

## Qualification Pack



# Sanitary Worker

Electives: Indoor Cleaning

QP Code: DWC/Q1601 Instantiated QP Code: DWC/Q1601-SI001

Version: 1.0

NSQF Level: 3

Domestic Workers Sector Skill Council || A-2/19, 2nd Floor, Safdarjung Enclave  
New Delhi -110029 || email:content@dwsscindia.com



## Qualification Pack

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## Qualification Pack

### DWC/Q1601-SI001: Sanitary Worker

#### Brief Job Description

As a sanitation worker responsible for maintaining cleanliness in households, small establishments, and residential communities, you will receive training in a range of traditional and modern activities. These include waste segregation, cleaning indoor and outdoor areas to ensure they are hygienic and sparkling, and using modern equipment. The use of latest equipment also eliminates the dangerous and unhygienic practices of manual cleaning and scavenging in households and small establishments like guest houses and society premises.

#### Personal Attributes

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

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [DWC/N1614: Equipment handling for indoor and outdoor cleaning](#)
2. [DWC/N9902: Maintain service standards and communicate effectively](#)
3. [DWC/N9903: Maintain health, hygiene and safety standards](#)
4. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)
5. [DWC/N1613: Waste Segregation and Management](#)

##### Electives (mandatory to select at least one):

##### Elective : Indoor Cleaning

This unit is about cleaning of Gymnasium, Corridors, Elevator Area, Parking Area, Escalator Area, Club Houses, Water Tank, Facade and Banquet Hall

1. [DWC/N1616: Indoor Cleaning](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Domestic Workers
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### Qualification Pack

<b>Sub-Sector</b>	Household Services/ Housekeeping and other services
<b>Occupation</b>	Cleaning
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	11
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015: 9111.9900
<b>Minimum Educational Qualification &amp; Experience</b>	10th grade pass with NA of experience OR 9th grade pass with 1 Year of experience of relevant experience OR 8th grade pass with 2 Years of experience of relevant experience OR 5th grade pass with 5 Years of experience of relevant experience OR Previous relevant Qualification of NSQF Level (2.5) OR Previous relevant Qualification of NSQF Level (2)
<b>Minimum Level of Education for Training in School</b>	10th Class
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/11/2026
<b>NSQC Approval Date</b>	30/11/2023
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QG-03-US-01353-2023-V1-DWSSC
<b>NQR Version</b>	1

#### Remarks:

NA



## Qualification Pack

### DWC/N1614: Equipment handling for indoor and outdoor cleaning

#### Description

This unit is about maintaining and handling latest equipments used in equipment Manual and Mechanical cleaning by a sanitary worker

#### Scope

The scope covers the following :

- Inspection and Testing
- Cleaning and Lubrication
- Repairs and Maintenance
- Storage and Handling
- Following Safety Procedures
- Updating Knowledge and Skills
- Maintaining Records
- Properly Handling Chemicals (if applicable)

#### Elements and Performance Criteria

##### *Inspection and Testing*

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

- PC1.** Regularly inspecting the equipment for any signs of wear, damage, or malfunction.
- PC2.** Testing the equipment before each use to ensure it is working correctly.

##### *Cleaning and Lubrication:*

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

- PC3.** Cleaning the equipment after each use to remove dirt, debris, and residues.
- PC4.** Lubricating moving parts to prevent friction and ensure smooth operation.

##### *Repairs and Maintenance*

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

- PC5.** Cleaning the equipment after each use to remove dirt, debris, and residues.
- PC6.** Lubricating moving parts to prevent friction and ensure smooth operation.

##### *Storage and Handling*

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

- PC7.** Properly storing the equipment in a designated area after use.
- PC8.** Handling the equipment with care to avoid unnecessary strain or damage.

##### *Following Safety Procedures*

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

- PC9.** Adhering to safety guidelines while using the equipment to protect both the worker and the equipment itself.
- PC10.** Wearing appropriate personal protective equipment (PPE) when handling potentially hazardous materials or operating heavy machinery.



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### *Updating Knowledge and Skills*

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

- PC11.** Staying informed about the latest advancements in equipment technology and cleaning methods.
- PC12.** Participating in training programs to enhance skills and knowledge related to equipment operation and maintenance.

### *Maintaining Records*

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

- PC13.** Keeping detailed records of equipment maintenance, repairs, and inspections.
- PC14.** Recording any incidents or issues encountered during equipment use.

### *Properly Handling Chemicals (if applicable)*

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

- PC15.** Using chemicals as per manufacturer's instructions and in accordance with safety protocols.
- PC16.** Storing chemicals in a secure and well-ventilated area away from children or unauthorized personnel.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the culture and setup of the organisation
- KU2.** the rules and regulations of a gated community or society
- KU3.** Basic mathematical calculation
- KU4.** Tool handling for various cleaning procedure.
- KU5.** various cleaning methods and techniques for different surfaces, materials, and areas, including floors, windows, furniture, and restrooms.
- KU6.** safety protocols and health regulations related to handling cleaning chemicals, waste disposal, and maintaining a safe work environment.
- KU7.** basic infection control principles to maintain clean and hygienic environments, especially in healthcare facilities.
- KU8.** different cleaning agents, disinfectants, and their safe usage. Familiarity with various cleaning tools and equipment, such as mops, brooms, vacuum cleaners, and scrubbers.
- KU9.** Waste categorization into dry, moist, recyclable, non-recyclable, and single-use plastics
- KU10.** emergency response procedures, such as handling spills, accidents, or urgent cleaning requirements.
- KU11.** waste management and disposal methods
- KU12.** frequent sources of pollution and methods for reducing them
- KU13.** appropriate use of PPE to protect oneself and others while performing cleaning tasks.

## Generic Skills (GS)

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



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- GS1.** complete documentation relevant to one's function
- GS2.** Understand all instructions by reading Hindi or any vernacular language.
- GS3.** recognise various disposal signs found on things
- GS4.** communicate statements or information in a manner that others can grasp
- GS5.** comprehend the key elements of simple conversations
- GS6.** behave courteously and politely with others
- GS7.** engage with colleagues on the need of greening jobs
- GS8.** make prompt judgements for effective resource usage

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspection and Testing</i>	<b>4</b>	<b>8</b>	-	-
<b>PC1.</b> Regularly inspecting the equipment for any signs of wear, damage, or malfunction.	-	-	-	-
<b>PC2.</b> Testing the equipment before each use to ensure it is working correctly.	-	-	-	-
<i>Cleaning and Lubrication:</i>	<b>4</b>	<b>8</b>	-	-
<b>PC3.</b> Cleaning the equipment after each use to remove dirt, debris, and residues.	-	-	-	-
<b>PC4.</b> Lubricating moving parts to prevent friction and ensure smooth operation.	-	-	-	-
<i>Repairs and Maintenance</i>	<b>5</b>	<b>10</b>	-	-
<b>PC5.</b> Cleaning the equipment after each use to remove dirt, debris, and residues.	-	-	-	-
<b>PC6.</b> Lubricating moving parts to prevent friction and ensure smooth operation.	-	-	-	-
<i>Storage and Handling</i>	<b>5</b>	<b>8</b>	-	-
<b>PC7.</b> Properly storing the equipment in a designated area after use.	-	-	-	-
<b>PC8.</b> Handling the equipment with care to avoid unnecessary strain or damage.	-	-	-	-
<i>Following Safety Procedures</i>	<b>4</b>	<b>8</b>	-	-
<b>PC9.</b> Adhering to safety guidelines while using the equipment to protect both the worker and the equipment itself.	-	-	-	-
<b>PC10.</b> Wearing appropriate personal protective equipment (PPE) when handling potentially hazardous materials or operating heavy machinery.	-	-	-	-
<i>Updating Knowledge and Skills</i>	<b>4</b>	<b>8</b>	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> Staying informed about the latest advancements in equipment technology and cleaning methods.	-	-	-	-
<b>PC12.</b> Participating in training programs to enhance skills and knowledge related to equipment operation and maintenance.	-	-	-	-
<i>Maintaining Records</i>	<b>4</b>	<b>8</b>	-	-
<b>PC13.</b> Keeping detailed records of equipment maintenance, repairs, and inspections.	-	-	-	-
<b>PC14.</b> Recording any incidents or issues encountered during equipment use.	-	-	-	-
<i>Properly Handling Chemicals (if applicable)</i>	<b>4</b>	<b>8</b>	-	-
<b>PC15.</b> Using chemicals as per manufacturer's instructions and in accordance with safety protocols.	-	-	-	-
<b>PC16.</b> Storing chemicals in a secure and well-ventilated area away from children or unauthorized personnel.	-	-	-	-
<b>NOS Total</b>	<b>34</b>	<b>66</b>	-	-



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1614
<b>NOS Name</b>	Equipment handling for indoor and outdoor cleaning
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Housekeeping services
<b>Occupation</b>	Cleaning
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/11/2023
<b>Next Review Date</b>	30/11/2026
<b>NSQF Clearance Date</b>	30/11/2023



## Qualification Pack

### DWC/N9902: Maintain service standards and communicate effectively

#### Description

This OS unit is about the maintaining behavioural etiquette, maintaining professional manner at work, and giving specific services as per the residents' requirements.

#### Scope

The scope covers the following :

- Maintain behavioural etiquette
- Maintain professional manner at work
- Give specific services as per the residents' requirements

#### Elements and Performance Criteria

##### *Maintain behavioural etiquette*

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

- PC1.** greet the residents promptly and appropriately in accordance with the procedure
- PC2.** interact with all residents in a polite and professional manner
- PC3.** make requirements clear by asking appropriate questions
- PC4.** respond effectively to residents' dissatisfactions and complaints
- PC5.** create and maintain an effective but impersonal relationship with residents
- PC6.** notify residents in advance of any issues or problems, as well as any developments that may affect them
- PC7.** seek feedback from the residents and incorporate them to improve their experience
- PC8.** avoid arguing with the residents
- PC9.** report any workplace issues to the residents/employers immediately
- PC10.** ensure appropriate personal behaviour and conduct taking gender into consideration
- PC11.** follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.
- PC12.** recognise, acknowledge and overcome inherent biases regarding disabilities
- PC13.** carry out tasks in a timely and disciplined manner

##### *Maintain professional manner at work*

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

- PC14.** report to work on time
- PC15.** behave appropriately when communicating with coworkers and others
- PC16.** keep proper attire and a presentable demeanour
- PC17.** maintain personal hygiene
- PC18.** respect privacy of others at the workplace

##### *Give specific services as per the residents' requirements*

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

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- PC19.** provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards
- PC20.** assist people with disabilities when necessary
- PC21.** follow gender and age-sensitive service practices at all times
- PC22.** identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, color, sexual orientation, and culture
- PC23.** maintain social distance in social situations/at work
- PC24.** inform the employer of any personal health issues related to injury or infectious diseases

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** communication fundamentals and active listening
- KU2.** professional behavioural etiquette
- KU3.** gender-sensitive workplace service practises
- KU4.** quality of service standards
- KU5.** how to maintain personal hygiene
- KU6.** procedure of positively giving and receiving feedback
- KU7.** gender specific requirements
- KU8.** the specific needs of different age groups of residents
- KU9.** age and gender specific etiquette
- KU10.** how to behave with persons with specific needs

## Generic Skills (GS)

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

- GS1.** communicate (read, write, and speak) in the language used at work
- GS2.** discuss the tasks list, schedules, and workload (if any) with residents'
- GS3.** manage relationships with employers
- GS4.** adhere to basic work ethics such as punctuality, discipline, and consistency
- GS5.** make decisions concerning the relevant area of work

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain behavioural etiquette</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the residents promptly and appropriately in accordance with the procedure	-	-	-	-
<b>PC2.</b> interact with all residents in a polite and professional manner	-	-	-	-
<b>PC3.</b> make requirements clear by asking appropriate questions	-	-	-	-
<b>PC4.</b> respond effectively to residents' dissatisfactions and complaints	-	-	-	-
<b>PC5.</b> create and maintain an effective but impersonal relationship with residents	-	-	-	-
<b>PC6.</b> notify residents in advance of any issues or problems, as well as any developments that may affect them	-	-	-	-
<b>PC7.</b> seek feedback from the residents and incorporate them to improve their experience	-	-	-	-
<b>PC8.</b> avoid arguing with the residents	-	-	-	-
<b>PC9.</b> report any workplace issues to the residents/employers immediately	-	-	-	-
<b>PC10.</b> ensure appropriate personal behaviour and conduct taking gender into consideration	-	-	-	-
<b>PC11.</b> follow good manners in household/ workplace with a view to maintaining hygiene and sanitation, such as while coughing, not spitting, belching, etc.	-	-	-	-
<b>PC12.</b> recognise, acknowledge and overcome inherent biases regarding disabilities	-	-	-	-
<b>PC13.</b> carry out tasks in a timely and disciplined manner	-	-	-	-
<i>Maintain professional manner at work</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC14.</b> report to work on time	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> behave appropriately when communicating with coworkers and others	-	-	-	-
<b>PC16.</b> keep proper attire and a presentable demeanour	-	-	-	-
<b>PC17.</b> maintain personal hygiene	-	-	-	-
<b>PC18.</b> respect privacy of others at the workplace	-	-	-	-
<i>Give specific services as per the residents' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC19.</b> provide services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per standards	-	-	-	-
<b>PC20.</b> assist people with disabilities when necessary	-	-	-	-
<b>PC21.</b> follow gender and age-sensitive service practices at all times	-	-	-	-
<b>PC22.</b> identifies and reports workplace harassment and discrimination based on gender, disability, caste, religion, color, sexual orientation, and culture	-	-	-	-
<b>PC23.</b> maintain social distance in social situations/at work	-	-	-	-
<b>PC24.</b> inform the employer of any personal health issues related to injury or infectious diseases	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9902
<b>NOS Name</b>	Maintain service standards and communicate effectively
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<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>NSQF Clearance Date</b>	30/11/2023



## Qualification Pack

### DWC/N9903: Maintain health, hygiene and safety standards

#### Description

This unit is about the following personal and workplace hygiene, following workplace practices to promote wellbeing and managing waste at workplace.

#### Scope

The scope covers the following :

- Follow personal and workplace hygiene
- Follow workplace practices to promote wellbeing
- Manage waste at workplace

#### Elements and Performance Criteria

##### *Follow personal and workplace hygiene*

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

- PC1.** wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers
- PC2.** keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals
- PC3.** wash the dishes and other items in accordance with the set requirements
- PC4.** sanitize all tools, equipment, and appliances with touch points on a regular basis
- PC5.** make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance
- PC6.** place trash in designated bins or the proper trash container
- PC7.** wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work
- PC8.** maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.
- PC9.** avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace

##### *Follow workplace practices to promote wellbeing*

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

- PC10.** adhere to safety protocols when using materials, tools, and equipment
- PC11.** follow guidelines and safety protocol while using electrical household gadgets
- PC12.** follow first aid instructions appropriately
- PC13.** recognize workplace risks and promptly inform anybody who should know about them
- PC14.** report to various emergency circumstances with prompt response and reporting
- PC15.** attend regular health check-ups
- PC16.** place medicines and hazardous chemicals away
- PC17.** keep sharp objects out of reach of child

##### *Manage waste at workplace*





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

- PC18.** identify and separate hazardous, recyclable, and non-recyclable waste at the workplace
- PC19.** manage wastages like food, water, etc., as directed
- PC20.** dispose of sanitary and other hazardous wastes appropriately
- PC21.** recycle waste wherever applicable
- PC22.** discard PPEs in plastic bags that are sealed and labeled "infectious waste"
- PC23.** conserve materials, natural resources, and energy at work
- PC24.** use eco-friendly methods at work to reduce pollution of the air, water, and earth

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting and handling safety-related issues
- KU2.** process for maintaining hygienic standards at work
- KU3.** process on personal hygiene
- KU4.** the significance of housekeeping in maintaining a secure and safe workplace
- KU5.** chemical solutions used for cleaning
- KU6.** various emergency circumstances and how they are handled
- KU7.** importance of preventive health check-up and healthy living
- KU8.** procedure to report health issues
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** purpose and usage of PPE
- KU11.** basic first-aid procedures
- KU12.** methods of the waste management
- KU13.** resource conservation methods

## Generic Skills (GS)

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

- GS1.** note down instructions given by residents
- GS2.** communicate effectively with residents and others
- GS3.** report any issues at the workplace
- GS4.** analyze the impact of not adhering to the health and safety procedures

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow personal and workplace hygiene</i>	<b>15</b>	<b>15</b>	-	<b>8</b>
<b>PC1.</b> wash and sanitize hands at regular intervals with hand soap and alcohol-based sanitizers	-	-	-	-
<b>PC2.</b> keep the home or workplace free of germs, insects, and bugs by utilizing the proper environmentally friendly solutions or cleaning chemicals	-	-	-	-
<b>PC3.</b> wash the dishes and other items in accordance with the set requirements	-	-	-	-
<b>PC4.</b> sanitize all tools, equipment, and appliances with touch points on a regular basis	-	-	-	-
<b>PC5.</b> make sure that the garbage cans are frequently cleared in accordance with the timetable for cleanliness and maintenance	-	-	-	-
<b>PC6.</b> place trash in designated bins or the proper trash container	-	-	-	-
<b>PC7.</b> wear appropriate PPE like hair net, protective aprons, footwear, respirators, masks, etc. at work	-	-	-	-
<b>PC8.</b> maintain personal hygiene by brushing teeth frequently, bathing daily, dressing well, eating healthfully, etc.	-	-	-	-
<b>PC9.</b> avoid consumption of tobacco, paan, alcohol, smoking cigarettes, etc. at the workplace	-	-	-	-
<i>Follow workplace practices to promote wellbeing</i>	<b>15</b>	<b>15</b>	-	<b>6</b>
<b>PC10.</b> adhere to safety protocols when using materials, tools, and equipment	-	-	-	-
<b>PC11.</b> follow guidelines and safety protocol while using electrical household gadgets	-	-	-	-
<b>PC12.</b> follow first aid instructions appropriately	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> recognize workplace risks and promptly inform anybody who should know about them	-	-	-	-
<b>PC14.</b> report to various emergency circumstances with prompt response and reporting	-	-	-	-
<b>PC15.</b> attend regular health check-ups	-	-	-	-
<b>PC16.</b> place medicines and hazardous chemicals away	-	-	-	-
<b>PC17.</b> keep sharp objects out of reach of child	-	-	-	-
<i>Manage waste at workplace</i>	<b>10</b>	<b>10</b>	-	<b>6</b>
<b>PC18.</b> identify and separate hazardous, recyclable, and non-recyclable waste at the workplace	-	-	-	-
<b>PC19.</b> manage wastages like food, water, etc., as directed	-	-	-	-
<b>PC20.</b> dispose of sanitary and other hazardous wastes appropriately	-	-	-	-
<b>PC21.</b> recycle waste wherever applicable	-	-	-	-
<b>PC22.</b> discard PPEs in plastic bags that are sealed and labeled "infectious waste"	-	-	-	-
<b>PC23.</b> conserve materials, natural resources, and energy at work	-	-	-	-
<b>PC24.</b> use eco-friendly methods at work to reduce pollution of the air, water, and earth	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N9903
<b>NOS Name</b>	Maintain health, hygiene and safety standards
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	30/11/2023
<b>Next Review Date</b>	30/11/2026
<b>NSQC Clearance Date</b>	30/11/2023



## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

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

##### *Constitutional values - Citizenship*

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

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

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

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

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

##### *Basic English Skills*

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

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

##### *Communication Skills*

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

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

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



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### *Diversity & Inclusion*

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

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

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

### *Financial and Legal Literacy*

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

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

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

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

### *Essential Digital Skills*

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

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

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

### *Entrepreneurship*

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

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

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

### *Customer Service*

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

**PC16.** identify different types of customers

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

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

### *Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**KU2.** various constitutional and personal values

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

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

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

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

**KU7.** inclusivity and its importance

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

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



## Qualification Pack

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

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

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



### Qualification Pack

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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

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



## Qualification Pack

# DWC/N1613: Waste Segregation and Management

## Description

This unit is about Waste Segregation and Management

## Scope

The scope covers the following :

- Manual Waste Segregation and Management
- Mechanical Waste Segregation and Management

## Elements and Performance Criteria

### *Manual Waste Segregation and Management:*

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

- PC1.** Collect waste from designated collection points, bins, or containers
- PC2.** Separate recyclable materials such as paper, cardboard, plastic, glass, and metal from the general waste.
- PC3.** Place recyclable materials in separate containers or bags.
- PC4.** Identify and segregating non-recyclable waste, such as food waste and non-recyclable plastics.
- PC5.** Place non-recyclable waste in appropriate bins or bags.
- PC6.** Identify and segregating harmful waste, including medical waste like used syringes, bandages, and other infectious materials.
- PC7.** Ensure that harmful waste is properly contained in special, leak-proof containers labeled for medical waste.
- PC8.** Carry segregated waste to centralized collection points for further processing.

### *Mechanical Waste Segregation and Management*

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

- PC9.** Use mechanical equipment, such as garbage trucks or waste carts, for large-scale waste collection from various areas.
- PC10.** Use mechanical waste sorting systems, such as conveyor belts and automated sensors, to segregate recyclable materials like paper, plastic, glass, and metal from the mixed waste stream.
- PC11.** Carry manual sorting if required to separate specific items that the mechanical system cannot handle efficiently.
- PC12.** employ Mechanical composting systems to process organic waste, converting it into compost for use in agriculture or landscaping.
- PC13.** incinerate harmful medical waste or hazardous materials in controlled facilities to neutralize potential hazards.
- PC14.** transport Non-recyclable and non-compostable waste, as well as residual waste after sorting, to landfill sites for disposal.

## Qualification Pack

**PC15.** monitor the mechanical waste segregation systems to ensure they operate efficiently and identifying any maintenance needs.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the culture and setup of the organisation
- KU2.** the rules and regulations of a gated community or society
- KU3.** Basic mathematical calculation
- KU4.** Tool handling for various cleaning procedure.
- KU5.** various cleaning methods and techniques for different surfaces, materials, and areas, including floors, windows, furniture, and restrooms.
- KU6.** safety protocols and health regulations related to handling cleaning chemicals, waste disposal, and maintaining a safe work environment.
- KU7.** basic infection control principles to maintain clean and hygienic environments, especially in healthcare facilities.
- KU8.** different cleaning agents, disinfectants, and their safe usage. Familiarity with various cleaning tools and equipment, such as mops, brooms, vacuum cleaners, and scrubbers.
- KU9.** Waste categorization into dry, moist, recyclable, non-recyclable, and single-use plastics
- KU10.** emergency response procedures, such as handling spills, accidents, or urgent cleaning requirements.
- KU11.** waste management and disposal methods
- KU12.** frequent sources of pollution and methods for reducing them
- KU13.** appropriate use of PPE to protect oneself and others while performing cleaning tasks.

### Generic Skills (GS)

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

- GS1.** complete documentation relevant to one's function
- GS2.** Understand all instructions by reading Hindi or any vernacular language.
- GS3.** recognise various disposal signs found on things
- GS4.** communicate statements or information in a manner that others can grasp
- GS5.** comprehend the key elements of simple conversations
- GS6.** behave courteously and politely with others
- GS7.** engage with colleagues on the need of greening jobs
- GS8.** make prompt judgements for effective resource usage

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manual Waste Segregation and Management:</i>	<b>20</b>	<b>30</b>	-	-
<b>PC1.</b> Collect waste from designated collection points, bins, or containers	-	-	-	-
<b>PC2.</b> Separate recyclable materials such as paper, cardboard, plastic, glass, and metal from the general waste.	-	-	-	-
<b>PC3.</b> Place recyclable materials in separate containers or bags.	-	-	-	-
<b>PC4.</b> Identify and segregating non-recyclable waste, such as food waste and non-recyclable plastics.	-	-	-	-
<b>PC5.</b> Place non-recyclable waste in appropriate bins or bags.	-	-	-	-
<b>PC6.</b> Identify and segregating harmful waste, including medical waste like used syringes, bandages, and other infectious materials.	-	-	-	-
<b>PC7.</b> Ensure that harmful waste is properly contained in special, leak-proof containers labeled for medical waste.	-	-	-	-
<b>PC8.</b> Carry segregated waste to centralized collection points for further processing.	-	-	-	-
<i>Mechanical Waste Segregation and Management</i>	<b>20</b>	<b>30</b>	-	-
<b>PC9.</b> Use mechanical equipment, such as garbage trucks or waste carts, for large-scale waste collection from various areas.	-	-	-	-
<b>PC10.</b> Use mechanical waste sorting systems, such as conveyor belts and automated sensors, to segregate recyclable materials like paper, plastic, glass, and metal from the mixed waste stream.	-	-	-	-
<b>PC11.</b> Carry manual sorting if required to separate specific items that the mechanical system cannot handle efficiently.	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> employ Mechanical composting systems to process organic waste, converting it into compost for use in agriculture or landscaping.	-	-	-	-
<b>PC13.</b> incinerate harmful medical waste or hazardous materials in controlled facilities to neutralize potential hazards.	-	-	-	-
<b>PC14.</b> transport Non-recyclable and non-compostable waste, as well as residual waste after sorting, to landfill sites for disposal.	-	-	-	-
<b>PC15.</b> monitor the mechanical waste segregation systems to ensure they operate efficiently and identifying any maintenance needs.	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1613
<b>NOS Name</b>	Waste Segregation and Management
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Housekeeping services
<b>Occupation</b>	Cleaning
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/11/2023
<b>Next Review Date</b>	30/11/2026
<b>NSQF Clearance Date</b>	30/11/2023



## Qualification Pack

### DWC/N1616: Indoor Cleaning

#### Description

This unit is about cleaning of Gymnasium, Corridors, Elevator Area, Parking Area, Escalator Area, and Club Houses, Water Tank, Facade, and Banquet Hall

#### Scope

The scope covers the following :

- Sweep, clean and mop the Building Area (Gymnasium, Corridors, Elevator Area)
- Parking Area, Escalator Area, and Club Houses
- Clean Water Tank Cleaning and Facade Cleaning, and Banquet Hall

#### Elements and Performance Criteria

##### *Sweep, clean and mop the Building Area (Gymnasium, Corridors, Elevator Area)*

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

- PC1.** prepare the equipments required to perform sweeping, cleaning and mopping
- PC2.** Identify mechanized cleaning tools required for cleaning of specific areas
- PC3.** sweep, clean and mop the Building Area (Gymnasium, Corridors, Elevator Area, and other areas)
- PC4.** sweep/ clean parks, walk ways and public areas
- PC5.** segregate the wastes

##### *Sweep and Clean Parking Area, Escalator Area and Club House*

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

- PC6.** sweep the parking area to remove dirt, leaves, and other debris that accumulate on the surface.
- PC7.** Pick up litter and trash scattered throughout the parking area to maintain cleanliness and prevent potential hazards.
- PC8.** Clean any stains, oil spills, or other substances that may have leaked or accumulated on the ground.
- PC9.** Carry out periodic power washing of the parking area to remove stubborn stains and dirt, improving the overall appearance.
- PC10.** Empty and sanitize trash bins placed in the parking area to prevent overflowing and maintain hygiene.
- PC11.** Sweep sidewalks and curbs adjacent to the parking area to ensure a neat and tidy appearance.
- PC12.** Remove weeds and maintain the landscaping in the parking area to prevent overgrowth and enhance the overall aesthetic.
- PC13.** Ensure that lighting fixtures in the parking area are clean and functional, providing adequate visibility and safety for users.
- PC14.** wipe down handrails and balustrades to remove dirt, grease, and germs of the escalator area
- PC15.** Clean the escalator steps by vacuuming or sweeping to remove dirt, dust, and debris.



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- PC16.** Clean and wipe down the skirting and comb plates at the top and bottom of the escalator.
- PC17.** Clean the glass panels around the escalator to maintain transparency and appearance.
- PC18.** Polish metallic parts of the escalator to keep them looking clean and well-maintained.
- PC19.** inspect the escalator for any damages or malfunctioning parts and reporting them for timely repair.
- PC20.** Check that safety signs and instructions are visible and in good condition.
- PC21.** Apply non-slip coatings to the escalator steps to enhance safety.
- PC22.** Ensure the escalator pit is free from debris and clutter for safe and efficient operation.

### *Clean Water Tanks and Facade*

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

- PC23.** Empty the water tanks before cleaning to ensure safe access for cleaning personnel.
- PC24.** Carry manual removal of sediment, sludge, leaves, and debris that may have accumulated at the bottom of the tank.
- PC25.** carry physical scrubbing of the inner surfaces of the tank using appropriate brushes or scrubbers to remove algae, biofilm, and other contaminants.
- PC26.** Use high-pressure water jets to clean the tank walls and corners effectively.
- PC27.** Apply a suitable disinfectant to eliminate any remaining bacteria, viruses, or harmful microorganisms.
- PC28.** rinse the tank with clean water to remove any residual cleaning agents and disinfectants.
- PC29.** Inspect the tank for any cracks, leaks, or structural damage that may require repair.
- PC30.** Fill the tank with clean and potable water once cleaning and inspection are completed.
- PC31.** Conduct water quality tests to ensure the water meets safety standards before reintroducing it into the building's water supply system.
- PC32.** Evaluate the condition of the facade to identify areas with heavy soiling, mold, algae, or stains.
- PC33.** Cover surrounding areas, windows, and entrances to protect them from cleaning agents and debris.
- PC34.** Remove loose dirt, dust, and debris from the facade's surface using brushes, brooms, or compressed air.
- PC35.** Use appropriate cleaning solutions and detergents, or pressure washing, to clean the facade's surfaces thoroughly.
- PC36.** Apply specific treatments or solvents to remove stubborn stains, graffiti, or other blemishes.
- PC37.** Treat areas affected by algae, mold, or mildew with appropriate cleaning agents to prevent their regrowth.
- PC38.** Rinse the facade with clean water to remove cleaning agents and residues.
- PC39.** Apply protective coatings or sealants to enhance the facade's resistance to dirt, moisture, and UV rays.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the culture and setup of the organisation

## Qualification Pack

- KU2.** the rules and regulations of a gated community or society
- KU3.** Basic mathematical calculation
- KU4.** Tool handling for various cleaning procedure.
- KU5.** various cleaning methods and techniques for different surfaces, materials, and areas, including floors, windows, furniture, and restrooms.
- KU6.** safety protocols and health regulations related to handling cleaning chemicals, waste disposal, and maintaining a safe work environment.
- KU7.** basic infection control principles to maintain clean and hygienic environments, especially in healthcare facilities.
- KU8.** different cleaning agents, disinfectants, and their safe usage. Familiarity with various cleaning tools and equipment, such as mops, brooms, vacuum cleaners, and scrubbers.
- KU9.** Waste categorization into dry, moist, recyclable, non-recyclable, and single-use plastics
- KU10.** emergency response procedures, such as handling spills, accidents, or urgent cleaning requirements.
- KU11.** waste management and disposal methods
- KU12.** frequent sources of pollution and methods for reducing them
- KU13.** appropriate use of PPE to protect oneself and others while performing cleaning tasks.

## Generic Skills (GS)

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

- GS1.** complete documentation relevant to one's function
- GS2.** Understand all instructions by reading Hindi or any vernacular language.
- GS3.** recognise various disposal signs found on things
- GS4.** communicate statements or information in a manner that others can grasp
- GS5.** comprehend the key elements of simple conversations
- GS6.** behave courteously and politely with others
- GS7.** engage with colleagues on the need of greening jobs
- GS8.** make prompt judgements for effective resource usage

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Sweep, clean and mop the Building Area (Gymnasium, Corridors, Elevator Area)</i>	7	15	-	-
<b>PC1.</b> prepare the equipments required to perform sweeping, cleaning and mopping	1	2	-	-
<b>PC2.</b> Identify mechanized cleaning tools required for cleaning of specific areas	1	3	-	-
<b>PC3.</b> sweep, clean and mop the Building Area (Gymnasium, Corridors, Elevator Area, and other areas	1	2	-	-
<b>PC4.</b> sweep/ clean parks, walk ways and public areas	2	4	-	-
<b>PC5.</b> segregate the wastes	2	4	-	-
<i>Sweep and Clean Parking Area, Escalator Area and Club House</i>	19	49	-	-
<b>PC6.</b> sweep the parking area to remove dirt, leaves, and other debris that accumulate on the surface.	2	4	-	-
<b>PC7.</b> Pick up litter and trash scattered throughout the parking area to maintain cleanliness and prevent potential hazards.	2	4	-	-
<b>PC8.</b> Clean any stains, oil spills, or other substances that may have leaked or accumulated on the ground.	1	2	-	-
<b>PC9.</b> Carry out periodic power washing of the parking area to remove stubborn stains and dirt, improving the overall appearance.	1	3	-	-
<b>PC10.</b> Empty and sanitize trash bins placed in the parking area to prevent overflowing and maintain hygiene.	1	3	-	-
<b>PC11.</b> Sweep sidewalks and curbs adjacent to the parking area to ensure a neat and tidy appearance.	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Remove weeds and maintain the landscaping in the parking area to prevent overgrowth and enhance the overall aesthetic.	1	2	-	-
<b>PC13.</b> Ensure that lighting fixtures in the parking area are clean and functional, providing adequate visibility and safety for users.	1	2	-	-
<b>PC14.</b> wipe down handrails and balustrades to remove dirt, grease, and germs of the escalator area	1	3	-	-
<b>PC15.</b> Clean the escalator steps by vacuuming or sweeping to remove dirt, dust, and debris.	1	3	-	-
<b>PC16.</b> Clean and wipe down the skirting and comb plates at the top and bottom of the escalator.	1	3	-	-
<b>PC17.</b> Clean the glass panels around the escalator to maintain transparency and appearance.	1	3	-	-
<b>PC18.</b> Polish metallic parts of the escalator to keep them looking clean and well-maintained.	1	3	-	-
<b>PC19.</b> inspect the escalator for any damages or malfunctioning parts and reporting them for timely repair.	1	3	-	-
<b>PC20.</b> Check that safety signs and instructions are visible and in good condition.	1	3	-	-
<b>PC21.</b> Apply non-slip coatings to the escalator steps to enhance safety.	1	3	-	-
<b>PC22.</b> Ensure the escalator pit is free from debris and clutter for safe and efficient operation.	1	2	-	-
<i>Clean Water Tanks and Facade</i>	<b>17</b>	<b>43</b>	-	-
<b>PC23.</b> Empty the water tanks before cleaning to ensure safe access for cleaning personnel.	1	2	-	-
<b>PC24.</b> Carry manual removal of sediment, sludge, leaves, and debris that may have accumulated at the bottom of the tank.	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC25.</b> carry physical scrubbing of the inner surfaces of the tank using appropriate brushes or scrubbers to remove algae, biofilm, and other contaminants.	1	3	-	-
<b>PC26.</b> Use high-pressure water jets to clean the tank walls and corners effectively.	1	4	-	-
<b>PC27.</b> Apply a suitable disinfectant to eliminate any remaining bacteria, viruses, or harmful microorganisms.	1	3	-	-
<b>PC28.</b> rinse the tank with clean water to remove any residual cleaning agents and disinfectants.	1	3	-	-
<b>PC29.</b> Inspect the tank for any cracks, leaks, or structural damage that may require repair.	1	3	-	-
<b>PC30.</b> Fill the tank with clean and potable water once cleaning and inspection are completed.	1	3	-	-
<b>PC31.</b> Conduct water quality tests to ensure the water meets safety standards before reintroducing it into the building's water supply system.	1	3	-	-
<b>PC32.</b> Evaluate the condition of the facade to identify areas with heavy soiling, mold, algae, or stains.	1	2	-	-
<b>PC33.</b> Cover surrounding areas, windows, and entrances to protect them from cleaning agents and debris.	1	2	-	-
<b>PC34.</b> Remove loose dirt, dust, and debris from the facade's surface using brushes, brooms, or compressed air.	1	2	-	-
<b>PC35.</b> Use appropriate cleaning solutions and detergents, or pressure washing, to clean the facade's surfaces thoroughly.	1	2	-	-
<b>PC36.</b> Apply specific treatments or solvents to remove stubborn stains, graffiti, or other blemishes.	1	2	-	-
<b>PC37.</b> Treat areas affected by algae, mold, or mildew with appropriate cleaning agents to prevent their regrowth.	1	2	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC38.</b> Rinse the facade with clean water to remove cleaning agents and residues.	1	3	-	-
<b>PC39.</b> Apply protective coatings or sealants to enhance the facade's resistance to dirt, moisture, and UV rays.	1	2	-	-
<b>NOS Total</b>	<b>43</b>	<b>107</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DWC/N1616
<b>NOS Name</b>	Indoor Cleaning
<b>Sector</b>	Domestic Workers
<b>Sub-Sector</b>	Housekeeping services
<b>Occupation</b>	Cleaning
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/11/2023
<b>Next Review Date</b>	30/11/2026
<b>NSQC Clearance Date</b>	30/11/2023

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created 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 part 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 50 % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack



## 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/N1614.Equipment handling for indoor and outdoor cleaning	34	66	0	0	100	20
DWC/N9902.Maintain service standards and communicate effectively	40	40	-	20	100	10
DWC/N9903.Maintain health, hygiene and safety standards	40	40	-	20	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
DWC/N1613.Waste Segregation and Management	40	60	0	0	100	20
<b>Total</b>	<b>174</b>	<b>236</b>	<b>-</b>	<b>40</b>	<b>450</b>	<b>70</b>

Elective: 1 Indoor Cleaning

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N1616.Indoor Cleaning	43	107	0	0	150	30
<b>Total</b>	<b>43</b>	<b>107</b>	<b>-</b>	<b>-</b>	<b>150</b>	<b>30</b>