

Qualification Pack



Multi Skill Technician (Household and Small Establishment)

QP Code: DWC/Q0109

Version: 1.0

NSQF Level: 3

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DWC/Q0109: Multi Skill Technician (Household and Small Establishment)

Brief Job Description

The Multi Skill Technician is commercially known as Handy Man or Handy Person. The individual at work is solely responsible for all upkeep and repair duties. The individual will perform a variety of repairs and maintenance tasks including plumbing, appliance installation, carpentry, and so on in residential or commercial areas.

Personal Attributes

The job requires the individual to be hard working along with possessing outstanding problem-solving abilities. The individual should have skillful hands, great stamina, a positive attitude, dedication to excellence and strong technical knowledge

Applicable National Occupational Standards (NOS)

Compulsory NOS:

- [1. DWC/N9907: Execute general repair and maintenance work in residential and commercial settings](#)
- [2. DWC/N1604: Use and care for tools and equipment relevant for carrying out repair and maintenance 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 \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping
Country	India
NSQF Level	3



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Credits	12
Aligned to NCO/ISCO/ISIC Code	NCO-2015/9622
Minimum Educational Qualification & Experience	10th grade pass (No Experience required OR 8th Class pass with 2 year of relevent experience OR 5th Class Pass with 5 years of relevent experience OR Previous relevant Qualification of NSQF Level 2 with 1 Year of relevant experience For Women Only Minimum Age :- 18 Years ")
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	29/09/2026
NSQC Approval Date	29/09/2023
Version	1.0
Reference code on NQR	QG-03-US-01025-2023-V1-DWSSC
NQR Version	1

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DWC/N9907: Execute general repair and maintenance work in residential and commercial settings

Description

This OS unit talks about performing various manual repairs and maintenance tasks, including plumbing, appliance installation and carpentry

Scope

The scope covers the following :

- Perform carpentry and repair windows
- Carry out roof related tasks
- Perform plumbing
- Fix electrical issues
- Carry out landscaping and decorative activities

Elements and Performance Criteria

Perform carpentry and repair windows

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

- PC1.** install cabinets, doors and countertops
- PC2.** perform flooring including tiles, carpets or other hardwood
- PC3.** laminate coverings
- PC4.** change door and window locks
- PC5.** detect and report for the need of major maintenance repair
- PC6.** install new windows
- PC7.** clean up broken window glass
- PC8.** replace damaged window frames

Carry out roof related tasks

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

- PC9.** identify and repair the source of leaks
- PC10.** remove dirt and debris from guttering
- PC11.** replace shingles
- PC12.** improve installation system to prevent heat loss

Perform plumbing

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

- PC13.** resolve basic issues
- PC14.** install new taps, sinks and toilets
- PC15.** repair leaks
- PC16.** install and replace piping as needed

Fix electrical issues



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

PC17. inspect and diagnose faults in fittings and fixtures

PC18. replace bulbs, tubes etc.

PC19. rewire sockets

PC20. repair appliances, machinery or equipment

PC21.

- conduct performance assessments of appliances such as refrigerators, microwaves, stoves, stoves, ovens and
- coffee makers and others

PC22. install alarms, doorbells, security cameras and thermostats

PC23. maintain and repair air conditioning and heating systems

Carry out landscape and decorative activities

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

PC24. mow lawns and remove weeds

PC25. trim hedges, bushes and trees

PC26. water flower beds and plants

PC27. repair border walls and fences

PC28. paint walls and ceilings

PC29. touch up skirting boards and door frames

PC30. sand floors and other wooden surfaces

PC31. paint and fill gaps or crevices on walls, sidewalks and others

PC32. perform tiling of walls and floors

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. different hardware tools and electrical equipment

KU2. electrical, plumbing and HVAC systems

KU3. how to use common power and hand tools

KU4. techniques to install and replace plumbing systems

KU5. ways to perform different repair and maintenance tasks

KU6. relevance of performing tasks with accuracy

KU7. procedure and techniques to do various landscaping and beautification tasks and jobs

KU8. how to perform various carpentry jobs

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



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- 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
- GS10.** take initiative

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform carpentry and repair windows</i>	7	18	-	-
PC1. install cabinets, doors and countertops	-	-	-	-
PC2. perform flooring including tiles, carpets or other hardwood	-	-	-	-
PC3. laminate coverings	-	-	-	-
PC4. change door and window locks	-	-	-	-
PC5. detect and report for the need of major maintenance repair	-	-	-	-
PC6. install new windows	-	-	-	-
PC7. clean up broken window glass	-	-	-	-
PC8. replace damaged window frames	-	-	-	-
<i>Carry out roof related tasks</i>	4	8	-	-
PC9. identify and repair the source of leaks	-	-	-	-
PC10. remove dirt and debris from guttering	-	-	-	-
PC11. replace shingles	-	-	-	-
PC12. improve installation system to prevent heat loss	-	-	-	-
<i>Perform plumbing</i>	7	10	-	-
PC13. resolve basic issues	-	-	-	-
PC14. install new taps, sinks and toilets	-	-	-	-
PC15. repair leaks	-	-	-	-
PC16. install and replace piping as needed	-	-	-	-
<i>Fix electrical issues</i>	9	14	-	-
PC17. inspect and diagnose faults in fittings and fixtures	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC18. replace bulbs, tubes etc.	-	-	-	-
PC19. rewire sockets	-	-	-	-
PC20. repair appliances, machinery or equipment	-	-	-	-
PC21. • conduct performance assessments of appliances such as refrigerators, microwaves, stoves, stoves, ovens and • coffee makers and others	-	-	-	-
PC22. install alarms, doorbells, security cameras and thermostats	-	-	-	-
PC23. maintain and repair air conditioning and heating systems	-	-	-	-
<i>Carry out landscape and decorative activities</i>	8	15	-	-
PC24. mow lawns and remove weeds	-	-	-	-
PC25. trim hedges, bushes and trees	-	-	-	-
PC26. water flower beds and plants	-	-	-	-
PC27. repair border walls and fences	-	-	-	-
PC28. paint walls and ceilings	-	-	-	-
PC29. touch up skirting boards and door frames	-	-	-	-
PC30. sand floors and other wooden surfaces	-	-	-	-
PC31. paint and fill gaps or crevices on walls, sidewalks and others	-	-	-	-
PC32. perform tiling of walls and floors	-	-	-	-
NOS Total	35	65	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9907
NOS Name	Execute general repair and maintenance work in residential and commercial settings
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Generic
NSQF Level	3
Credits	5
Version	1.0
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2026
NSQC Clearance Date	29/09/2023



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DWC/N1604: Use and care for tools and equipment relevant for carrying out repair and maintenance tasks

Description

This OS unit talks about managing various tools and equipment used while performing handyman duties

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 (hammer, wrenches, power saws 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 handyman roles and tasks
- KU2.** equipment operating procedures based on manufacturers instructions
- KU3.** maintenance and cleaning procedures of different equipment and tools



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- KU4.** the importance of taking action when problems are identified
- 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.** take a problem-solving approach to work

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use and maintain various equipment and machines</i>	14	17	-	-
PC1. identify different types of tools and equipment (hammer, wrenches, power saws etc.) and their function	-	-	-	-
PC2. handle all the machinery, equipment and tools safely and correctly	-	-	-	-
PC3. use correct lifting and handling procedures	-	-	-	-
PC4. <ul style="list-style-type: none"> 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	-	-	-	-
<i>Carry out basic troubleshooting activities</i>	9	10	-	-
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. <ul style="list-style-type: none"> use alternative means for completion of tasks within stipulated time in case of major equipment breakdown, if required 	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	23	27	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1604
NOS Name	Use and care for tools and equipment relevant for carrying out repair and maintenance tasks
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Cleaning
NSQF Level	3
Credits	3
Version	1.0
Last Reviewed Date	29/09/2023
Next Review Date	29/09/2026
NSQC Clearance Date	29/09/2023

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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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate with others in an efficient manner</i>	10	25	-	-
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	-	-	-	-
<i>Practice inclusive behaviour</i>	5	10	-	-
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	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
NOS Total	15	35	-	-



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National Occupational Standards (NOS) Parameters

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

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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

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- 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

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Assessment Criteria

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



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National Occupational Standards (NOS) Parameters

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

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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.

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- 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

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Assessment Criteria

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



Qualification Pack

National Occupational Standards (NOS) Parameters

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



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- 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>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
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.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

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



Qualification Pack

National Occupational Standards (NOS) Parameters

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

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.

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

Minimum Aggregate Passing % at QP Level : 50

(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/N9907.Execute general repair and maintenance work in residential and commercial settings	35	65	-	-	100	30
DWC/N1604.Use and care for tools and equipment relevant for carrying out repair and maintenance tasks	23	27	-	-	50	30
DWC/N0228.Communicate effectively with individuals at all levels and practice inclusivity	15	35	-	-	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
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	169	281	-	-	450	100



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	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.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	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.
Scope	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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Knowledge and Understanding (KU)	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.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	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.
Options	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.