



## QUALIFICATION FILE

### Deep Cleaning Operator

Short Term Training (STT)  Long Term Training (LTT)  Apprenticeship

Upskilling  Dual/Flexi Qualification  For ToT  For ToA

General  Multi-skill (MS)  Cross Sectoral (CS)  Future Skills  OEM

NCrF/NSQF Level: **NSQF Level 3.5**

Submitted By:

**Domestic Worker Sector Skill Council (DWSSC)**

**A-15, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi-110020**

## Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary	5
NOS/s of Qualifications	5
Mandatory NOS/s:	5
Elective NOS/s:	6
Optional NOS/s:	6
Assessment - Minimum Qualifying Percentage	6
Section 3: Training Related	6
Section 4: Assessment Related	7
Section 5: Evidence of the need for the Qualification	7
Section 6: Annexure & Supporting Documents Check List	9
Annexure 1: Evidence of Level	9
Annexure 2: Tools and Equipment (Lab Set-Up)	19
Annexure 3: Industry Validations Summary	21
Annexure 4: Training & Employment Details	22
Annexure 5: Blended Learning	24
Annexure 6: Detailed Assessment Criteria	24
Annexure 7: Assessment Strategy	25
Annexure 8: Acronym and Glossary	26

## Section 1: Basic Details

1.	Qualification Name	Deep Cleaning Operator																									
2.	Sector/s	Domestic Workers Sector Skill Council																									
3.	Type of Qualification: <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i>	Qualification Name of existing/previous version:																								
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	NA																									
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-3.5-TH-01023-2023-V1-DWSSC	6. NCrf/NSQF Level: <i>NSQF Level 3.5</i>																								
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also &amp; provide details in annexure)</i> )	Certificate																									
8.	Brief Description of the Qualification	This is a short-term qualification to increase awareness on Deep Cleaning Service Provider.																									
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	<p>a. Entry Qualification &amp; Relevant Experience:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S. No.</th> <th style="width: 55%;">Academic/Skill Qualification (with Specialization - if applicable)</th> <th style="width: 35%;">Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>11th Grade pass</td> <td></td> </tr> <tr> <td style="text-align: center;">2</td> <td>Completed 1st year of 3 year diploma after 10th</td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>10th grade pass and pursuing continuous schooling</td> <td></td> </tr> <tr> <td style="text-align: center;">4</td> <td>10th grade pass</td> <td>1 year relevant experience</td> </tr> <tr> <td style="text-align: center;">4</td> <td>8th Grade pass</td> <td>3 year relevant experience</td> </tr> <tr> <td style="text-align: center;">6</td> <td>Previous relevant Qualification of NSQF Level 3</td> <td>1.5 year relevant experience</td> </tr> <tr> <td style="text-align: center;">7</td> <td>Previous relevant Qualification of NSQF Level 2.5</td> <td>3 year relevant experience</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	11th Grade pass		2	Completed 1st year of 3 year diploma after 10th		3	10th grade pass and pursuing continuous schooling		4	10th grade pass	1 year relevant experience	4	8th Grade pass	3 year relevant experience	6	Previous relevant Qualification of NSQF Level 3	1.5 year relevant experience	7	Previous relevant Qualification of NSQF Level 2.5	3 year relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																									
1	11th Grade pass																										
2	Completed 1st year of 3 year diploma after 10th																										
3	10th grade pass and pursuing continuous schooling																										
4	10th grade pass	1 year relevant experience																									
4	8th Grade pass	3 year relevant experience																									
6	Previous relevant Qualification of NSQF Level 3	1.5 year relevant experience																									
7	Previous relevant Qualification of NSQF Level 2.5	3 year relevant experience																									

		<b>b. Age:</b> 18																												
<b>10.</b>	<b>Credits Assigned to this Qualification, Subject to Assessment</b> <i>(as per National Credit Framework (NCrF))</i>	19	<b>11. Common Cost Norm Category (I/II/III)</b> <i>(wherever applicable):</i> II																											
<b>12.</b>	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> <i>(wherever applicable)</i>	NA																												
<b>13.</b>	<b>Training Duration by Modes of Training Delivery</b> <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 25%;">Training Delivery Modes</th> <th style="width: 12.5%;">Theory (Hours)</th> <th style="width: 12.5%;">Practical (Hours)</th> <th style="width: 12.5%;">OJT Mandatory (Hours)</th> <th style="width: 12.5%;">OJT Recommended (Hours)</th> <th style="width: 12.5%;">Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>150</td> <td>270</td> <td>0</td> <td>60</td> <td>420</td> </tr> <tr> <td>Classroom (offline)</td> <td>150</td> <td>270</td> <td>0</td> <td>60</td> <td>480</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p><i>(Refer Blended Learning Annexure for details)</i></p>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	150	270	0	60	420	Classroom (offline)	150	270	0	60	480	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																									
Classroom (offline)	150	270	0	60	420																									
Classroom (offline)	150	270	0	60	480																									
Online																														
<b>14.</b>	<b>Aligned to NCO/ISCO Code/s</b> <i>(if no code is available mention the same)</i>	NCO-2015/9111.9900, NCO-2015/9112.9900, NCO-2015/9123, NCO-2015/9129 Deep Cleaning Service Provider																												
<b>15.</b>	<b>Progression path after attaining the qualification</b> <i>(Please show Professional and Academic progression)</i>	Supervisor- Deep Cleaning																												
<b>16.</b>	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Will be translated in Hindi																												
<b>17.</b>	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																												
<b>18.</b>	<b>Is the Job Role Amenable to Persons with Disability</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																												
<b>19.</b>	<b>How Participation of Women will be Encouraged</b>																													
<b>20.</b>	<b>Are Greening/ Environment Sustainability Aspects Covered</b> <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																												
<b>21.</b>	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																												

22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<b>Name: Ms. Mona Gupta</b> <b>Position in the organisation: CEO</b> <b>Address : Domestic Worker Sector Skill Council (DWSSC)</b> <b>A-15, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi-110020</b> <b>Tel number(s): 011-42831823</b> <b>E-mail address: info@dwsscindia.com</b>				
23.	<b>Final Approval Date by NSQC:</b>	<b>24. Validity Duration: 3 years</b>	<b>25. Next Review Date : 29.09.2023</b>			

## Section 2: Module Summary

### NOS/s of Qualifications

*(In exceptional cases these could be described as components)*

#### Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

*Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project*

S. No	NOS/Module Name	NOS/Module Code & Version <i>(if applicable)</i>	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) <i>(if applicable)</i>
1.	Carry out basic and deep residential cleaning	DWC/N1601, 1.0	Core	3.5	5	55	95			150	30	70			100	30
2.	Perform basic and deep cleaning of commercial areas	DWC/N1602, 1.0	Core	3.5	4	40	80			120	35	65			100	30
3.	Use and care tools and equipment relevant for carrying out cleaning tasks	DWC/N1603, 1.0	Core	3.5	1	10	20			30	23	27			50	15
4.	Maintain Service Standards and Communicate Effectively	DWC/N9902, 6.0	Non-Core	3.5	1	10	20			30	39	61			100	5

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
5.	Communicate effectively with individuals at all levels and practice inclusivity	DWC/N0228, 1.0	Non-Core	3.5	1	10	20			30	20	30			50	5
6.	Maintain Health, Hygiene and Safety Standards	DWC/N9903, 5.0	Non-Core	3.5	1	10	20			30	37	63			100	10
7.	Employability skills	DGT/VSQ/N0101,1.0	Non-Core	3.5	1	15	15			30	20	30			50	5
<b>Duration (in Hours) / Total Marks</b>					14	150	270		60	420	204	346			550	100

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
<b>Duration (in Hours) / Total Marks</b>																

Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.																
2.																
<b>Duration (in Hours) / Total Marks</b>																

## Assessment - Minimum Qualifying Percentage

Please specify **any one** of the following:

**Minimum Pass Percentage – Aggregate at qualification level:** 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

**Minimum Pass Percentage – NOS/Module-wise:** 70 % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

### Section 3: Training Related

1.	<b>Trainer’s Qualification and experience in the relevant sector (in years)</b> (as per NCVET guidelines)	12 <sup>th</sup> / Certificate in any specialization with 3 years of relevant experience with 1 year of training experience OR Graduate in any specialization with 2 years of relevant experience with 1 years of training experience
2.	<b>Master Trainer’s Qualification and experience in the relevant sector (in years)</b> (as per NCVET guidelines)	12 <sup>th</sup> / Certificate in any specialization with 4 years of relevant experience with 2 year of training experience OR Graduate in any specialization with 3 years of relevant experience with 2 years of training experience
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If “Yes”, details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	

### Section 4: Assessment Related

1.	<b>Assessor’s Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	12 <sup>th</sup> / Certificate in any specialization with 4 years of relevant experience with 2 year of training experience OR Graduate in any specialization with 3 years of relevant experience with 2 years of training experience
2.	<b>Proctor’s Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	<b>Graduate with proctoring experience of 1 year</b>

3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)</b>	<b>N/A</b>
4.	<b>Assessment Mode (Specify the assessment mode)</b>	<b>Offline</b>
5.	<b>Tools and Equipment Required for Assessment</b>	<input checked="" type="checkbox"/> Same as for training <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

## Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> No
2.	<p><b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b></p> <p>As per the Labour Market Clarity Report there is a huge demand for skilled professionals in cleaning sector. India is estimated to have a population of 103 million students, 8%, and expected to rise to 12% of the total population by 2025.</p> <p>This Qualification Pack will be used across industry which is organised.</p> <p>It would be used by the training institute for new trainings/For employers to conduct RPL and for annual Appraisal</p> <p>The SSC would submit details of the employment generated (wherever applicable) and realised.</p>
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> NO
4.	<b>Number of Industry validation provided:</b> 20
5.	<b>Estimated nos. of persons to be trained and employed:</b> 1600
6.	<p><b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> Line Ministry Concurrence is awaited</p> <p>If "No", why:</p>

## Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors (Mandatory)	Annexure 1
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification (Mandatory, except in case of online course)	Annexure 2

3.	<b>Annexure:</b> Detailed Assessment Criteria (Mandatory)	Annexure 6
4.	<b>Annexure:</b> Assessment Strategy (Mandatory)	Annexure 7
5.	<b>Annexure:</b> Blended Learning (Mandatory, in case selected Mode of delivery is “Blended Learning”)	Annexure 5
6.	<b>Annexure:</b> Multiple Entry-Exit Details (Mandatory, in case qualification has multiple Entry-Exit)	
7.	<b>Annexure:</b> Acronym and Glossary (Optional)	Annexure 8
8.	<b>Supporting Document:</b> Model Curriculum (Mandatory – Public view)	Model Curriculum
9.	<b>Supporting Document:</b> Career Progression (Mandatory - Public view)	
10.	<b>Supporting Document:</b> Occupational Map (Mandatory)	
11.	<b>Supporting Document:</b> Assessment SOP (Mandatory)	
12.	<b>Any other document you wish to submit:</b>	

### Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
<b>Professional Theoretical Knowledge/Process</b>	<ul style="list-style-type: none"> <li>Prepare for the cleaning procedures</li> <li>Perform cleaning at different settings</li> <li>Maintain various tools and equipment required for cleaning</li> </ul>	<p>As can be inferred from the learning outcomes and performance criteria of the Qualification listed in the adjacent cell, the Deep Cleaning Operator requires well developed skill, with clear choice of procedures in familiar context.</p> <p>Hence NSQF level for this descriptor is 3.5.</p>	3.5
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<ul style="list-style-type: none"> <li>Occupational health and safety requirements as applicable in the workplace</li> <li>Significance of health and hygiene</li> <li>Types and usage of cleaning agents and tools</li> </ul>	<p>As can be inferred from the knowledge and understanding related points mentioned in the adjacent cell, which have been taken from the Deep Cleaning Operator</p>	3.5

	<ul style="list-style-type: none"> <li>• Methods to clean the floor</li> <li>• Procedure to clean the kitchen and dining area</li> <li>• Furniture and fixtures cleaning and maintenance procedures</li> <li>• Methods to clean washroom and toilets</li> <li>• Procedure to sanitize the surfaces</li> <li>• Types of consumables required in toilets</li> <li>• Methods to clean kitchen area and various appliances</li> <li>• SOP on personal hygiene</li> <li>• Techniques to clean curtains, sofas, chairs, upholstery, mattresses and carpets</li> </ul>	<p>qualification pack, job role holder must have a knowledge of facts, principles, processes and general concepts, in a field of work or study.</p> <p>Hence NSQF level for this descriptor is 3.5</p>	
<p><b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b></p>	<ul style="list-style-type: none"> <li>• Communication Skill</li> <li>• Decision Making</li> <li>• Planning</li> <li>• Mathematical Skills</li> <li>• Active listening skills</li> </ul>	<p>As can be inferred from the knowledge and understanding related points mentioned in the adjacent cell, which have been taken from the Deep Cleaning Operator qualification pack, job role holder must have a knowledge of facts, principles, processes and general concepts, in a field of work or study.</p> <p>Hence NSQF level for this descriptor is 3.5</p>	<p>3.5</p>
<p><b>Broad Learning Outcomes/Core Skill</b></p>	<ul style="list-style-type: none"> <li>• Reading and writing skills</li> <li>• Communication Skills</li> <li>• Decision Making</li> <li>• Planning</li> <li>• Basic mathematical Skills</li> <li>• Measurement skills</li> </ul>	<p>As can be inferred from the knowledge and understanding related points mentioned in the adjacent cell, which have been taken from the Deep Cleaning Operator qualification pack, job role holder must have a knowledge of facts, principles, processes and general concepts, in a field of work or study.</p>	<p>3.5</p>

<b>Responsibility</b>	<ul style="list-style-type: none"> <li>• Develop personal and professional goals and objectives</li> <li>• Identify strengths and weaknesses in relation to goals and objectives</li> <li>• Evaluate own capacity to meet goals and objectives</li> <li>• Determine personal development needs in order to perform role as desired</li> </ul>	<p>Hence NSQF level for this descriptor is 3.5.</p> <p>As can be inferred from the knowledge and understanding related points mentioned in the adjacent cell, the Deep Cleaning Operator must take responsibility for own work and learning and some responsibility for others' works and learning.</p> <p>Hence NSQF level for this descriptor is 3.5.</p>	<p>3.5</p>
-----------------------	---	---	------------

### Annexure 2: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment  
Batch Size:

S. No	Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment to be available at the Training Center (Yes/No)
1.	Different types of surfaces such as wood, plastic, ceramic etc.	4	Nos	Yes
2.	Vacuum cleaner	2	Nos	Yes
3.	Shampooing machine	1	Nos	Yes
4.	Dry/Wet Cleaning machine	1	Nos	Yes
5.	PPE (such as eyewear, gloves, boots etc.)	30	Nos	Yes
6.	Bathroom fixtures (such as pots, faucets, basins etc.)	1 Each	Nos	
7.	Furniture and fittings at home (such as fans, exhaust fans, sofas, table etc.)	1 Each	Nos	Yes
8.	Grinder, Mixer	1 Each	Nos	

9.	Refrigerator	1 Each	Nos	Yes
10.	Freezer	1 Each	Nos	Yes
11.	Knife	1 Each	Nos	Yes
12.	Microwave	1 Each	Nos	Yes
13.	Office workstation tools (such as Desktop, phone, call bells, Fax, etc.)	1	Nos	Yes
14.	Sani bins	2	Nos	Yes
15.	Waste bins	2	Nos	Yes
16.	Mobile phones	2	Nos	Yes
17.	Papers	2	PKT	Yes
18.	Pen	10	Nos	Yes
19.	Cleaners (As per surface/ type of dirt)	1	Nos	Yes
20.	Broom	6	Nos	Yes
21.	Wiper	6	Nos	Yes
22.	Napkins	6	Nos	Yes
23.	Handkerchief	6	Nos	Yes
24.	Clean Clothes	6	Nos	Yes
25.	Tooth Brush	6	Nos	Yes
26.	Soap	6	Nos	Yes
27.	Shoes	2	Pair	Yes
28.	Sandals	2	Pair	Yes
29.	Wrist Watch	1	Nos	Yes

30.	Notepad	15	Nos	Yes
31.	Ladder	1	Nos	Yes
32.	Carpets	1	Nos	Yes
33.	Ropes	2	Nos	Yes
34.	Gas Stove	1	Nos	Yes
35.	Gas Cylinder	1	Nos	Yes
36.	Matchsticks/ Lighter	1	Nos	Yes
37.	Fire Extinguishers	1	Nos	Yes
38.	Water Connection	1	Nos	Yes
39.	Hose Pipe	1	Nos	Yes
40.	Different Colour Dustbins As Per Waste Categorisation	1 for Each	Nos	Yes
41.	Different types of Waste (For segregation)		Nos	Yes
42.	First Aid Kit	1	Nos	Yes
43.	scrubber	6	Nos	Yes
44.	Brush	6	Nos	Yes
45.	cleaning liquid/ stain remover	1 each	Bottle	Yes
46.	sanitizers	2	Nos	Yes
47.	liquid soap	2	Nos	Yes
48.	Garbage Bags	6	Nos	Yes

**Classroom Aids**

The aids required to conduct sessions in the classroom are:

1. Laptops
2. Whiteboards and markers
3. Projector
4. Screen
5. Chart paper
6. AV equipment
7. Stationery
8. Telephone connection

### Annexure 3: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	Lady Irwin College	Dr. Madhuri Nigam, Associate Professor, Teacher in Charge	Associate Professor, Teacher in Charge	Lady Irwin College, Sikandra Road, New Delhi - 110001	9811455857	<a href="mailto:Madhuri.nigam@lic.du.ac.in">Madhuri.nigam@lic.du.ac.in</a>	
2.	Portea Medical (Health vista India Limited)	Mr Sushil Rathor, HRBP North India	HRBP North India	FIEE Complex, A29, Block A, Okhla Phase II, New Delhi, 110020	8447756948	<a href="mailto:sushil.rathor@porteamedical.com">sushil.rathor@porteamedical.com</a>	
3.	Kam-Avida Enviro Engineers Private Limited	Mr M Krishna, Managing Director	Managing Director	Plot No. 2, Survey No. 255/1, Hinjewadi, Tal., Mulshi, Maharashtra 411057	9822025166	<a href="mailto:mk@kam-avida.com">mk@kam-avida.com</a>	
4.	Onward Workspaces Pvt Ltd	Harsh Chanda	Community Manager	E 44/3, Okhla Phase II, New Delhi-110020	8929070542	<a href="mailto:harsh95chanda@gmail.com">harsh95chanda@gmail.com</a>	
5.	SDC-1 Building Association	Amrish Kumar Tyagi	President	UG-28, Somdutt Chamber-1, 5, Bhikaji Cama Place, New Delhi-110066	9811575219	<a href="mailto:sd1.bcp@gmail.com">sd1.bcp@gmail.com</a>	
6.	Apartment Owners Welfare Association Ansal Chamber-II	Jogender Singh Pawar	Treasurer	R-21, 6, Bhikaji Cama Place, New Delhi-110066	9810039234	<a href="mailto:associationansal2@gmail.com">associationansal2@gmail.com</a>	

7.	Narayan Overseas	Pushpendra Singh	HR	B-108, Sector-05, Noida-201301	8368838520	<a href="mailto:hr@narayanoverseas.com">hr@narayanoverseas.com</a>	
8.	Shivanshi Enterprises	Satpal Singh	Project Co-ordinator	Jhilmil Colony, Shahdra, Delhi-110032	9554307050	<a href="mailto:sp.torous05@gmail.com">sp.torous05@gmail.com</a>	
9.	Royal South Vegetarian Paradise Restaurent and Caterers	Prerna Nand	Executive Director	Sco-13, Gol Market Urban Estate, Ludhiana, Punjab	8979746291	<a href="mailto:royalsouth0058@gmail.com">royalsouth0058@gmail.com</a>	
10.	Naveen Enterprises	Rajesh Kumar	Project Co-ordinator	3602-3603, Raja Park, Shakurbasti, Delhi-110034	9313307050	<a href="mailto:naveenlko06@gmail.com">naveenlko06@gmail.com</a>	
11.	Amity School of Hospitality	Dr. Kunal Seth	Professor	Amity School of Hospitality, Amity University Haryana, Panchgaon, Manesar, Gurugram, Haryana-122412	9891139319, 7982600691	<a href="mailto:kseth@ggn.amity.edu">kseth@ggn.amity.edu</a>	
12.	Skill Buzz Solutions LLP	Sonia Sati	Chief Executive Officer	1st Floor, B Block, Gali No.-1, H. No. 5 (1st Floor), Kamal Vihar, Kamal Pur, Burari, Delhi-110084	8929397359	<a href="mailto:ceo@skillbuzzsolutions.in">ceo@skillbuzzsolutions.in</a>	
13.	Sayali Facilities Pvt Ltd	Suresh Pingle	Director	GAT No. 172, Wasuli, Bhamchandra Nagar, Tal-Khed, Dist-Pune 410501	9604049585	<a href="mailto:sayalifacilitiespvtltd24@gmail.com">sayalifacilitiespvtltd24@gmail.com</a>	
14.	Asquare HR Solutions Pvt Ltd	Ajinath Deokar	Director	Office No. 1, Kamal Heights, B-Wing, Opp Aditya Birla Hospital, Thergaon, Pune 411033	9890520446, 9373520446	<a href="mailto:admin@asquarehr.in">admin@asquarehr.in</a>	
15.	Kavita Facility Management Pvt Ltd			Shop No. 5, Shivnarayan Heights, Mohannagar, Chinchwad, Pune 411019		<a href="mailto:info@kavitafacility.co.in">info@kavitafacility.co.in</a> ; <a href="mailto:hr@kavitafacility.co.in">hr@kavitafacility.co.in</a> ; ; <a href="mailto:finance@kavitafacility.co.in">finance@kavitafacility.co.in</a>	
16.	NMS Facilities Services Pvt Ltd	Sumana Talwar	Head-Operations	ABOVE GOKULE HOSPITAL, NEAR HDFC	7796694700	<a href="mailto:nmsfacilities1777@gmail.com">nmsfacilities1777@gmail.com</a> ;	

				BANK, 2nd floor, S.NO.3138/39, Kohinoor Centre, PUNE - NASHIK HIGHWAY, KHED, Chakan, Pune, Maharashtra, 410501		<a href="mailto:sumana.talwar@softzeal.com">sumana.talwar@softzeal.com</a>	
17.	SMC India	Sudip Halder	Assistant Vice President	EN-62, 3rd Floor, Sector V, Salt Lake City, Near Geological Survey of India, Kolkata, West Bengal-700091	9885560072	<a href="mailto:sudip.halder@smc-india.com">sudip.halder@smc-india.com</a>	
18.	SDEAS Corporate Service Private Limited	Sunil Debshish Sahoo	HR Head	B-4 & 5, Sector 20, Rourkela, Odisha, India	0661-2648370	<a href="mailto:enquiry@sdeas.in">enquiry@sdeas.in</a>	
19.	Kaahlian Technology Private Limited	Rajani Kant	Chief Executive Officer	B1-405, Boomerang, Chandivali, Andheri East, Mumbai, Maharashtra 400072	7715800004	<a href="mailto:info@rozgarkhoj.com">info@rozgarkhoj.com</a>	
20.	UDP Manpower & Labour Supply LLP	Shabana Anies	Project Head	Siddhanath Apartment, Off No. 5, Plot No. -27, Sec 1E, Kalamboli, Navi Mumbai, Maharashtra 410218			

### Annexure 4: Training & Employment Details

**Training and Employment Projections:**

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023	350	245	20	14	4	
2024	550	385	40	30	8	
2025	700	490	60	45	12	

Data to be provided year-wise for next 3 years

**Training, Assessment, Certification, and Placement Data for previous versions of qualifications:**

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed

*Applicable for revised qualifications only, data to be provided year-wise for past 3 years.*

**List Schemes in which the previous version of Qualification was implemented:**

- 1.
- 2.

**Content availability for previous versions of qualifications:**

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

**Languages in which Content is available:**

## Annexure 5: Blended Learning

### Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input checked="" type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	50:50
2	<input checked="" type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input checked="" type="checkbox"/> Showing Practical Demonstrations to the learners	LCD, Projector, Laptop, MSOffice Suite, various tools and software, computer camera, computer speakers, wi-fi connectivity	50:50
4	<input checked="" type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Computer systems for all students, printers, wi-fi connectivity	50:50
5	<input checked="" type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	Learning management system	0:100
6	<input checked="" type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Online assessment portals, tablet for each student	0:100
7	<input checked="" type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	Access to industry partner in relevant field	100:0

## Annexure 6: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
DWC/N1601: Carry out basic and deep residential cleaning	<b>Prepare for cleaning services</b>	<b>3</b>	<b>9</b>		
	PC1. inspect the area for the cleaning				
	PC2. identify the types of surfaces to be cleaned such as wood, plastic, ceramic, stone, fabric and others				
	PC3. choose and arrange the appropriate equipment and materials for cleaning taking into account factors such as risk, efficiency, manufacturer’s instructions and others				
	PC4. wear the Personal Protective Equipment required for cleaning				
	PC5. plan the sequence for cleaning in order to avoid re-soiling of clean				

areas and surfaces				
<b>Clean the generic areas of the house</b>	<b>9</b>	<b>20</b>		
PC6. remove cobwebs and remove dust from all the surfaces				
PC7. clean windows, window panes, window channels and grills and window sills and blinds				
PC8. clean cabinets and wardrobes externally as well as internally				
PC9. clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures				
PC10. clean the floor using machine and steam cleaning				
PC11. vacuum and steam clean curtains				
PC12. steam clean and shampoo carpets				
PC13. remove dust from gadgets and appliances				
PC14. clean mirrors and glasses				
PC15. clean balconies and lofts				
PC16. wipe pictures, photo frames, lamp and lamp-jour				
PC17. empty all trash				
<b>Clean the bathroom</b>	<b>3</b>	<b>9</b>		
PC18. clean and disinfect surfaces and bathroom fixtures both inside out				
PC19. clean tiles, faucets, taps, sinks and pots				
PC20. clean and disinfect showers and bathtubs				
<b>Clean the rooms including living and bed rooms</b>	<b>3</b>	<b>8</b>		
PC21. vacuum and steam clean mattresses				
PC22. steam clean and shampoo sofas, chairs and upholstery				
PC23. wipe furniture and decorative items				
PC24. make the bed and change the sheets on request				
<b>Clean the kitchen area</b>	<b>10</b>	<b>21</b>		
PC25. de-grease kitchen area				
PC26. steam clean and de-grease kitchen platform and backsplash				
PC27. clean stove thoroughly to remove food marks, soot and grime				
PC28. scrub the tiles to remove food marks and grease while giving special attention to tiles behind the stove				
PC29. clean appliances such as refrigerator, microwave and chimney both inside and outside				
PC30. clean and disinfect the sink				
PC31. clean, disinfect and polish both the inside and the outside of the oven				

	PC32. clean, disinfect the dishwasher				
	PC33. wipe the kitchen table				
	<b>Receive the payment from the customer</b>	<b>2</b>	<b>3</b>		
	PC34. communicate the customer about the amount to be paid				
	PC35. receive the desired amount from the customer				
	PC36. prepare bill and give it to the customer				
	<b>Total Marks</b>	<b>30</b>	<b>70</b>		
DWC/N1602: Perform basic and deep cleaning of commercial areas	<b>Prepare for cleaning services</b>	<b>3</b>	<b>6</b>		
	PC1. inspect the area for the cleaning				
	PC2. identify the types of surfaces to be cleaned such as wood, plastic, ceramic, stone, fabric and others				
	PC3. choose and arrange the appropriate equipment and materials for cleaning taking into account factors such as risk, efficiency, manufacturer’s instructions and others				
	PC4. wear the Personal Protective Equipment required for cleaning				
	PC5. plan the sequence for cleaning in order to avoid re-soiling of clean areas and surfaces				
	<b>Clean office area</b>	<b>14</b>	<b>23</b>		
	PC6. remove cobwebs and remove dust from all the surfaces				
	PC7. clean windows, window panes, window channels and grills and window sills and blinds				
	PC8. clean cabinets and wardrobes externally as well as internally				
	PC9. clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures				
	PC10. clean the floor using machine and steam cleaning				
	PC11. steam clean and shampoo carpets				
	PC12. remove dust from gadgets and appliances				
	PC13. clean mirrors and glasses				
	PC14. steam clean and shampoo sofas, chairs and upholstery				
	PC15. wipe and sanitize all the office furniture				
	PC16. clean and sanitize work station including desk and under desk area				
	PC17. scrub and disinfect bathroom including tiles, faucets, taps, sinks and pots				
PC18. scrub and de-grease the pantry area					
PC19. empty all trash					

<b>Clean restaurant area</b>	<b>9</b>	<b>15</b>		
PC20. remove cobwebs and remove dust from all the surfaces				
PC21. clean windows, window panes, window channels and grills and window sills and blinds				
PC22. clean cabinets and wardrobes externally as well as internally				
PC23. clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures				
PC24. clean the floor using machine and steam cleaning				
PC25. wipe and sanitize the front house area including upholstery, glass, chairs and tables, bar areas, showpieces and washrooms				
PC26. de-grease and disinfect the back house area or pantry area including burner, refrigerator, Bain Marie, countertop, hood system, drain tank and so on				
<b>Clean hotel</b>	<b>7</b>	<b>18</b>		
PC27. clean the floors using machine and steam cleaning				
PC28. remove cobwebs and remove dust from all the surfaces				
PC29. clean windows, window panes, window channels and grills and window sills and blinds from all the areas				
PC30. clean tubes, bulbs, ceiling and exhaust fans, switches and switchboards, door handles and fixtures				
PC31. wipe and sanitize the furniture, showpieces, mirrors and glasses				
PC32. vacuum and steam clean curtains and mattresses				
PC33. steam clean and shampoo carpets, sofas, upholstery and chairs				
PC34. clean all the stairs and corridors thoroughly				
PC35. scrub and disinfect all the washrooms including tiles, faucets, taps, sinks and pots				
PC36. de-grease and sanitize the pantry area including tiles, surfaces and appliances used in pantry				
<b>Receive the payment from the customer</b>	<b>2</b>	<b>3</b>		
PC37. communicate the customer about the amount to be paid				
PC38. receive the desired amount from the customer				
PC39. prepare bill and give it to the customer				
<b>Total Marks</b>	<b>35</b>	<b>65</b>		
<b>Use and maintain equipment and machines</b>	<b>14</b>	<b>17</b>		

DWC/N1603: Use and care for tools and equipment relevant for carrying out cleaning tasks	PC1. identify different types of tools and equipment (hammer, wrenches, power saws etc.) and their function				
	PC2. handle all the machinery, equipment and tools safely and correctly				
	PC3. use correct lifting and handling procedures				
	PC4. perform basic maintenance and cleaning of machine, tools and equipment after every use, as per manufacturer's instructions and agreed schedules				
	PC5. wear the Personal Protective Equipment required for cleaning of machine, tools and equipment				
	PC6. ensure that all the machine guards are in place				
	PC7. check the working and performance of all the equipment and machines on a regular basis				
	<b>Carry out basic troubleshooting activities</b>	<b>9</b>	<b>10</b>		
	PC8. identify any type of breakdown in the machines, tools and equipment				
	PC9. report to appropriate person about an unsafe equipment and other dangerous occurrences				
	PC10. coordinate with the concerned person for the resolution of equipment break down issues				
PC11. use alternative means for completion of tasks within stipulated time in case of major equipment breakdown, if required					
<b>Total Marks</b>	<b>23</b>	<b>27</b>			
DWC/N9902: Display standards of hygiene and work etiquettes	<b>Maintain standards of behavioral, personal and telephone etiquette</b>	<b>11</b>	<b>14</b>		
	PC1. interact in a courteous and disciplined manner with all				
	PC2. dress appropriately and maintain a well- groomed personality				
	PC3. ensure not to argue with the employer/guest				
	PC4. listen attentively and answer back politely				
	<b>Follow practices of hygiene</b>	<b>18</b>	<b>32</b>		
	PC5. maintain personal hygiene				
	PC6. follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.				
	PC7. do not eat or chew while talking				
PC8. report any personal health issues related to injury, food, air and infectious diseases to the appropriate person					

	<b>Handle work in a professional manner</b>	<b>10</b>	<b>15</b>		
	PC9. establish and agree your work requirements with the person concerned				
	PC10. report any kind of issue to the appropriate person				
	<b>Total Marks</b>	<b>39</b>	<b>61</b>		
DWC/NO228: Communicate effectively with individuals at all levels and practice inclusivity	<b>Communicate with others in an efficient manner</b>	<b>10</b>	<b>20</b>		
	PC1. interact with people at workplace in a polite and professional manner				
	PC2. listen actively to the issues or requirements and respond timely and appropriately				
	PC3. trust, support and respect people at workplace				
	PC4. offer friendly, courteous and hospitable service to others				
	PC5. avoid interrupting others while they talk				
	PC6. pass on appropriate information to others and in a time bound manner				
	PC7. seek and provide feedback to others on a regular basis				
	PC8. maintain clarity, honesty and transparency while communicating with others				
	PC9. respect the personal and professional space of people at workplace				
	PC10. maintain appropriate body language while communicating with others				
	<b>Practice inclusive behaviour</b>	<b>10</b>	<b>10</b>		
	PC11. respect people across all, age groups, genders, religions, and caste				
	PC12. empathize with the people with disability and elderly				
	PC13. offer support or help to a person with a disability and elderly, if asked				
	PC14. use inclusive language that is sensitive to people towards all gender, disability and age				
	PC15. ensure to adhere to the guidelines laid in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act				
PC16. report any violation of prevention of sexual harassment (POSH) rules immediately to the POSH committee					
	<b>Total Marks</b>	<b>20</b>	<b>30</b>		

DWC/N9903: Maintain a clean and safe working environment	<b>Follow measures of safety and security at workplace</b>	<b>11</b>	<b>19</b>		
	PC1. perform first aid techniques including CPR in case of such a situation				
	PC2. report any identified breaches in health, safety, and security to the designated person				
	PC3. identify any hazards and deal with them in safe and competent manner within the limits of ones authority				
	<b>Manage waste and ensure cleanliness</b>	<b>17</b>	<b>28</b>		
	PC4. identify and wear appropriate cleaning gear for waste disposal as required				
	PC5. clean waste from the work area thoroughly and according to instructions				
	PC6. collect and segregate waste according to type				
	PC7. reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins				
	PC8. change disposable garbage bags when full and clean the waste bins regularly				
	PC9. inspect the work site and ensure they are clear of waste				
	<b>Adopt practices to promote wellbeing</b>	<b>9</b>	<b>16</b>		
	PC10. clean the place of dust or any particulate matters				
PC11. arrange for adequate ventilation					
PC12. make use of techniques to manage pollution such as noise, air etc.					
	<b>Total Marks</b>	<b>37</b>	<b>63</b>		
DGT/VSQ/N0103: Employability skills	<b>1.</b> Introduction to Employability skills				
	<b>2.</b> Constitutional values				
	<b>3.</b> Becoming a professional in the 21st century				
	<b>4.</b> Basic English skills				
	<b>5.</b> Career development and goal setting				
	<b>6.</b> Communication skills				

	7. Diversity and inclusion				
	8. Financial and legal literacy				
	9. Essential digital skills				
	10. Entrepreneurship				
	11. Customer service				
	12. Getting ready for apprenticeship and job				
	Total Marks	20	30		
	Grand Total	550			

### Annexure 7: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

*Mention the detailed assessment strategy in the provided template.*

**1. Assessment System Overview:**

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

**2. Testing Environment:**

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

**3. Assessment Quality Assurance levels/Framework:**

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

**4. Types of evidence or evidence-gathering protocol:**

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

**5. Method of verification or validation:**

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

**On the Job:**

1. Each module will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
  - Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:
  - Effective engagement with the customers
  - Understand the working of various tools and equipment

### Annexure 8: Acronym and Glossary

#### Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

#### Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
<b>Qualification</b>	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
<b>Qualification File</b>	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>