

## Qualification Pack



# Manager Estates

QP Code: DWC/Q0108

Version: 1.0

NSQF Level: 5.5

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## Qualification Pack

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### DWC/Q0108: Manager Estates

#### Brief Job Description

The individual at work is responsible to spearhead the operations and upkeep of an estate. An estate may include agricultural/rural/forestry land, heritage estates, care or hospital settings, private estates, commercial or residential buildings. The individual supervises and manages the daily operations of the estates, supervises all house personnel and groundskeepers, oversees all estate maintenance and repairs, and plans events and functions. The individual is also in charge of estate budget management.

#### Personal Attributes

The job requires the individual to possess magnificent interpersonal competencies and should be a foremost negotiator. The individual should have outstanding supervisory and organizational abilities and should possess foremost leadership abilities. The individual must be skilful at preserving records and utilizing various computer applications

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [DWC/N9912: Carry out day to day operational activities of the estate](#)
2. [DWC/N9914: Perform estate related administrative and documentation duties and carry out marketing activities](#)
3. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)
4. [DWC/N0228: Communicate effectively with individuals at all levels and practice inclusivity](#)
5. [DWC/N9902: Display standards of hygiene and work etiquettes](#)
6. [DWC/N9903: Maintain a clean and secure working environment](#)
7. [DWC/N9913: Fulfil the responsibility of directing and supervising the staff](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Housekeeping services, Household Services/ Housekeeping and other services
<b>Occupation</b>	Housekeeping



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<b>Country</b>	India
<b>NSQF Level</b>	5.5
<b>Credits</b>	22
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3334.9900
<b>Minimum Educational Qualification &amp; Experience</b>	12th grade Pass with 5 Years of experience relevant OR Previous relevant Qualification of NSQF Level (5) with 1-2 Years of experience relevant OR Previous relevant Qualification of NSQF Level ( 4.5 ) with 3 Years of experience relevant
<b>Minimum Level of Education for Training in School</b>	
<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>NSQC Approval Date</b>	29/09/2023
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QG-5.5-RE-01024-2023-V1-DWSSC
<b>NQR Version</b>	1



## Qualification Pack

### DWC/N9912: Carry out day to day operational activities of the estate

#### Description

This OS unit talks about overseeing the development of the estate to make sure it's being effectively run to meet the estate's objectives. It further talks about planning, designing and implementing activities that will help the estate to run smoothly on a daily basis

#### Scope

The scope covers the following :

- Manage operational activities of the estate
- Liaise with various stakeholders for work and maintain healthy relationships

#### Elements and Performance Criteria

##### *Manage operational activities of the estate*

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

- PC1.** coordinate with the owner to plan and execute the overall plan for management of the estate and other employees
- PC2.** manage and maintain general cleanliness in the estate
- PC3.** manage and maintain supplies
- PC4.** adhere to allocated budgets and maintain applicable quality standards
- PC5.** oversee quality control of all aspects of estate including health and safety
- PC6.** adhere to statutory obligations and quality and best practice guidelines
- PC7.** manage estate expectations and deal with all queries
- PC8.** manage day to day care and maintenance of estate buildings
- PC9.** provide knowledge input and advice relating to all aspects of the estate management
- PC10.** handle any type and level of emergencies
- PC11.** ensure that tasks are planned and carried out in accordance with requirements, to applicable standards and within prescribed time limits
- PC12.** report problems and failures that may have an impact on the estate and its visitors, clients and customers to the landowners/senior leadership of the estate
- PC13.** ensure that the estate is being used to its full potential
- PC14.** manage various events being conducted in the estate

##### *Liaise with various stakeholders for work and maintain healthy relationships*

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

- PC15.** liaise and maintain partnerships with contractors and external suppliers
- PC16.** screen and oversee contractors and vendors
- PC17.** plan, commission and manage the work of contractors
- PC18.** interact with different stakeholders in a welcoming and pleasant way
- PC19.** coordinate with current and upcoming vendors

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- PC20.** communicate with and manage any tenants
- PC21.** liaise with event planners, catering services, and clients to ensure that all functions run smoothly
- PC22.** meet with vendors and negotiate contracts for food, furnishings, and technical maintenance to ensure a good value for the employer

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** ways to create plan for the overall management of the estate in consultation with the owner/senior leaders of the estate
- KU2.** strategies to execute the plan for overall management of the estate
- KU3.** how to maintain and manage cleanliness in the estate
- KU4.** strategies to be followed to manage and maintain different types of supplies
- KU5.** relevance of adhering to allocated budget
- KU6.** conflict resolution techniques
- KU7.** ways to maintain quality standards
- KU8.** how to deal with varied queries
- KU9.** relevant legislations, policies and procedures
- KU10.** what all is included in day to care of the estate buildings
- KU11.** types of emergencies that can arise in everyday life in an estate and ways to deal with them
- KU12.** importance of following various rules and regulations
- KU13.** how to interpret and apply applicable laws, rules, and regulations
- KU14.** how to manage an estate
- KU15.** different types of events that happen in an estate and techniques to manage these events
- KU16.** different types of failures and problems that may be present in an estate and the type of impact they can have on different stakeholders
- KU17.** ways to maintain partnership with contractors, external suppliers and vendors
- KU18.** how to screen and manage the work of contractors
- KU19.** how to protect the privacy and confidentiality of information
- KU20.** techniques to negotiate with different vendors and contractors
- KU21.** practical knowledge of building maintenance
- KU22.** project management skills
- KU23.** the relevance of keeping oneself updated on applicable technologies and global communications

## Generic Skills (GS)

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

- GS1.** meet and greet others appropriately
- GS2.** communicate effectively with a range of people using a variety of communication methods



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- GS3.** build rapport with various stakeholders
- GS4.** read, write and listen actively
- GS5.** be attentive and responsive towards estates needs and requirements
- GS6.** manage time effectively, be disciplined
- GS7.** prioritize various tasks and activities
- GS8.** make prompt and appropriate decisions
- GS9.** assess different situations and respond accordingly
- GS10.** take new initiatives that can be beneficial to the growth of the estate
- GS11.** take a problem-solving approach to work
- GS12.** treat people with dignity
- GS13.** remain unbiased at work
- GS14.** demonstrate sound work ethics
- GS15.** manage stress at work and work under pressure
- GS16.** manage and develop a team
- GS17.** be attentive and responsive towards different stakeholders and staffs needs and behaviour

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage operational activities of the estate</i>	<b>25</b>	<b>40</b>	-	-
<b>PC1.</b> coordinate with the owner to plan and execute the overall plan for management of the estate and other employees	-	-	-	-
<b>PC2.</b> manage and maintain general cleanliness in the estate	-	-	-	-
<b>PC3.</b> manage and maintain supplies	-	-	-	-
<b>PC4.</b> adhere to allocated budgets and maintain applicable quality standards	-	-	-	-
<b>PC5.</b> oversee quality control of all aspects of estate including health and safety	-	-	-	-
<b>PC6.</b> adhere to statutory obligations and quality and best practice guidelines	-	-	-	-
<b>PC7.</b> manage estate expectations and deal with all queries	-	-	-	-
<b>PC8.</b> manage day to day care and maintenance of estate buildings	-	-	-	-
<b>PC9.</b> provide knowledge input and advice relating to all aspects of the estate management	-	-	-	-
<b>PC10.</b> handle any type and level of emergencies	-	-	-	-
<b>PC11.</b> ensure that tasks are planned and carried out in accordance with requirements, to applicable standards and within prescribed time limits	-	-	-	-
<b>PC12.</b> report problems and failures that may have an impact on the estate and its visitors, clients and customers to the landowners/senior leadership of the estate	-	-	-	-
<b>PC13.</b> ensure that the estate is being used to its full potential	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> manage various events being conducted in the estate	-	-	-	-
<i>Liaise with various stakeholders for work and maintain healthy relationships</i>	<b>15</b>	<b>20</b>	-	-
<b>PC15.</b> liaise and maintain partnerships with contractors and external suppliers	-	-	-	-
<b>PC16.</b> screen and oversee contractors and vendors	-	-	-	-
<b>PC17.</b> plan, commission and manage the work of contractors	-	-	-	-
<b>PC18.</b> interact with different stakeholders in a welcoming and pleasant way	-	-	-	-
<b>PC19.</b> coordinate with current and upcoming vendors	-	-	-	-
<b>PC20.</b> communicate with and manage any tenants	-	-	-	-
<b>PC21.</b> liaise with event planners, catering services, and clients to ensure that all functions run smoothly	-	-	-	-
<b>PC22.</b> meet with vendors and negotiate contracts for food, furnishings, and technical maintenance to ensure a good value for the employer	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9912
<b>NOS Name</b>	Carry out day to day operational activities of the estate
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5.5
<b>Credits</b>	6
<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/N9914: Perform estate related administrative and documentation duties and carry out marketing activities

#### Description

This OS unit talks about performing various administration, documentation and marketing related tasks of the estate.

#### Scope

The scope covers the following :

- Manage the administration of the estate
- Complete various estate-related documentation and marketing activities

#### Elements and Performance Criteria

##### *Manage the administration of the estate*

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

- PC1.** develop, recommend, and administer policies, procedures, and processes in support of estate operations
- PC2.** ensure compliance to applicable codes, procedures and legislation including health and safety
- PC3.** prepare, present and manage the budget of the estate
- PC4.** carry out financial planning of various projects
- PC5.** manage resources responsibly and control expenses to operate within budgetary controls
- PC6.** recommend the approval of expenditures and manage purchase as per the requirement
- PC7.** keep track of all incoming and outgoing funds
- PC8.** conduct regular inspection of various facilities of estate
- PC9.** carry out routine safety checks of the estate facilities and utilities
- PC10.** travel to different properties to maintain oversight and contact with sites and teams
- PC11.** manage all maintenance, repairs, and renovations to buildings and estate grounds
- PC12.** collect rent payments and pay bills
- PC13.** administer trusts and other estate plans including managing investments and paying creditors
- PC14.** manage payroll of the employees
- PC15.** ensure that long-term issues are planned for and are addressed appropriately and well in advance

##### *Complete various estate-related documentation and marketing activities*

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

- PC16.** maintain up-to-date and accurate record keeping and documentation
- PC17.** file tax returns and other legal documents
- PC18.** prepare invoices and submit insurance claims

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- PC19.** inventorize all assets, including stocks, bonds, bank accounts, real estate holdings, etc
- PC20.** promote the estate's businesses through marketing channels such as social media
- PC21.** create estate manuals

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to develop various policies, procedures and process useful for the operation of the estate
- KU2.** theoretical and practical aspects of preparing budget for the estate
- KU3.** techniques to allocate resources
- KU4.** account keeping practices and techniques
- KU5.** strategies to keep a track of money inflow and outflow
- KU6.** preparation of inventory of all assets, including stocks, bonds, bank accounts, real estate holdings, etc
- KU7.** relevance of keeping the estate well maintained
- KU8.** strategies adopted to conduct inspection of different facilities and utilities at estate
- KU9.** how to carry out safety checks at the estate and relevance of doing so
- KU10.** ways to develop plan for dealing with disciplinary issues
- KU11.** how to protect the privacy and confidentiality of information pertaining to administration
- KU12.** budgeting principles and practices
- KU13.** numerical skills for managing budgets
- KU14.** project management principles
- KU15.** record maintenance principles and practices
- KU16.** theoretical knowledge of managing payroll
- KU17.** how to file tax return and submit insurance claims
- KU18.** various social media platforms used to promote business
- KU19.** how to promote business using different social media platforms
- KU20.** knowledge of creating various types of manuals to be utilized in the estate
- KU21.** procedure of paying bills and preparing invoices

## Generic Skills (GS)

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

- GS1.** meet and greet others appropriately
- GS2.** communicate effectively with a range of people using a variety of communication methods
- GS3.** build rapport with various stakeholders
- GS4.** read, write and listen actively
- GS5.** be attentive and responsive towards estates needs and requirements
- GS6.** manage time effectively, be disciplined



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- GS7.** prioritize various tasks and activities
- GS8.** make prompt and appropriate decisions
- GS9.** assess different situations and respond accordingly
- GS10.** take new initiatives that can be beneficial to the growth of the estate
- GS11.** take a problem-solving approach to work
- GS12.** treat people with dignity
- GS13.** remain unbiased at work
- GS14.** demonstrate sound work ethics
- GS15.** manage stress at work and work under pressure
- GS16.** manage and develop a team
- GS17.** be attentive and responsive towards different stakeholders and staffs needs and behaviours

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the administration of the estate</i>	<b>30</b>	<b>45</b>	-	-
<b>PC1.</b> develop, recommend, and administer policies, procedures, and processes in support of estate operations	-	-	-	-
<b>PC2.</b> ensure compliance to applicable codes, procedures and legislation including health and safety	-	-	-	-
<b>PC3.</b> prepare, present and manage the budget of the estate	-	-	-	-
<b>PC4.</b> carry out financial planning of various projects	-	-	-	-
<b>PC5.</b> manage resources responsibly and control expenses to operate within budgetary controls	-	-	-	-
<b>PC6.</b> recommend the approval of expenditures and manage purchase as per the requirement	-	-	-	-
<b>PC7.</b> keep track of all incoming and outgoing funds	-	-	-	-
<b>PC8.</b> conduct regular inspection of various facilities of estate	-	-	-	-
<b>PC9.</b> carry out routine safety checks of the estate facilities and utilities	-	-	-	-
<b>PC10.</b> travel to different properties to maintain oversight and contact with sites and teams	-	-	-	-
<b>PC11.</b> manage all maintenance, repairs, and renovations to buildings and estate grounds	-	-	-	-
<b>PC12.</b> collect rent payments and pay bills	-	-	-	-
<b>PC13.</b> administer trusts and other estate plans including managing investments and paying creditors	-	-	-	-
<b>PC14.</b> manage payroll of the employees	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> ensure that long-term issues are planned for and are addressed appropriately and well in advance	-	-	-	-
<i>Complete various estate-related documentation and marketing activities</i>	<b>10</b>	<b>15</b>	-	-
<b>PC16.</b> maintain up-to-date and accurate record keeping and documentation	-	-	-	-
<b>PC17.</b> file tax returns and other legal documents	-	-	-	-
<b>PC18.</b> prepare invoices and submit insurance claims	-	-	-	-
<b>PC19.</b> inventorize all assets, including stocks, bonds, bank accounts, real estate holdings, etc	-	-	-	-
<b>PC20.</b> promote the estate's businesses through marketing channels such as social media	-	-	-	-
<b>PC21.</b> create estate manuals	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9914
<b>NOS Name</b>	Perform estate related administrative and documentation duties and carry out marketing activities
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5.5
<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>NSQF Clearance Date</b>	29/09/2023





## Qualification Pack

### DGT/VSQ/N0103: Employability Skills (90 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
- Career Development & Goal Setting
- 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 current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values - Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

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

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

- PC6.** recognize the significance of 21st Century Skills for employment



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- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

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- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- 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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services



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- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e-mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization 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 current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-





## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	31/08/2023
<b>Next Review Date</b>	31/08/2026
<b>NSQC Clearance Date</b>	31/08/2023



## 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:

## Qualification Pack

- 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	-	-	-	-



## Qualification Pack

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>	2
<b>Version</b>	3.0
<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

# DWC/N9913: Fulfil the responsibility of directing and supervising the staff

## Description

This OS unit talks about supervising and managing staff related activities

## Scope

The scope covers the following :

- Overlook and support staff at the estate

## Elements and Performance Criteria

### *Overlook and support staff at the estate*

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

- PC1.** oversee the staff on all levels, including recruitment and hiring, performance reviews and termination as necessary
- PC2.** supervise, manage and direct the overall performance of the estate team
- PC3.** provide orientation, supervision, coaching and encouragement to staff
- PC4.** evaluate and provide feedback on staff performance through a review process
- PC5.** recommend an overperforming employee for promotion or a lacklustre one for termination
- PC6.** take corrective action when necessary
- PC7.** assess training needs
- PC8.** provide opportunities for training and development to the estate team
- PC9.** ensure staff attend all mandatory and refresher training
- PC10.** manage staff working schedules and time off
- PC11.** prepare weekly roster of the staff members
- PC12.** manage absences and allocate staffing and workloads of estate team members
- PC13.** ensure staff adhere to the Codes of Practice and rules, policies and procedures contained in the Staff Handbook
- PC14.** ensure good quality working relationships are built and maintained between staff and the individuals they are supporting
- PC15.** help staff members with their professional development
- PC16.** assist staff members in solving any personal or professional problems

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the process of recruiting suitable candidates for the desired position
- KU2.** ways to assess skills and temperament of candidates during hiring process
- KU3.** techniques to motivate, encourage and supervise staff members

## Qualification Pack

- KU4.** relevance of performing staff performance review and ways of doing it
- KU5.** ways to assess training needs of the staff
- KU6.** how to prepare weekly rosters of the staff members
- KU7.** strategies to manage staff working schedules and time off
- KU8.** importance of building and maintaining good working relationships between staff
- KU9.** techniques to facilitate staff members to grow professionally
- KU10.** how to protect the privacy and confidentiality of information pertaining to team members

## Generic Skills (GS)

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

- GS1.** meet and greet others appropriately
- GS2.** communicate effectively with a range of people using a variety of communication methods
- GS3.** build rapport with various stakeholders
- GS4.** read, write and listen actively
- GS5.** be attentive and responsive towards estates needs and requirements
- GS6.** manage time effectively, be disciplined
- GS7.** prioritize various tasks and activities
- GS8.** make prompt and appropriate decisions
- GS9.** assess different situations and respond accordingly
- GS10.** take new initiatives that can be beneficial to the growth of the estate
- GS11.** take a problem-solving approach to work
- GS12.** treat people with dignity
- GS13.** remain unbiased at work
- GS14.** demonstrate sound work ethics
- GS15.** manage stress at work and work under pressure
- GS16.** manage and develop a team
- GS17.** be attentive and responsive towards different stakeholders and staffs needs and behaviours



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Overlook and support staff at the estate</i>	<b>45</b>	<b>55</b>	-	-
<b>PC1.</b> oversee the staff on all levels, including recruitment and hiring, performance reviews and termination as necessary	-	-	-	-
<b>PC2.</b> supervise, manage and direct the overall performance of the estate team	-	-	-	-
<b>PC3.</b> provide orientation, supervision, coaching and encouragement to staff	-	-	-	-
<b>PC4.</b> evaluate and provide feedback on staff performance through a review process	-	-	-	-
<b>PC5.</b> recommend an overperforming employee for promotion or a lacklustre one for termination	-	-	-	-
<b>PC6.</b> take corrective action when necessary	-	-	-	-
<b>PC7.</b> assess training needs	-	-	-	-
<b>PC8.</b> provide opportunities for training and development to the estate team	-	-	-	-
<b>PC9.</b> ensure staff attend all mandatory and refresher training	-	-	-	-
<b>PC10.</b> manage staff working schedules and time off	-	-	-	-
<b>PC11.</b> prepare weekly roster of the staff members	-	-	-	-
<b>PC12.</b> manage absences and allocate staffing and workloads of estate team members	-	-	-	-
<b>PC13.</b> ensure staff adhere to the Codes of Practice and rules, policies and procedures contained in the Staff Handbook	-	-	-	-
<b>PC14.</b> ensure good quality working relationships are built and maintained between staff and the individuals they are supporting	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. help staff members with their professional development	-	-	-	-
PC16. assist staff members in solving any personal or professional problems	-	-	-	-
<b>NOS Total</b>	<b>45</b>	<b>55</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9913
<b>NOS Name</b>	Fulfil the responsibility of directing and supervising the staff
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Household Services/ Housekeeping and Services
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5.5
<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>NSQC 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) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

## Qualification Pack

6. 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/N9912.Carry out day to day operational activities of the estate	40	60	0	0	100	20
DWC/N9914.Perform estate related administrative and documentation duties and carry out marketing activities	40	60	0	0	100	20
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
DWC/N0228.Communicate effectively with individuals at all levels and practice inclusivity	15	35	0	0	50	10
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
DWC/N9913.Fulfil the responsibility of directing and supervising the staff	45	55	-	-	100	20
<b>Total</b>	<b>236</b>	<b>364</b>	<b>-</b>	<b>-</b>	<b>600</b>	<b>100</b>



## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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