate mask to cover face, reflective vest(One for each candidate), Vacuum cleaner, Mechanical Sweeper, Mechanical Sweeper ride, Mechanised scrubbing machine Liquid Disinfectant, cleaning agent, wiper, mop

Module 13: Cleaning of Play Area and Shopping Arcade

Mapped to DWC/N1615, v.1

Terminal Outcomes:

- Demonstrate ways to clean play area and shopping Arcade

Duration: 13:00	Duration: 19:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of hygiene and safety in play areas and commercial spaces. • Elaborate the potential health risks associated with unclean environments. • Describe the significance of maintaining a pleasant shopping environment. 	<ul style="list-style-type: none"> • Collect and dispose of trash using appropriate containers. • Maintain a clean and safe play environment. • Use brooms and mops to clean surfaces effectively. • Remove dirt, stains, and spills to ensure safety. • Examine equipment for cleanliness and potential hazards. • Remove any debris or hazards that could harm children. • Use appropriate cleaning methods for seating areas. • Provide a clean and comfortable space for visitors. • Employ proper techniques for sweeping and mopping. • Maintain a clean and inviting shopping environment. • Use appropriate cleaning agents and tools for glass surfaces. • Ensure a clear and attractive storefront appearance. • Properly empty bins without causing spillage. • Sanitize bins to prevent odors and maintain hygiene.
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	
Different types and sizes of brooms for demonstration (Two Sets) Hand gloves, appropriate cloth/mask to cover head and face, reflective vest. (One for each candidate), Safety tool kits (including gloves, mask, boots, safety harness etc.), first aid kit Bins, bags, carts (Two sets for Demonstration) Hand gloves, Appropriate mask to cover face, reflective vest(One for each candidate), Vacuum cleaner, Mechanical Sweeper, Mechanical Sweeper ride, Mechanized scrubbing machine Liquid Disinfectant, cleaning agent, wiper, mop	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Pass/ Certificate/ Diploma	Experience in supervising cleaning activity	2		2	Hospitality/ Housekeeping/ Big buildings	

Trainer Certification	
Domain Certification	Platform Certification
Certified in ToT for Job Role: Sanitary Worker mapped to QP: “DWC/Q1601, 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/Q2601, v2.0. Minimum accepted score is 80%.

Assessors Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Pass/ Certificate/ Diploma	Experience in supervising cleaning activity	2		2	Hospitality/ Housekeeping/ Big buildings	

Assessor Certification	
Domain Certification	Platform Certification
Certified in ToA for Job Role: Sanitary Worker mapped to QP: "DWC/Q1601, v 1.0". Minimum accepted score is 70%.	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "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 (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

