

## Qualification Pack



# Deep Cleaning Operator

QP Code: DWC/Q0106

Version: 1.0

NSQF Level: 3.5

Domestic Workers Sector Skill Council || A-2/19, 2nd Floor, Safdarjung Enclave  
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## Qualification Pack

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### DWC/Q0106: Deep Cleaning Operator

#### Brief Job Description

The individual at work is responsible for all basic and deep cleaning in and around residences and/or commercial buildings. The individual will perform a range of duties, including dusting or mopping and sweeping floors and rooms along with cleaning large equipment, appliances and furniture.

#### Personal Attributes

The job requires the individual to possess excellent communication, listening and organizational skills and the ability to work as a team, should be self-motivated and reliable and have the ability to identify and complete needed tasks without direct supervision. The individual should have great stamina, a positive attitude, great time management skills and dedication to excellence

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

- [1. DWC/N1602: Perform basic and deep cleaning of commercial areas](#)
- [2. DWC/N1603: Use and care for tools and equipment relevant for carrying out cleaning tasks](#)
- [3. DWC/N0228: Communicate effectively with individuals at all levels and practice inclusivity](#)
- [4. DWC/N9902: Display standards of hygiene and work etiquettes](#)
- [5. DWC/N9903: Maintain a clean and secure working environment](#)
- [6. DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)
- [7. DWC/N1601: Carry out basic and deep residential cleaning](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Cleaning
<b>Country</b>	India
<b>NSQF Level</b>	3.5



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<b>Credits</b>	14
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/9111.9900, NCO-2015/9112.9900, NCO-2015/9123, NCO-2015/9129
<b>Minimum Educational Qualification &amp; Experience</b>	11th Class (OR Completed 1st year of 3 year diploma after 10th OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 1 year relevant experience OR 8th Grade pass with 3 year relevant experience OR Previous relevant Qualification of NSQF Level 3 with 1.5 year relevant experience OR Previous relevant Qualification of NSQF Level 2.5 with 3 year relevant experience)
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	29/09/2026
<b>NSQF Approval Date</b>	29/09/2023
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QG-3.5-TH-01023-2023-V1-DWSSC
<b>NQR Version</b>	1



## Qualification Pack

### DWC/N1602: Perform basic and deep cleaning of commercial areas

#### Description

This OS unit talks about performing cleaning at different commercial places which may include office buildings, restaurants, hotel and other such facilities

#### Scope

The scope covers the following :

- Prepare for cleaning services
- Clean office area
- Clean restaurant area
- Clean hotel
- Receive payment from the customer

#### Elements and Performance Criteria

##### *Prepare for cleaning services*

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

- PC1.** inspect the area for the cleaning
- PC2.** identify the types of surfaces to be cleaned such as wood, plastic, ceramic, stone, fabric and others
- PC3.** choose and arrange the appropriate equipment and materials for cleaning taking into account factors such as risk, efficiency, manufacturer's instructions and others
- PC4.** wear the Personal Protective Equipment required for cleaning
- PC5.** plan the sequence for cleaning in order to avoid re-soiling of clean areas and surfaces

##### *Clean office area*

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

- PC6.** remove cobwebs and remove dust from all the surfaces
- PC7.** clean windows, window panes, window channels and grills and window sills and blinds
- PC8.** clean cabinets and wardrobes externally as well as internally
- PC9.** clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures
- PC10.** clean the floor using machine and steam cleaning
- PC11.** steam clean and shampoo carpets
- PC12.** remove dust from gadgets and appliances
- PC13.** clean mirrors and glasses
- PC14.**
  - steam clean and shampoo sofas, chairs and upholstery
- PC15.**
  - wipe and sanitize all the office furniture

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### PC16. •

- clean and sanitize work station including desk and under desk area

**PC17.** scrub and disinfect bathroom including tiles, faucets, taps, sinks and pots

**PC18.** scrub and de-grease the pantry area

**PC19.** empty all trash

### *Clean restaurant area*

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

**PC20.** remove cobwebs and remove dust from all the surfaces

**PC21.** clean windows, window panes, window channels and grills and window sills and blinds

**PC22.** clean cabinets and wardrobes externally as well as internally

**PC23.** clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures

**PC24.** clean the floor using machine and steam cleaning

**PC25.** wipe and sanitize the front house area including upholstery, glass, chairs and tables, bar areas, showpieces and washrooms

**PC26.** de-grease and disinfect the back house area or pantry area including burner, refrigerator, Bain Marie, countertop, hood system, drain tank and so on

### *Clean hotel*

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

**PC27.** clean the floors using machine and steam cleaning

**PC28.** remove cobwebs and remove dust from all the surfaces

**PC29.** clean windows, window panes, window channels and grills and window sills and blinds from all the areas

**PC30.** clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures

**PC31.** wipe and sanitize the furniture, showpieces, mirrors and glasses

**PC32.** vacuum and steam clean curtains and mattresses

**PC33.** steam clean and shampoo carpets, sofas, upholstery and chairs

**PC34.** clean all the stairs and corridors thoroughly

**PC35.** scrub and disinfect all the washrooms including tiles, faucets, taps, sinks and pots

**PC36.** de-grease and sanitize the pantry area including tiles, surfaces and appliances used in pantry

### *Receive payment from the customer*

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

**PC37.** communicate the customer about the amount to be paid

**PC38.** receive the desired amount from the customer

**PC39.** prepare bill and give it to the customer

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** ways to inspect the area for cleaning
- KU2.** correct sequence of cleaning the area
- KU3.** how to handle and manage tools and equipment required for operation
- KU4.** different types of wastes, their characteristics and ways to segregate it
- KU5.** appropriate PPE used for cleaning and relevance of wearing PPE
- KU6.** risks when carrying out cleaning tasks and ways to mitigate these risk factors
- KU7.** storage, service and upkeep procedure for cleaning equipment and consumables
- KU8.** how factors such as manufacturers instructions, risk, efficiency, etc. can influence the cleaning method used
- KU9.** different types of surfaces and ways to clean the surfaces without causing any damage
- KU10.** right technique to use different equipment and tools
- KU11.** ways to mix cleaning solutions correctly
- KU12.** different methods of removing loose dust and debris and how to choose the right one
- KU13.** techniques and standards to clean floor
- KU14.** procedure and techniques to clean toilets and washrooms
- KU15.** how to work safely at heights such as while cleaning fans
- KU16.** precautions to take while using ladders or moving furniture during cleaning
- KU17.** methods to clean soft surfaces like furnishings, upholstery, curtains etc.
- KU18.** ways to scrape off dirt and spots from the glass
- KU19.** how to clean workstations
- KU20.** procedure to clean the kitchen area
- KU21.** furniture cleaning and maintenance procedures
- KU22.** procedure to sanitize different types of surfaces
- KU23.** how to clean stairs and corridors thoroughly
- KU24.** different types of material and quality of tiles, faucets, taps, sinks and pots and methods employed to clean them
- KU25.** different types of spots in kitchen area
- KU26.** ways to clean different types of kitchen appliances
- KU27.** how to de-grease kitchen area

## Generic Skills (GS)

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

- GS1.** meet and interact with customers appropriately
- GS2.** communicate effectively with a range of people using a variety of communication methods
- GS3.** read, write and listen actively
- GS4.** manage time effectively, be disciplined
- GS5.** prioritize various tasks and activities
- GS6.** make prompt and appropriate decisions
- GS7.** assess different situations and respond accordingly



## Qualification Pack

**GS8.** take a problem-solving approach to work

**GS9.** take a problem-solving approach to work



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for cleaning services</i>	<b>3</b>	<b>6</b>	-	-
<b>PC1.</b> inspect the area for the cleaning	-	-	-	-
<b>PC2.</b> identify the types of surfaces to be cleaned such as wood, plastic, ceramic, stone, fabric and others	-	-	-	-
<b>PC3.</b> choose and arrange the appropriate equipment and materials for cleaning taking into account factors such as risk, efficiency, manufacturer's instructions and others	-	-	-	-
<b>PC4.</b> wear the Personal Protective Equipment required for cleaning	-	-	-	-
<b>PC5.</b> plan the sequence for cleaning in order to avoid re-soiling of clean areas and surfaces	-	-	-	-
<i>Clean office area</i>	<b>14</b>	<b>23</b>	-	-
<b>PC6.</b> remove cobwebs and remove dust from all the surfaces	-	-	-	-
<b>PC7.</b> clean windows, window panes, window channels and grills and window sills and blinds	-	-	-	-
<b>PC8.</b> clean cabinets and wardrobes externally as well as internally	-	-	-	-
<b>PC9.</b> clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures	-	-	-	-
<b>PC10.</b> clean the floor using machine and steam cleaning	-	-	-	-
<b>PC11.</b> steam clean and shampoo carpets	-	-	-	-
<b>PC12.</b> remove dust from gadgets and appliances	-	-	-	-
<b>PC13.</b> clean mirrors and glasses	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> • steam clean and shampoo sofas, chairs and upholstery	-	-	-	-
<b>PC15.</b> • wipe and sanitize all the office furniture	-	-	-	-
<b>PC16.</b> • clean and sanitize work station including desk and under desk area	-	-	-	-
<b>PC17.</b> scrub and disinfect bathroom including tiles, faucets, taps, sinks and pots	-	-	-	-
<b>PC18.</b> scrub and de-grease the pantry area	-	-	-	-
<b>PC19.</b> empty all trash	-	-	-	-
<i>Clean restaurant area</i>	<b>9</b>	<b>15</b>	-	-
<b>PC20.</b> remove cobwebs and remove dust from all the surfaces	-	-	-	-
<b>PC21.</b> clean windows, window panes, window channels and grills and window sills and blinds	-	-	-	-
<b>PC22.</b> clean cabinets and wardrobes externally as well as internally	-	-	-	-
<b>PC23.</b> clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures	-	-	-	-
<b>PC24.</b> clean the floor using machine and steam cleaning	-	-	-	-
<b>PC25.</b> wipe and sanitize the front house area including upholstery, glass, chairs and tables, bar areas, showpieces and washrooms	-	-	-	-
<b>PC26.</b> de-grease and disinfect the back house area or pantry area including burner, refrigerator, Bain Marie, countertop, hood system, drain tank and so on	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clean hotel</i>	<b>7</b>	<b>18</b>	-	-
<b>PC27.</b> clean the floors using machine and steam cleaning	-	-	-	-
<b>PC28.</b> remove cobwebs and remove dust from all the surfaces	-	-	-	-
<b>PC29.</b> clean windows, window panes, window channels and grills and window sills and blinds from all the areas	-	-	-	-
<b>PC30.</b> clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures	-	-	-	-
<b>PC31.</b> wipe and sanitize the furniture, showpieces, mirrors and glasses	-	-	-	-
<b>PC32.</b> vacuum and steam clean curtains and mattresses	-	-	-	-
<b>PC33.</b> steam clean and shampoo carpets, sofas, upholstery and chairs	-	-	-	-
<b>PC34.</b> clean all the stairs and corridors thoroughly	-	-	-	-
<b>PC35.</b> scrub and disinfect all the washrooms including tiles, faucets, taps, sinks and pots	-	-	-	-
<b>PC36.</b> de-grease and sanitize the pantry area including tiles, surfaces and appliances used in pantry	-	-	-	-
<i>Receive payment from the customer</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> communicate the customer about the amount to be paid	-	-	-	-
<b>PC38.</b> receive the desired amount from the customer	-	-	-	-
<b>PC39.</b> prepare bill and give it to the customer	-	-	-	-
<b>NOS Total</b>	<b>35</b>	<b>65</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1602
<b>NOS Name</b>	Perform basic and deep cleaning of commercial areas
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Cleaning
<b>NSQF Level</b>	3.5
<b>Credits</b>	4
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	29/09/2023
<b>Next Review Date</b>	29/09/2026
<b>NSQC Clearance Date</b>	29/09/2023



## Qualification Pack

# DWC/N1603: Use and care for tools and equipment relevant for carrying out cleaning tasks

## Description

This OS unit talks about managing various tools and equipment used while performing cleaning tasks

## Scope

The scope covers the following :

- Use and maintain various equipment and machines
- Carry out basic troubleshooting activities

## Elements and Performance Criteria

### *Use and maintain various equipment and machines*

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

- PC1.** identify different types of tools and equipment (vacuum cleaner, dry cleaner, shampooing machine etc.) and their function
- PC2.** handle all the machinery, equipment and tools safely and correctly
- PC3.** use correct lifting and handling procedures
- PC4.** perform basic maintenance and cleaning of machine, tools and equipment after every use, as per manufacturer's instructions and agreed schedules
- PC5.** wear the Personal Protective Equipment required for cleaning of machine, tools and equipment
- PC6.** ensure that all the machine guards are in place
- PC7.** check the working and performance of all the equipment and machines on a regular basis

### *• Carry out basic troubleshooting activities*

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

- PC8.** identify any type of breakdown in the machines, tools and equipment
- PC9.** report to appropriate person about an unsafe equipment and other dangerous occurrences
- PC10.** coordinate with the concerned person for the resolution of equipment break down issues
- PC11.** use alternative means for completion of tasks within stipulated time in case of major equipment breakdown, if required

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** various types of equipment and machines used for carrying out cleaning tasks
- KU2.** equipment operating procedures based on manufacturers instructions
- KU3.** maintenance and cleaning procedures of different equipment and tools
- KU4.** the importance of taking action when problems are identified



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- KU5.** the importance of running maintenance and regular cleaning
- KU6.** effects of contamination on products i.e. machine oil, dirt
- KU7.** common faults with equipment and the methods to rectify
- KU8.** safe practices for cleaning and running machines and equipment of different kinds
- KU9.** relevant protocols, good practices, standards, policies and procedures

## Generic Skills (GS)

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

- GS1.** read, write and listen actively
- GS2.** manage time effectively, be disciplined
- GS3.** prioritize various tasks and activities
- GS4.** make prompt and appropriate decisions
- GS5.** assess different situations and respond accordingly
- GS6.** take a problem-solving approach to work
- GS7.** remain organized and flexible at work

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use and maintain various equipment and machines</i>	<b>14</b>	<b>17</b>	-	-
<b>PC1.</b> identify different types of tools and equipment (vacuum cleaner, dry cleaner, shampooing machine etc.) and their function	-	-	-	-
<b>PC2.</b> handle all the machinery, equipment and tools safely and correctly	-	-	-	-
<b>PC3.</b> use correct lifting and handling procedures	-	-	-	-
<b>PC4.</b> perform basic maintenance and cleaning of machine, tools and equipment after every use, as per manufacturer's instructions and agreed schedules	-	-	-	-
<b>PC5.</b> wear the Personal Protective Equipment required for cleaning of machine, tools and equipment	-	-	-	-
<b>PC6.</b> ensure that all the machine guards are in place	-	-	-	-
<b>PC7.</b> check the working and performance of all the equipment and machines on a regular basis	-	-	-	-
• <i>Carry out basic troubleshooting activities</i>	<b>9</b>	<b>10</b>	-	-
<b>PC8.</b> identify any type of breakdown in the machines, tools and equipment	-	-	-	-
<b>PC9.</b> report to appropriate person about an unsafe equipment and other dangerous occurrences	-	-	-	-
<b>PC10.</b> coordinate with the concerned person for the resolution of equipment break down issues	-	-	-	-
<b>PC11.</b> use alternative means for completion of tasks within stipulated time in case of major equipment breakdown, if required	-	-	-	-
<b>NOS Total</b>	<b>23</b>	<b>27</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1603
<b>NOS Name</b>	Use and care for tools and equipment relevant for carrying out cleaning tasks
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Cleaning
<b>NSQF Level</b>	3.5
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	29/09/2023
<b>Next Review Date</b>	29/09/2026
<b>NSQC Clearance Date</b>	29/09/2023



## Qualification Pack

# DWC/N0228: Communicate effectively with individuals at all levels and practice inclusivity

## Description

This unit is about communicating effectively with people at different levels at workplace and different stakeholders along with ensuring sensitivity towards all genders, elderly and Persons with Disability.

## Scope

The scope covers the following :

- The scope covers the following:
- Communicate with others in an efficient manner
- Practice inclusive behaviour

## Elements and Performance Criteria

### *Communicate with others in an efficient manner*

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

- PC1.** interact with people at workplace in a polite and professional manner
- PC2.** listen actively to the issues or requirements and respond timely and appropriately
- PC3.** trust, support and respect people at workplace
- PC4.** offer friendly, courteous and hospitable service to others
- PC5.** avoid interrupting others while they talk
- PC6.** pass on appropriate information to others and in a time bound manner
- PC7.** seek and provide feedback to others on a regular basis
- PC8.** maintain clarity, honesty and transparency while communicating with others
- PC9.** respect the personal and professional space of people at workplace
- PC10.** maintain appropriate body language while communicating with others

### *Practice inclusive behaviour*

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

- PC11.** respect people across all, age groups, genders, religions, and caste
- PC12.** empathize with the people with disability and elderly
- PC13.** offer support or help to a person with a disability and elderly, if asked
- PC14.** use inclusive language that is sensitive to people towards all gender, disability and age
- PC15.** ensure to adhere to the guidelines laid in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act
- PC16.** report any violation of prevention of sexual harassment (POSH) rules immediately to the POSH committee

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** various mediums of communicating with others
- KU2.** importance of maintaining proper body language while communicating
- KU3.** greeting style and use of greetings in accordance with the timing of the day and occasion
- KU4.** the difference between positive and negative feedback
- KU5.** the difference between hearing and listening
- KU6.** active listening techniques
- KU7.** ways to maintain transparency and clarity while communicating at workplace
- KU8.** mediums and limit of sharing information with others
- KU9.**
  - the guidelines laid on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act
- KU10.** the types of possible disabilities among people with disability (PWD)
- KU11.** the challenges faced by PWD and elderly
- KU12.** importance of displaying empathy towards PWD and elderly
- KU13.** the right way to use the laws, acts, and provisions defined for PwD by the statutory bodies
- KU14.**
  - the importance of awareness for gender sensitization and prevention of sexual harassment
  - (POSH) act

## Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) effectively
- GS2.** use knowledge of numeracy
- GS3.** make decisions pertaining to the concerned area of work
- GS4.** Perform assigned task efficiently based on the priority set by the employer
- GS5.** Maintain healthy relationships
- GS6.** follow basic work ethics such as punctuality, discipline, and regularity
- GS7.** take decisions pertaining to the concerned area of work
- GS8.** utilise the existing resources economically
- GS9.** plan out the given/ available tasks
- GS10.** respond to emergency situations/ incidents as per process
- GS11.** use inclusive, gender sensitive language
- GS12.** adjust communication styles to reflect gender sensitivity

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate with others in an efficient manner</i>	<b>10</b>	<b>25</b>	-	-
<b>PC1.</b> interact with people at workplace in a polite and professional manner	-	-	-	-
<b>PC2.</b> listen actively to the issues or requirements and respond timely and appropriately	-	-	-	-
<b>PC3.</b> trust, support and respect people at workplace	-	-	-	-
<b>PC4.</b> offer friendly, courteous and hospitable service to others	-	-	-	-
<b>PC5.</b> avoid interrupting others while they talk	-	-	-	-
<b>PC6.</b> pass on appropriate information to others and in a time bound manner	-	-	-	-
<b>PC7.</b> seek and provide feedback to others on a regular basis	-	-	-	-
<b>PC8.</b> maintain clarity, honesty and transparency while communicating with others	-	-	-	-
<b>PC9.</b> respect the personal and professional space of people at workplace	-	-	-	-
<b>PC10.</b> maintain appropriate body language while communicating with others	-	-	-	-
<i>Practice inclusive behaviour</i>	<b>5</b>	<b>10</b>	-	-
<b>PC11.</b> respect people across all, age groups, genders, religions, and caste	-	-	-	-
<b>PC12.</b> empathize with the people with disability and elderly	-	-	-	-
<b>PC13.</b> offer support or help to a person with a disability and elderly, if asked	-	-	-	-
<b>PC14.</b> use inclusive language that is sensitive to people towards all gender, disability and age	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> ensure to adhere to the guidelines laid in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act	-	-	-	-
<b>PC16.</b> report any violation of prevention of sexual harassment (POSH) rules immediately to the POSH committee	-	-	-	-
<b>NOS Total</b>	<b>15</b>	<b>35</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N0228
<b>NOS Name</b>	Communicate effectively with individuals at all levels and practice inclusivity
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Care Giving (Non Clinical), Household Services/ Housekeeping and Services
<b>Occupation</b>	Child Care (Non - Clinical), Housekeeping, Cleaning
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	29/09/2023
<b>Next Review Date</b>	29/09/2026
<b>NSQC Clearance Date</b>	29/09/2023



## Qualification Pack

### DWC/N9902: Display standards of hygiene and work etiquettes

#### Description

This OS unit is about the knowledge and skills required to behave appropriately in a work environment including etiquette, grooming and maintaining hygiene

#### Scope

The scope covers the following :

- This OS unit is about the knowledge and skills required to behave appropriately in a work environment including etiquette, grooming and maintaining hygiene

#### Elements and Performance Criteria

##### *Maintain standards of behavioral, personal and telephone etiquette*

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

- PC1.** interact in a courteous and disciplined manner with all
- PC2.** dress appropriately and maintain a well-groomed personality
- PC3.** ensure not to argue with the employer/guest
- PC4.** listen attentively and answer back politely

##### *Follow practices of hygiene*

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

- PC5.** maintain personal hygiene
- PC6.** follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.
- PC7.** do not eat or chew while talking
- PC8.** report any personal health issues related to injury, food, air and infectious diseases to the appropriate person

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

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

- PC9.** establish and agree your work requirements with the person concerned
- PC10.** report any kind of issue to the appropriate person

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** code of conduct
- KU2.** modes of communication
- KU3.** need of Personal Protective Equipment (PPE) such as gloves and mask
- KU4.** ones specific work requirements and with whom these must be agreed
- KU5.** elements of effective communication

## Qualification Pack

- KU6.** common communication issues and techniques to handle it
- KU7.** common expressions used to express needs and queries
- KU8.** effective writing techniques to draft basic messages
- KU9.** importance of time management
- KU10.** how to prioritize workload according to urgency, importance and outcomes
- KU11.** the importance of completing work accurately and how to do this
- KU12.** appropriate timescales for completing the work and the implications of not meeting these for the person concerned
- KU13.** resources needed for the work and how to obtain and use these
- KU14.** importance of confidentiality in work
- KU15.** concept of workplace integrity
- KU16.** cultural acclimatization
- KU17.** gender and age sensitivity and their specific requirements
- KU18.** ones own rights and duties with respect to workplace in terms of safety
- KU19.** expected behaviour of employer and the dos and donts of it
- KU20.** migration related rules, requirements and issues
- KU21.** how to do basic banking such as making remittances, filling in pay in slip etc.
- KU22.** business contact list and relevant helpline numbers

## Generic Skills (GS)

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

- GS1.** write in simple sentences
- GS2.** read the local language or English and understand the meaning of sentences/ phrases
- GS3.** express ideas clearly and respond appropriately to queries
- GS4.** exercise discretion when required in communication
- GS5.** choose the mode of communication that is the most effective for a particular context
- GS6.** organize ones workload to achieve deadlines
- GS7.** be patient and courteous with all
- GS8.** manage distractions and maintain workplace discipline
- GS9.** avoid conflicts and behave amicably
- GS10.** concentrate on task at hand and pay attention to detail
- GS11.** improve and modify own communication and work practices

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain standards of behavioral, personal and telephone etiquette</i>	<b>11</b>	<b>14</b>	-	-
<b>PC1.</b> interact in a courteous and disciplined manner with all	2	3	-	-
<b>PC2.</b> dress appropriately and maintain a well-groomed personality	5	5	-	-
<b>PC3.</b> ensure not to argue with the employer/guest	2	3	-	-
<b>PC4.</b> listen attentively and answer back politely	2	3	-	-
<i>Follow practices of hygiene</i>	<b>18</b>	<b>32</b>	-	-
<b>PC5.</b> maintain personal hygiene	10	10	-	-
<b>PC6.</b> follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.	2	10	-	-
<b>PC7.</b> do not eat or chew while talking	1	2	-	-
<b>PC8.</b> report any personal health issues related to injury, food, air and infectious diseases to the appropriate person	5	10	-	-
<i>Handle work in a professional manner</i>	<b>10</b>	<b>15</b>	-	-
<b>PC9.</b> establish and agree your work requirements with the person concerned	5	10	-	-
<b>PC10.</b> report any kind of issue to the appropriate person	5	5	-	-
<b>NOS Total</b>	<b>39</b>	<b>61</b>	-	-





## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9902
<b>NOS Name</b>	Display standards of hygiene and work etiquettes
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Child Care (Non - Clinical), Housekeeping, Child Care (Non - Clinical)
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	6.0
<b>Last Reviewed Date</b>	29/09/2023
<b>Next Review Date</b>	29/09/2026
<b>NSQC Clearance Date</b>	29/09/2023

## Qualification Pack

### DWC/N9903: Maintain a clean and secure working environment

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

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

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

- PC1.** perform first aid techniques including CPR in case of such a situation
- PC2.** report any identified breaches in health, safety, and security to the designated person
- PC3.** identify any hazards and deal with them in safe and competent manner within the limits of ones authority

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

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

- PC4.** identify and wear appropriate cleaning gear for waste disposal as required
- PC5.** clean waste from the work area thoroughly and according to instructions
- PC6.** collect and segregate waste according to type
- PC7.** reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins
- PC8.** change disposable garbage bags when full and clean the waste bins regularly
- PC9.** inspect the work site and ensure they are clear of waste

##### *Adopt practices to promote wellbeing*

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

- PC10.** clean the place of dust or any particulate matters
- PC11.** arrange for adequate ventilation
- PC12.** make use of techniques to manage pollution such as noise, air etc.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** code of conduct
- KU2.** any specific requirements with respect to the specific workplace in terms of cleanliness, safety etc.

## Qualification Pack

- KU3.** different types of breaches in health, safety and security and how and when to report these
- KU4.** use of safety equipment, fire prevention/suppression
- KU5.** evacuation procedures
- KU6.** importance of working in clean, safe and secure environment
- KU7.** how to summon medical assistance and the emergency services, where necessary
- KU8.** how to use the health, safety and accident reporting procedures and the importance of these
- KU9.** government agencies in the areas of safety, health and security and their norms and services
- KU10.** different categories of waste and how they should be dealt with
- KU11.** importance of handling waste safely
- KU12.** appropriate methods of reducing the volume of different types of waste
- KU13.** why different waste containers are used for different types of waste
- KU14.** the reasons for keeping waste areas clean, tidy and sanitized at all times
- KU15.** how regularly should waste containers be cleaned
- KU16.** what should be done in the event of problem relating to waste disposal
- KU17.** what personal protective equipment is required for the waste involved
- KU18.** health, safety and security practices that help to prevent and control infection
- KU19.** how to deal with spillages correctly
- KU20.** kinds of pollution and how to handle it
- KU21.** how to minimize dust etc.

## Generic Skills (GS)

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

- GS1.** write simple sentences
- GS2.** read and interpret instructions
- GS3.** communicate clearly and respond appropriately to queries
- GS4.** ask questions in case of ambiguity
- GS5.** choose the mode of communication that is most effective for a particular context
- GS6.** get in touch with the appropriate person, in case of an issue/ problem
- GS7.** concentrate on task at hand and pay attention to detail
- GS8.** look for solutions quickly and choose the optimal route if required

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow measures of safety and security at workplace</i>	<b>11</b>	<b>19</b>	-	-
<b>PC1.</b> perform first aid techniques including CPR in case of such a situation	5	10	-	-
<b>PC2.</b> report any identified breaches in health, safety, and security to the designated person	3	2	-	-
<b>PC3.</b> identify any hazards and deal with them in safe and competent manner within the limits of ones authority	3	7	-	-
<i>Manage waste and ensure cleanliness</i>	<b>17</b>	<b>28</b>	-	-
<b>PC4.</b> identify and wear appropriate cleaning gear for waste disposal as required	3	7	-	-
<b>PC5.</b> clean waste from the work area thoroughly and according to instructions	3	7	-	-
<b>PC6.</b> collect and segregate waste according to type	2	3	-	-
<b>PC7.</b> reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins	2	3	-	-
<b>PC8.</b> change disposable garbage bags when full and clean the waste bins regularly	2	3	-	-
<b>PC9.</b> inspect the work site and ensure they are clear of waste	5	5	-	-
<i>Adopt practices to promote wellbeing</i>	<b>9</b>	<b>16</b>	-	-
<b>PC10.</b> clean the place of dust or any particulate matters	4	6	-	-
<b>PC11.</b> arrange for adequate ventilation	2	3	-	-
<b>PC12.</b> make use of techniques to manage pollution such as noise, air etc.	3	7	-	-
<b>NOS Total</b>	<b>37</b>	<b>63</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9903
<b>NOS Name</b>	Maintain a clean and secure working environment
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Housekeeping services
<b>Occupation</b>	Generic, Housekeeping, Child Care (Non - Clinical)
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	30/11/2023
<b>Next Review Date</b>	30/11/2026
<b>NSQC Clearance Date</b>	30/11/2023



## Qualification Pack

### DGT/VSQ/N0101: Employability Skills (30 Hours)

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

**PC1.** understand the significance of employability skills in meeting the job requirements

##### *Constitutional values - Citizenship*

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

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

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

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

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

##### *Basic English Skills*

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

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

##### *Communication Skills*

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

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

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



## Qualification Pack

### *Diversity & Inclusion*

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

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

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

### *Financial and Legal Literacy*

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

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

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

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

### *Essential Digital Skills*

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

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

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

### *Entrepreneurship*

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

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

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

### *Customer Service*

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

**PC16.** identify different types of customers

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

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

### *Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

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

**KU5.** how to use basic spoken English language

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

**KU7.** inclusivity and its importance

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

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



## Qualification Pack

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

## Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC3.</b> explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-

### Qualification Pack

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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	17/11/2022
<b>Next Review Date</b>	17/11/2027
<b>NSQF Clearance Date</b>	17/11/2022

## Qualification Pack

### DWC/N1601: Carry out basic and deep residential cleaning

#### Description

This OS unit talks about cleaning different areas of the household which may include kitchen, rooms, bathroom and so on along with preparing for the cleaning.

#### Scope

The scope covers the following :

- Prepare for cleaning services
- Clean generic areas of the house
- Clean the bathroom
- Clean the rooms including living and bed rooms
- Clean the kitchen area
- Receive payment from the customer

#### Elements and Performance Criteria

##### *Prepare for cleaning services*

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

- PC1.** inspect the area for the cleaning
- PC2.** identify the types of surfaces to be cleaned such as wood, plastic, ceramic, stone, fabric and others
- PC3.** choose and arrange the appropriate equipment and materials for cleaning taking into account factors such as risk, efficiency, manufacturer's instructions and others
- PC4.** wear the Personal Protective Equipment required for cleaning
- PC5.** plan the sequence for cleaning in order to avoid re-soiling of clean areas and surfaces

##### *Clean generic areas of the house*

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

- PC6.** remove cobwebs and remove dust from all the surfaces
- PC7.** clean windows, window panes, window channels and grills and window sills and blinds
- PC8.** clean cabinets and wardrobes externally as well as internally
- PC9.** clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures
- PC10.** clean the floor using machine and steam cleaning
- PC11.** vacuum and steam clean curtains
- PC12.** steam clean and shampoo carpets
- PC13.** remove dust from gadgets and appliances
- PC14.** clean mirrors and glasses
- PC15.** clean balconies and lofts
- PC16.** wipe pictures, photo frames, lamp and lamp-jour
- PC17.** empty all trash

## Qualification Pack

### *Clean the bathroom*

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

- PC18.** clean and disinfect surfaces and bathroom fixtures both inside out
- PC19.** clean tiles, faucets, taps, sinks and pots
- PC20.** clean and disinfect showers and bathtubs

### *Clean the rooms including living and bed rooms*

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

- PC21.** vacuum and steam clean mattresses
- PC22.** steam clean and shampoo sofas, chairs and upholstery
- PC23.** wipe furniture and decorative items
- PC24.** make the bed and change the sheets on request

### *Clean the kitchen area*

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

- PC25.** de-grease kitchen area
- PC26.** steam clean and de-grease kitchen platform and backsplash
- PC27.** clean stove thoroughly to remove food marks, soot and grime
- PC28.** scrub the tiles to remove food marks and grease while giving special attention to tiles behind the stove
- PC29.** clean appliances such as refrigerator, microwave and chimney both inside and outside
- PC30.** clean and disinfect the sink
- PC31.** clean, disinfect and polish both the inside and the outside of the oven
- PC32.** clean, disinfect the dishwasher
- PC33.** wipe the kitchen table

### *Receive payment from the customer*

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

- PC34.** communicate the customer about the amount to be paid
- PC35.** receive the desired amount from the customer
- PC36.** prepare bill and give it to the customer

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** ways to inspect the area for cleaning
- KU2.** correct sequence of cleaning the area
- KU3.** how to handle and manage tools and equipment required for operation
- KU4.** different types of wastes, their characteristics and ways to segregate it
- KU5.** appropriate PPE used for cleaning and relevance of wearing PPE
- KU6.** risks when carrying out cleaning tasks and ways to mitigate these risk factors
- KU7.** storage, service and upkeep procedure for cleaning equipment and consumables

## Qualification Pack

- KU8.** how factors such as manufacturers instructions risk efficiency etc. can influence the cleaning method used
- KU9.** different types of surfaces and ways to clean the surfaces without causing any damage
- KU10.** right technique to use different equipment and tools
- KU11.** ways to mix cleaning solutions correctly
- KU12.** different methods of removing loose dust and debris and how to choose the right one
- KU13.** techniques and standards to clean floor
- KU14.** procedure and techniques to clean toilets and washrooms
- KU15.** how to work safely at heights such as while cleaning fans
- KU16.** precautions to take while using ladders or moving furniture during cleaning
- KU17.** methods to clean soft surfaces like furnishings, upholstery, curtains etc.
- KU18.** variety of fibres of carpets and upholstery and cleaning technique of different fibres
- KU19.** ways to scrape off dirt and spots from the glass
- KU20.** procedure to clean the kitchen area
- KU21.** furniture cleaning and maintenance procedures
- KU22.** procedure to sanitize different types of surfaces
- KU23.** areas to clean in balconies and lofts
- KU24.** different types of material and quality of tiles, faucets, taps, sinks and pots and methods employed to clean them
- KU25.** procedure to make the bed
- KU26.** different types of spots in kitchen area
- KU27.** ways to clean different types of kitchen appliances
- KU28.** how to de-grease kitchen area
- KU29.** how to receive payment from the customer and produce the bill

## Generic Skills (GS)

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

- GS1.** meet and interact with customers appropriately
- GS2.** communicate effectively with a range of people using a variety of communication methods
- GS3.** read, write and listen actively
- GS4.** manage time effectively, be disciplined
- GS5.** prioritize various tasks and activities
- GS6.** make prompt and appropriate decisions
- GS7.** assess different situations and respond accordingly
- GS8.** take a problem-solving approach to work
- GS9.** remain organized and flexible at work

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for cleaning services</i>	<b>3</b>	<b>9</b>	-	-
<b>PC1.</b> inspect the area for the cleaning	-	-	-	-
<b>PC2.</b> identify the types of surfaces to be cleaned such as wood, plastic, ceramic, stone, fabric and others	-	-	-	-
<b>PC3.</b> choose and arrange the appropriate equipment and materials for cleaning taking into account factors such as risk, efficiency, manufacturer's instructions and others	-	-	-	-
<b>PC4.</b> wear the Personal Protective Equipment required for cleaning	-	-	-	-
<b>PC5.</b> plan the sequence for cleaning in order to avoid re-soiling of clean areas and surfaces	-	-	-	-
<i>Clean generic areas of the house</i>	<b>9</b>	<b>20</b>	-	-
<b>PC6.</b> remove cobwebs and remove dust from all the surfaces	-	-	-	-
<b>PC7.</b> clean windows, window panes, window channels and grills and window sills and blinds	-	-	-	-
<b>PC8.</b> clean cabinets and wardrobes externally as well as internally	-	-	-	-
<b>PC9.</b> clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures	-	-	-	-
<b>PC10.</b> clean the floor using machine and steam cleaning	-	-	-	-
<b>PC11.</b> vacuum and steam clean curtains	-	-	-	-
<b>PC12.</b> steam clean and shampoo carpets	-	-	-	-
<b>PC13.</b> remove dust from gadgets and appliances	-	-	-	-
<b>PC14.</b> clean mirrors and glasses	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. clean balconies and lofts	-	-	-	-
PC16. wipe pictures, photo frames, lamp and lamp-jour	-	-	-	-
PC17. empty all trash	-	-	-	-
<i>Clean the bathroom</i>	<b>3</b>	<b>9</b>	-	-
PC18. clean and disinfect surfaces and bathroom fixtures both inside out	-	-	-	-
PC19. clean tiles, faucets, taps, sinks and pots	-	-	-	-
PC20. clean and disinfect showers and bathtubs	-	-	-	-
<i>Clean the rooms including living and bed rooms</i>	<b>3</b>	<b>8</b>	-	-
PC21. vacuum and steam clean mattresses	-	-	-	-
PC22. steam clean and shampoo sofas, chairs and upholstery	-	-	-	-
PC23. wipe furniture and decorative items	-	-	-	-
PC24. make the bed and change the sheets on request	-	-	-	-
<i>Clean the kitchen area</i>	<b>10</b>	<b>21</b>	-	-
PC25. de-grease kitchen area	-	-	-	-
PC26. steam clean and de-grease kitchen platform and backsplash	-	-	-	-
PC27. clean stove thoroughly to remove food marks, soot and grime	-	-	-	-
PC28. scrub the tiles to remove food marks and grease while giving special attention to tiles behind the stove	-	-	-	-
PC29. clean appliances such as refrigerator, microwave and chimney both inside and outside	-	-	-	-
PC30. clean and disinfect the sink	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC31.</b> clean, disinfect and polish both the inside and the outside of the oven	-	-	-	-
<b>PC32.</b> clean, disinfect the dishwasher	-	-	-	-
<b>PC33.</b> wipe the kitchen table	-	-	-	-
<i>Receive payment from the customer</i>	<b>2</b>	<b>3</b>	-	-
<b>PC34.</b> communicate the customer about the amount to be paid	-	-	-	-
<b>PC35.</b> receive the desired amount from the customer	-	-	-	-
<b>PC36.</b> prepare bill and give it to the customer	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1601
<b>NOS Name</b>	Carry out basic and deep residential cleaning
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and other services
<b>Occupation</b>	Cleaning
<b>NSQF Level</b>	3.5
<b>Credits</b>	5
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	29/09/2023
<b>Next Review Date</b>	29/09/2026
<b>NSQF Clearance Date</b>	29/09/2023

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

## Qualification Pack

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

### Minimum Aggregate Passing % at QP Level : 70

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

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N1602.Perform basic and deep cleaning of commercial areas	35	65	0	0	100	20
DWC/N1603.Use and care for tools and equipment relevant for carrying out cleaning tasks	23	27	0	0	50	15
DWC/N0228.Communicate effectively with individuals at all levels and practice inclusivity	15	35	0	0	50	15
DWC/N9902.Display standards of hygiene and work etiquettes	39	61	-	-	100	10
DWC/N9903.Maintain a clean and secure working environment	37	63	-	-	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
DWC/N1601.Carry out basic and deep residential cleaning	30	70	-	-	100	20
<b>Total</b>	<b>199</b>	<b>351</b>	<b>-</b>	<b>-</b>	<b>550</b>	<b>100</b>



## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.