

Qualification Pack



Sanitary Worker

Electives: Out Door Cleaning

QP Code: DWC/Q1601 Instantiated QP Code: DWC/Q1601-SI002

Version: 1.0

NSQF Level: 3

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DWC/Q1601-SI002: 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 : Out Door Cleaning

This unit is about cleaning of Septic Tank , Swimming pool, Garden Area, Entrance and Walkaways, Play Area, Shopping Arcade

1. [DWC/N1615: Out Door Cleaning](#)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
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Sub-Sector	Household Services/ Housekeeping and other services
Occupation	Cleaning
Country	India
NSQF Level	3
Credits	11
Aligned to NCO/ISCO/ISIC Code	NCO-2015: 9111.9900
Minimum Educational Qualification & Experience	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)
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	30/11/2026
NSQC Approval Date	30/11/2023
Version	1.0
Reference code on NQR	QG-03-US-01353-2023-V1-DWSSC
NQR Version	1

Remarks:

NA



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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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspection and Testing</i>	4	8	-	-
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.	-	-	-	-
<i>Cleaning and Lubrication:</i>	4	8	-	-
PC3. Cleaning the equipment after each use to remove dirt, debris, and residues.	-	-	-	-
PC4. Lubricating moving parts to prevent friction and ensure smooth operation.	-	-	-	-
<i>Repairs and Maintenance</i>	5	10	-	-
PC5. Cleaning the equipment after each use to remove dirt, debris, and residues.	-	-	-	-
PC6. Lubricating moving parts to prevent friction and ensure smooth operation.	-	-	-	-
<i>Storage and Handling</i>	5	8	-	-
PC7. Properly storing the equipment in a designated area after use.	-	-	-	-
PC8. Handling the equipment with care to avoid unnecessary strain or damage.	-	-	-	-
<i>Following Safety Procedures</i>	4	8	-	-
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.	-	-	-	-
<i>Updating Knowledge and Skills</i>	4	8	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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.	-	-	-	-
<i>Maintaining Records</i>	4	8	-	-
PC13. Keeping detailed records of equipment maintenance, repairs, and inspections.	-	-	-	-
PC14. Recording any incidents or issues encountered during equipment use.	-	-	-	-
<i>Properly Handling Chemicals (if applicable)</i>	4	8	-	-
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.	-	-	-	-
NOS Total	34	66	-	-



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National Occupational Standards (NOS) Parameters

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



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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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain behavioural etiquette</i>	20	20	-	10
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	-	-	-	-
<i>Maintain professional manner at work</i>	10	10	-	5
PC14. report to work on time	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Give specific services as per the residents' requirements</i>	10	10	-	5
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	-	-	-	-
NOS Total	40	40	-	20



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9902
NOS Name	Maintain service standards and communicate effectively
Sector	Domestic Workers
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
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

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow personal and workplace hygiene</i>	15	15	-	8
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	-	-	-	-
<i>Follow workplace practices to promote wellbeing</i>	15	15	-	6
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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Manage waste at workplace</i>	10	10	-	6
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	-	-	-	-
NOS Total	40	40	-	20



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National Occupational Standards (NOS) Parameters

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



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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



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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

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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	-	-	-	-

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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
NSQF Clearance Date	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.

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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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manual Waste Segregation and Management:</i>	20	30	-	-
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.	-	-	-	-
<i>Mechanical Waste Segregation and Management</i>	20	30	-	-
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.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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.	-	-	-	-
PC15. monitor the mechanical waste segregation systems to ensure they operate efficiently and identifying any maintenance needs.	-	-	-	-
NOS Total	40	60	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

DWC/N1615: Out Door Cleaning

Description

This unit is about cleaning of Septic Tank , Swimming pool, Garden Area, Entrance and Walkaways, Play Area, Shopping Arcade

Scope

The scope covers the following :

- Cleaning of Septic Tank
- Cleaning of Swimming pool, Garden Area, Entrance and Walkaways,
- Cleaning of Play Area and Shopping Arcade

Elements and Performance Criteria

Cleaning of Septic Tank

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

- PC1.** Inspect the septic tank to assess the level of sludge and waste.
- PC2.** Pump out the accumulated sludge and waste from the septic tank using appropriate equipment.
- PC3.** Clean the walls and interior surfaces of the septic tank to remove any residue or build-up.
- PC4.** Flush the tank with water to ensure it is thoroughly cleaned.
- PC5.** Check for any leaks or damages in the septic tank and reporting them for repair.
- PC6.** Dispose of the collected waste following local regulations.

Cleaning of Swimming pool, Garden Area, Entrance and Walkaways

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

- PC7.** Remove leaves, debris, and other foreign materials from the swimming pool using nets or skimmers.
- PC8.** Clean the pool's waterline and tiles to remove any algae or grime.
- PC9.** Vacuum the pool to eliminate dirt and sediment from the bottom.
- PC10.** Test and adjusting the pool water's pH and chlorine levels to maintain water quality.
- PC11.** Sweep and raking the garden area to clear fallen leaves, litter, and dirt.
- PC12.** Remove any weeds or unwanted plants from the garden.
- PC13.** Sweep and mop the entrance and walkways to remove dust, dirt, and debris.
- PC14.** Power wash or scrub stubborn stains on the walkways if necessary.

Cleaning of Play Area and Shopping Arcade

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

- PC15.** Clear and pick up litter, trash, and other debris from the play area.
- PC16.** Sweep and wash the play area's surfaces to remove dirt and stains.
- PC17.** Inspect and ensuring the play equipment is clean and safe for children to use.
- PC18.** Clean any benches or seating areas in the play area.



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- PC19.** Sweep and mop the floors of the shopping arcade to remove dirt and debris.
- PC20.** Clean and polish any glass surfaces or storefronts in the shopping arcade.
- PC21.** Empty and sanitize trash bins in the play area and shopping arcade.

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>Cleaning of Septic Tank</i>	9	23	-	-
PC1. Inspect the septic tank to assess the level of sludge and waste.	1	4	-	-
PC2. Pump out the accumulated sludge and waste from the septic tank using appropriate equipment.	1	3	-	-
PC3. Clean the walls and interior surfaces of the septic tank to remove any residue or build-up.	1	4	-	-
PC4. Flush the tank with water to ensure it is thoroughly cleaned.	2	4	-	-
PC5. Check for any leaks or damages in the septic tank and reporting them for repair.	2	4	-	-
PC6. Dispose of the collected waste following local regulations.	2	4	-	-
<i>Cleaning of Swimming pool, Garden Area, Entrance and Walkways</i>	11	30	-	-
PC7. Remove leaves, debris, and other foreign materials from the swimming pool using nets or skimmers.	2	4	-	-
PC8. Clean the pool's waterline and tiles to remove any algae or grime.	2	4	-	-
PC9. Vacuum the pool to eliminate dirt and sediment from the bottom.	1	4	-	-
PC10. Test and adjusting the pool water's pH and chlorine levels to maintain water quality.	1	4	-	-
PC11. Sweep and raking the garden area to clear fallen leaves, litter, and dirt.	1	4	-	-
PC12. Remove any weeds or unwanted plants from the garden.	1	3	-	-
PC13. Sweep and mop the entrance and walkways to remove dust, dirt, and debris.	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Power wash or scrub stubborn stains on the walkways if necessary.	1	3	-	-
<i>Cleaning of Play Area and Shopping Arcade</i>	7	20	-	-
PC15. Clear and pick up litter, trash, and other debris from the play area.	1	2	-	-
PC16. Sweep and wash the play area's surfaces to remove dirt and stains.	1	2	-	-
PC17. Inspect and ensuring the play equipment is clean and safe for children to use.	1	3	-	-
PC18. Clean any benches or seating areas in the play area.	1	4	-	-
PC19. Sweep and mop the floors of the shopping arcade to remove dirt and debris.	1	3	-	-
PC20. Clean and polish any glass surfaces or storefronts in the shopping arcade.	1	3	-	-
PC21. Empty and sanitize trash bins in the play area and shopping arcade.	1	3	-	-
NOS Total	27	73	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N1615
NOS Name	Out Door Cleaning
Sector	Domestic Workers
Sub-Sector	Housekeeping services
Occupation	Cleaning
NSQF Level	3
Credits	3
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	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



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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
Total	174	236	-	40	450	70

Elective: 1 Out Door Cleaning

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N1615.Out Door Cleaning	27	73	0	0	100	30
Total	27	73	-	-	100	30