



QUALIFICATION FILE

General Housekeeper (Household and Small Establishment)

☒ 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 2**

Submitted By:

Home Management and Care Givers Sector Skill Council

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

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Section 1: Basic Details

1.	Qualification Name	General Housekeeper (Household and Small Establishment)							
2.	Sector/s	Home Management and Care Givers Sector Skill Council (DWSSC)							
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> QG-02-TH-00554-2023-V1.1-DWSSC	Qualification Name of existing/previous version: General Housekeeper (Household and Small Establishment) – V3.0						
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	General Housekeeper (Household and Small Establishment)							
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	NCVET- QG-02-TH-03301-2024-V2-DWSSC	6. NCrf/NSQF Level: <i>NSQF Level 2</i>						
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate							
8.	Brief Description of the Qualification	A General Housekeeper is responsible for maintaining the cleanliness, organization, and overall upkeep of a household or small establishment. This includes performing cleaning tasks, managing laundry, handling basic organizational duties, and ensuring a hygienic and safe environment for residents and guests.							
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>No formal education prescribed</td> <td></td> </tr> </tbody> </table> b. Age: 18years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	No formal education prescribed	
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)							
1	No formal education prescribed								
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	9	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable)</i> : II						
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA							

13.	Training Duration by Modes of Training Delivery (<i>Specify Total Duration as per selected training delivery modes and as per requirement of the qualification</i>)	☒ Offline ☐ Online ☐ Blended					
		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
		Classroom (offline)	90	150	30		270 (Min & (Max))
		Online					
		(Refer Blended Learning Annexure for details)					
14.	Aligned to NCO/ISCO Code/s (<i>if no code is available mention the same</i>)	NCO-2015 / 5152.0100					
15.	Progression path after attaining the qualification (<i>Please show Professional and Academic progression</i>)	Professional Cook/ Multipurpose Executive (Level-4)					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Will be translated in Hindi					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:					
18.	Is the Job Role Amenable to Persons with Disability	☒ Yes ☐ No If "Yes", specify applicable type of Disability:					
19.	How Participation of Women will be Encouraged						
20.	Are Greening/ Environment Sustainability Aspects Covered (<i>Specify the NOS/Module which covers it</i>)	☒ Yes ☐ No					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☒ Yes ☐ No Colleges ☒ Yes ☐ No					
22.	Name and Contact Details of Submitting / Awarding Body SPOC (<i>In case of CS or MS, provide details of both Lead AB & Supporting ABs</i>)	Name: Ms. Mona Gupta Position in the organisation: CEO Address : Domestic Worker Sector Skill Council (DWSSC) A-15, FIEE Complex, Okhla Industrial Area, Phase-II, New Delhi-110020 Tel number(s): 011-42831823 E-mail address: info@dwsscindia.com					
23.	Final Approval Date by NSQC: 22/10/2024	24. Validity Duration: 3 years			25. Next Review Date: 22/10/2027		

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 (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.	Carry out housekeeping services using new technology equipments	DWC/N0101, V6.0	Core	2	2	20	40			60	40	40		20	100	20
2.	Carry out Organization and Storage Management	DWC/N0102, V5.0	Core	2	1	12	18			30	40	40		20	100	20
3.	Perform Basic Household Maintenance	DWC/N0103, v5.0	Core	2	1	12	18			30	40	40		20	100	20
4.	Contribute in Guest and Family Care	DWC/N0128, V1.0	Core	2	1	12	18			30	40	40		20	100	10
5.	Maintain health, hygiene and safety standards at workplace,	DWC/N9903, V 7.0	Non-Core	3	1	12	18			30	19	35			54	10
6.	Communicate effectively with individuals at all levels and practice inclusivity	DWC/N0228, v3.0	Non-Core	3	1	12	18			30	28	39			67	10
7.	Employability skills	DGT/VSQ/N0101	Non-Core	2	1	10	20			30	20	30			50	10
Duration (in Hours) / Total Marks					9	90	150	30		270	143	248			391	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.																
Duration (in Hours) / Total Marks																

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.																
Duration (in Hours) / Total Marks																

Assessment - Minimum Qualifying Percentage

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

Minimum Pass Percentage – Aggregate at qualification level: 50 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: 50 % (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.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	12th in home science with 3 years of experience as Supervisor in any housekeeping agency/ Facility Management Company/ Hospitality/ Tourism organisations or equivalent to above and
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		01 year experience in Faculty in Hospitality Management/ Home Science Teacher or Similar types of Institutions specific to Housekeeping • 2 Years Diploma Home Science/ Hotel/ Hospitality Management or Equivalent or Relevant Courses with 2 years of experience as Supervisor in any housekeeping agency/ Facility Management Company/ Hospitality/ Tourism organisations or equivalent to above and 01 year experience in Faculty in Hospitality Management/ Home Science Teacher or Similar types of Institutions specific to Housekeeping • Graduation/ Post Graduation in Home Science/ Hotel/ Hospitality Management or Equivalent or Relevant Courses with 1 years of experience as Supervisor in any housekeeping agency/ Facility Management Company/ Hospitality/ Tourism organisations or equivalent to above and 01 year experience in Faculty in Hospitality Management/ Home Science Teacher or Similar types of Institutions specific to Housekeeping
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	• 2 Years Diploma Home Science/ Hotel/ Hospitality Management or Equivalent or Relevant Courses with 5 years of experience as Supervisor in any housekeeping agency/ Facility Management Company/ Hospitality/ Tourism organisations or equivalent to above and 01 year experience in Faculty in Hospitality Management/ Home Science Teacher or Similar types of Institutions specific to Housekeeping • Graduation/ Post Graduation in Home Science/ Hotel/ Hospitality Management or Equivalent or Relevant Courses with 2 years of experience as Supervisor in any housekeeping agency/ Facility Management Company/ Hospitality/ Tourism organisations or equivalent to above and 01 year experience in Faculty in Hospitality Management/ Home Science Teacher or Similar types of Institutions specific to Housekeeping
3.	Tools and Equipment Required for Training	☒ Yes ☐ No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised Qualification, Details of Any Up skilling Required for Trainer	Master Trainer (VET and Skills) MEP/Q2602,v2

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	• 2 Years Diploma Home Science/ Hotel/ Hospitality Management or Equivalent or Relevant Courses with 5 years of experience as Supervisor in any housekeeping agency/ Facility Management Company/ Hospitality/ Tourism organisations or equivalent to above and 04 year experience in Faculty/ trainer in Hospitality Management, / Facility Management or Similar types of Institutions / Home Science Teacher or equivalent experience as above • Graduation/ Post Graduation in Home Science/ Hotel/ Hospitality Management or Equivalent or Relevant Courses with 3/2 years of experience as Supervisor in any housekeeping agency/ Facility
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		Management Company/ Hospitality/ Tourism organisations or equivalent to above and 2/1 year experience in Faculty/ trainer in Hospitality Management, / Facility Management or Similar types of Institutions / Home Science Teacher or equivalent experience as above
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
4.	Assessment Mode (Specify the assessment mode)	Offline & Online both
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☒ Yes ☐ 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.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): NO
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 11
5.	Estimated nos. of persons to be trained and employed: 3700
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Line Ministry Concurrence is awaited If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

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

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
Process	Work in familiar, predictable, routine, situation of clear choice - The General Housekeeper will be able to demonstrate practical skill following routine and in a repetitive narrow range of application such as: - Carry out housekeeping services - Organization and Storage Management - Perform Basic Household Maintenance - Guest and Family Care.	- Sweeping, dusting and mopping of the house/ work area is predictable and routine outcome. So are the requirements for doing the jobs. - These activities are of limited range. - As such it relates to the relevant descriptor in Level 2, “Person may carry out a job which may require limited range of activities routine and predictable.”	2
Professional and Technical Skills/ Expertise/ Professional Knowledge	- Factual knowledge of field of knowledge or study. - The incumbent will be able to gain the factual knowledge of field of knowledge or study (Perform housekeeping services)	Knowledge of facts, principles, processes and general concepts, in a field of work or study.	2

	• Carry out organization and Storage Management • Perform Basic Household Maintenance • Guest and Family Care) • Examples: Prepare a daily/ weekly/ monthly routine for cleaning of the kitchen and maintain the same. • maintain hygiene while transferring things from kitchen cabinets, fridge, kitchen cabinets, wardrobes in dressing area, cupboards in bedroom, living room etc. in order to empty and clean the shelves • organize things back appropriately discard waste like rotten fruits & vegetables from the fridge, soiled/greased containers from the kitchen cabinets, dirty towels etc. from the bathroom cabinets • ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained proper clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• The General Housekeeper will be able to demonstrate practical skill following routine and in a repetitive narrow range of application such as: • Change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc. • Carry out housekeeping services • Organization and Storage Management • Perform Basic Household Maintenance • Guest and Family Care. • Ability to read and write and do simple • computational math – numeracy and literacy • Receive and transmit written and oral • messages/ communication clearly. • Works within a team as assistant • Understanding of safety, hygiene and	• A range of cognitive and practical skills are required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information.	

	• environment, social, political and religious diversity. • Have broader but basic Employability • Skills including basic self-employment/ • entrepreneurial Mind-set for mini businesses • Have understanding of use of Financial and Digital literacy, Aadhar and Mobile, digital payments etc.		
Broad Learning Outcomes/Core Skill	• The candidate may carry out a job requiring limited range of routine and predictable activities. • The incumbent will be able to work in familiar and predictable routine of- • Sweeping, Dusting and Mopping of the house/ work area • Washing Utensils and Placing them in their Respective Locations	• Interaction with employer/ co- workers/ visitors/ guests will be a measure gestural/ facial communication and some bodily movements. • Giving feedback on the daily activities of housekeeping shall also require measure of verbal/ written communication/ reading ability and basics of arithmetic. • As such it relates to the relevant descriptor in Level 2, "Communication written and oral, with minimum required clarity, skill of basic arithmetic and algebraic principles, personal banking, basic understanding of social and natural environment."	2
Responsibility	• General Housekeeper is responsible for providing basic housekeeping services such as sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets and garbage disposal. Maintaining daily, weekly, long-time cleaning schedule for the house is also his/ her duty. • For example: • Sweeping, dusting and mopping of the house/ work area. • Washing utensils and placing them in their respective locations. • Carry out housekeeping services • Organization and Storage Management • Perform Basic Household Maintenance	• A General Housekeeper (Household and Small Taking care of the basic Housekeeping activities on daily basis as well as maintaining safety, security and hygiene while working requires close supervision and also some responsibility for one's own works. • As such it relates to the relevant descriptor in Level 2, "Under close supervision, some responsibility for own work within defined limit."	2

	• Guest and Family Care • Follow measures of safety and security at workplace • Manage waste and ensure cleanliness		
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Annexure 2: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

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	Fire Extenguisher	1	piece	Yes
2	Refrigerator	1	piece	Yes
3	Toilet Cleaner	1	Ltr.	Yes
4	Cleaning Easy Wipes	1	set	Yes
5	Scrubber	5	piece	Yes
6	Garbage Bags Black	1	unit	Yes
7	Room Freshner	2	piece	Yes
8	Tiles Cleaning Liquid	1	piece	Yes
9	Blanket & Quilt	1	piece	Yes
10	Cooking Range	1	piece	Yes
11	Glassware	6	piece	Yes
12	Cloth Duster	8	piece	Yes
13	Mop (Indian/Western)	1	piece	Yes
14	Insect Killer Spray	2	piece	Yes
15	Wiper	2	piece	Yes
16	Multi Stain Remover Liquid	1	piece	Yes
17	Pakad	1	piece	Yes

18	Various Clothes For Different Seasons	10	piece	Yes
19	Waste News Paper	10	piece	Yes
20	Strainer	1	piece	Yes
21	Tiles Cleaner Liquid	1	piece	Yes
22	Dry Iron	1	piece	No
23	Juicer-Mixer-Grinder	1	piece	Yes
24	Sofa Set	1	piece	Yes
25	Spatula Set	1	piece	Yes
26	Pillow Covers	2	piece	Yes
27	Iron Board	1	piece	Yes
28	Cupboards	1	piece	Yes
29	OTG	1	piece	No
30	Microwave	1	piece	Yes
31	Kitchen Counter Cleaner Liquid	1	piece	Yes
32	Dining Table & Chairs	1	piece	No
33	Bucket (10 Ltr.)	2	piece	Yes
34	Bed	1	piece	Yes
35	Almirah	1	piece	Yes
36	Aprons	30	piece	Yes
37	Ceiling Fan	2	piece	Yes
38	Drainage Cleaning Powder	1	piece	Yes
39	Clothes Cleaning Brush	1	piece	Yes
40	Artefacts	2	piece	Yes
41	Hard Broom (Tili Jhadu)	3	piece	Yes
42	Mattress Cover	1	piece	Yes
43	Rubber Hand Gloves	5	piece	Yes
44	Glass Cleaner	1	piece	Yes
45	Cooking Utensils	1	set	Yes
46	Dishwasher	1	piece	No

47	Washing Machine	1	piece	Yes
48	Fabric Stain Remover	1	piece	Yes
49	Spider Web Cleaner	1	piece	Yes
50	Exhaust Fan	1	piece	Yes
51	Green Hard Scrub	6	piece	Yes
52	Mattress	1	piece	Yes
53	Carpet	1	piece	Yes
54	Cutlery Set	1	set	Yes
55	Floor Cleaner Liquid	1	Ltr	Yes
56	Rugs	1	piece	Yes
57	Soft Broom (Indian)	3	piece	Yes
58	Air Conditioner	1	piece	No
59	Cloth Drying Stand	1	piece	Yes
60	Door Mats	2	piece	Yes
61	Air Freshner	2	piece	Yes
62	Pillows	2	piece	Yes
63	Hand Sanitizer	2	piece	Yes
64	Spong	6	piece	Yes
65	Toilet Brush	1	piece	Yes
66	Steam Iron	1	piece	No
67	Tea Set	6	piece	Yes
68	Utensils Steel Stand	1	piece	Yes
69	Suction Cup Drainage Opener	1	piece	Yes
70	Utensils Cleaner Liquid & Bar	1	piece	Yes
71	Mirror	1	piece	Yes
72	Cushions	3	piece	Yes
73	Knife Set	3	piece	Yes
74	Mask	30	piece	Yes
75	Bucket (20 Ltr.)	1	piece	Yes
76	Dust Pan	2	piece	Yes

77	Liquid Fabric Whitner	1	piece	Yes
78	Dust Bin	4	piece	Yes
79	Glass Cleaning Liquid	1	piece	Yes
80	Serving Tray Set	1	piece	Yes
81	Paper Napkins	5	unit	Yes
82	Zip Lock Bags	1	piece	Yes
83	Plastic Bowls Of Various Sizes	6	piece	Yes
84	Liquid Detergent	1	piece	Yes
85	Hand Wash	2	piece	Yes
86	Metal Tongs	1	piece	Yes
87	Feather Duster - Big & Small	3	piece	Yes
88	Detergent Powder	2	unit	Yes
89	First Aid Box	1	piece	Yes
90	Bed Sheets	2	piece	Yes
91	Food Storage Containers For Fridge	6	piece	Yes
92	Grocery Storage Containers	12	piece	Yes
93	Needle And Thread	1	set	Yes
94	Cloth Hangers	1	set	Yes
95	Fruit & Vegetables	5	K.G.	Yes
96	head cover/gear	2	piece	Yes
97	Micro-oven gloves /Mitts	2	piece	Yes
98	Clothespins	12	piece	Yes
99	Bath Towels	1	piece	Yes
100	Toilet Roll	2	unit	Yes
101	Cloth Stain Remover/ Bleach	1	piece	Yes
102	Video Doorbells	1	1 Each	Yes
103	Alexa operated equipments (Light, Fans)	1	1 Each	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	Name of Organization	Name of SPOC & Designation	Designation	Address	Contact No.	E-mail ID	LinkedIn Profile (if available)
1.	Portea Medical (Healthvista India Limited)	Mr Sushil Rathor, HRBP North India	HRBP North India	FIEE Complex, A29, Block A, Okhla Phase II, New Delhi, 110020	8447756948	sushil.rathor@porteamedical.com	
2.	Hope Ek ASHA	Dr Sushma Chawla	Founder-President	D – 52, Greater Kailash Enclave – II, New Delhi– 110048	9810130635	hopeekasha2001@gmail.com	
3.	Prayas Juvenile Aid Centre Society	Manoj Kumar Sinha	Additional Director	59, Institutional Area, Tughlakabad, Delhi - 110062	7488564912	manojksinha@prayaschildren.org	
4.	Bookmybai.com	Sonu Maurya	Accountant	310, Gemstar Commercial Complex, Ramchandra Ln, Malad, Kanchpada, Malad West, Mumbai, Maharashtra, 400064	7045298634	accounts@bookmybai.com	
5.	Heritage Eldercare Services Private Limited	Pavithra Gangadharan	Director	Plot No. 8, 9 & 14, 15, Sai Ashwaraya Layout, Khajaguda, Hyderabad, Telangana 500089	9666641238	pavithra.g@heritagehealthcareindia.com	
6.	Pristine Consol	Sana'a Yousef Kazi	Proprietor	117, Ruby Industrial Estate, Off. New Link Road, Chincholi Bunder, Malad West, Mumbai – 400064	9819311213	Sanaa.kazi3@gmail.com	

7.	Gadsing Healthcare and Education Private Limited	Dr Praveen Narayan Gadsing	Director	H 2-3, Suyojit Commercial Complex, Vishal Mega Mart, Nashik, 400009, Maharashtra	7276616404	praveengadsing1@gmail.com	
8.	VKRG Healthcare Private Limited	Dr Kailas Jagdish Rathi	Director	G 12-13, Suyojit Commercial Complex, Near Prakash Petrol Pump, Mumbai Naka, Nashik, 422011, Maharashtra	7276616404	vkrg.nsk.01@gmail.com	
9.	Aalamaram learning Academy pvt ltd	Lakshmi	Trainer	Thiruvanniyur Chennai 600041	9962339278	aalamaramglobal@gmail.com	
10.	Hire For Care	Rajat	CEO & Management Trustee	Mumbai	9619218826	Rajat@hireforcare.com	
11.	Sahajya Foundation	Biplap Naik	CEO & Management Trustee	Orrisa	7008195714	sahajya.foundation@gmail.com	

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
2024-25	1000	750	200	150	10	7
2025-26	1200	900	400	300	14	11
2026-27	1500	1125	600	480	18	

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
V2.0	2021-22	9053	9053	8892		0	0	0		0	0	0	

V2.0 & 3.0	2022-23	6393	6393	6383		0	0	0		0	0	0	
V3.0	2023-24	131	131	106									

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. MSSDS
- 2. TNDC
- 3. DDUGKY
- 4. CSR/FEE BASED
- 5. NBCFDC
- 6. NULM
- 7. PMKVY
- 8. PMKVY-3.0
- 9. PBSSD
- 10. UPSDM

Content availability for previous versions of qualifications:

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available: English & Hindi

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	☒ Theory/ Lectures - Imparting theoretical and conceptual knowledge	LCD, Projector, Laptop, MSOffice Suite, Flipchart, whiteboard, Markers, wi-fi connectivity	50:50
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	☒ 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	☒ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	Computer systems for all students, printers, wi-fi connectivity	50:50
5	☒ Tutorials/ Assignments/ Drill/ Practice	Learning management system	0:100
6	☒ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	Online assessment portals, tablet for each student	0:100
7	☒ 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:

DWC/N0101: Carry out housekeeping services using new technology equipments, v6.0				
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Clean the house/ work area applying, methods and techniques for different surfaces (floors, furniture, windows)	08	10		4

PC1. sweep the floors and other surfaces with a broom	-	-	-	-
PC2. dust off appliances, furniture, upholstery and furnishings, rugs/ carpets etc.	-	-	-	-
PC3. clean the surfaces using appropriate cleaning chemicals and equipments	-	-	-	-
PC4. Collect, segregate and dispose of the household garbage.	-	-	-	-
Tiding up the house and manage the cleaning schedule	12	12		6
PC5. remove the soiled bed linen and replace them with fresh, clean ones				
PC6. fold and stack bed linen, towels, table cloths etc. appropriately and as required	-	-	-	-
PC7. make available the toilet items/ clean supplies, where required within the household	-	-	-	-
PC8. scrub, wash and clean/ dry the toilet, shower/bathtub, floor, counter and sink	-	-	-	-
PC 9. Develop and implement a comprehensive cleaning schedule covering daily, weekly, and long-term cleaning tasks.				
PC 10. Monitor and adjust the cleaning schedule as needed to accommodate changes in household requirements or priorities.				
PC 11. Monitor inventory of household supplies, cleaning products, and toiletries, and replenish items as needed.				
Laundry care (washing, ironing, folding)	14	15	-	6

PC 12. categorize the cloth as per colour, texture and fabric prior to the washing	-	-	-	-
PC13. wash using appropriate detergent/ whitener in separate batches	-	-	-	-
PC14. unload the washing unit and spread appropriately for drying	-	-	-	-
PC15. Wash soft clothes and stained clothes by hand or as considered proper	-	-	-	-
PC16. sort and fold the dried clothes, linen etc.	-	-	-	-
PC17. iron the clothes, and fold them properly	-	-	-	-
PC18. arrange clothes in the appropriate places.	-	-	-	-
Maintain an organized and clutter-free environment for easy housekeeping	6	6	-	4
PC19. operate and maintain cleaning appliances/ equipment like vacuum cleaners, scrubbers washing machine, mops, wipers etc.	-	-	-	-
PC20. clean/ wipe the appliances and other equipment on a daily basis as per their cleaning process	-	-	-	-
PC 21. Organize and put away cleaned items in designated storage areas.	-	-	-	-
PC 22. Assess storage needs and efficiently utilize available space.	-	-	-	-
NOS Total	40	40	-	20

DWC/N0102 : Organization and Storage Management, v5.0

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out Organization and storage Management	40	40	-	20
PC1. Organize items and ensure that living spaces are free from unnecessary clutter.	-	-	-	-
PC2. Implement effective storage solutions for various household items.	-	-	-	-
PC3. Keep track of household supplies and replenishing stock as necessary.	-	-	-	-
PC4. Purchase groceries and household items as needed.	-	-	-	-
NOS Total	40	40	-	20

DWC/N0103 : Perform Basic Household Maintenance, v5.0

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out Basic Household Maintenance	40	40	-	20
PC1. Clean and maintain the kitchen and kitchen items/ equipment	-	-	-	-
PC2. Collect, segregate and dispose of the kitchen waste to maintain hygiene	-	-	-	-
PC3. place kitchen appliances, utensils, and other equipment appropriately after cleaning	-	-	-	-
PC4. use water, power and other resources economically while cleaning and washing	-	-	-	-

PC5. clean and maintain all the kitchen appliances such as cooking ranges, dishwashers, microwaves, etc.	-	-	-	-
PC6. wash utensils (cook and serve ware) manually/ using equipment	-	-	-	-
PC7. place washed utensils in appropriate storage areas	-	-	-	-
PC8. Perform minor household repairs such as fixing , changing light bulbs, and tightening loose fixtures,etc.	-	-	-	-
PC9. Perform routine cleaning and maintenance of household appliances to ensure they function properly.	-	-	-	-
PC10. Identify and report major maintenance issues to the relevant authorities or professionals.	-	-	-	-
PC11. Carry out basic upkeep of gardens or outdoor areas, including watering plants and sweeping paths.	-	-	-	-
NOS Total	40	40	-	20
DWC/ N20764: Contribute in Guest and Family Care				
Assist in Meal Preparation	6	6	0	2
PC12. Assist in meal preparation tasks, such as chopping, peeling, and measuring ingredients, ensuring timely and efficient completion.	-	-	-	-
PC13. Maintain high hygiene standards during meal preparation by regularly washing hands, cleaning utensils, and sanitizing surfaces.	-	-	-	-
Assist in Table Setting and Serving	6	6	-	4
PC14. Set the table according to meal type and occasion, ensuring appropriate placement of utensils, glassware, and table linens.	-	-	-	-
PC15. Serve food and beverages to guests and family				

members with proper etiquette, ensuring a pleasant dining experience.	-	-	-	-
Carry out Guest Room Preparation	6	6	-	4
PC16. Prepare guest rooms by making beds, stocking amenities (e.g., toiletries, towels), and ensuring overall cleanliness and orderliness.	-	-	-	-
PC17. Create a welcoming environment by adding thoughtful touches, such as fresh flowers or welcome notes.	-	-	-	-
Child and Elderly Care Support:	6	6	-	4
PC18. Provide support with daily activities for children and elderly family members, including feeding, bathing assistance, and dressing.	-	-	-	-
PC19. Engage in activities and interactions that promote well-being and comfort for children and elderly individuals, such as reading, playing games, or conversing.	-	-	-	-
Pet Care	8	8	-	2
PC20. Assist with the feeding and grooming of household pets, ensuring their nutritional needs and hygiene are adequately met.	-	-	-	-
PC21. Provide exercise and supervision for pets, including walking dogs and monitoring their activities to ensure safety.	-	-	-	-
Personalized Care	8	8	-	4
PC22. Greet the guest and make them comfortable in the premises.	-	-	-	-
PC23. Pay attention to and accommodate specific preferences and needs of guests and family members, such as dietary restrictions or special requests.	-	-	-	-

NOS Total	40	40	-	20
DWC/N9903: Maintain health, hygiene and safety standards at workplace, V7				
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow personal and workplace hygiene</i>	10	20	0	0
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>	7	15	0	0
PC10. adhere to safety protocols when using materials, tools, and equipment	-	-	-	-
PC11. follow guidelines and safety protocol while using electrical household gadgets	-	-	-	-

PC12. recognize workplace risks and promptly inform anybody who should know about them	-	-	-	-
PC13. report to various emergency circumstances with prompt response and reporting	-	-	-	-
PC14. attend regular health check-ups	-	-	-	-
PC15. place medicines and hazardous chemicals away	-	-	-	-
<i>Manage waste at workplace</i>	7	11	0	0
PC17. identify and separate hazardous, recyclable, and non-recyclable waste at the workplace	-	-	-	-
PC18. manage wastages like food, water, etc., as directed	-	-	-	-
PC19. dispose of all types of wastes appropriately	-	-	-	-
PC20. recycle waste wherever applicable	-	-	-	-
PC21. discard PPEs in plastic bags that are sealed and labeled "infectious waste"	-	-	-	-
PC22. conserve materials, natural resources, and energy at work	-	-	-	-
PC23. use eco-friendly methods at work to reduce pollution of the air, water, and earth	-	-	-	-
<i>Apply basic first aid</i>	10	20	-	-
PC24. Identify and prepare first aid equipment and resources required to address identified workplace requirements	-	-	-	-
PC25. Identify personnel requirements in line with workplace requirements	-	-	-	-
PC26. Access and provide information in the workplace to encourage				

risk minimisation and facilitate access to first aid facilities as appropriate	-	-	-	-
PC27. Monitor and maintain availability of adequate resources to support workplace first aid response	-	-	-	-
PC28. Assess casualty and identify injuries, illnesses and conditions	-	-	-	-
PC29. Use available resources and equipment to make the casualty as comfortable as possible	-	-	-	-
PC30. Seek consent from casualty prior to applying first aid management	-	-	-	-
PC31. Seek first aid assistance from others in a timely manner and as appropriate	-	-	-	-
PC32. Maintain first aid records in line with workplace security practices	-	-	-	-
PC33. Apply fire safety practices	-	-	-	-
NOS Total	34	66	0	0
DWC/N0228: Communicate effectively with individuals at all levels and practice inclusivity, v3.0				
<i>Communicate with others in an efficient manner</i>	10	25	0	0
PC1. interact with people at workplace in a polite and professional manner	-	-	-	-
PC2. listen actively to the issues or requirements and respond timely and appropriately	-	-	-	-
PC3. trust, support and respect people at workplace	-	-	-	-
PC4. offer friendly, courteous and hospitable service to others	-	-	-	-
PC5. avoid interrupting others while they talk	-	-	-	-
PC6. pass on appropriate information to others and in a time bound				

manner	-	-	-	-
PC7. seek and provide feedback to others on a regular basis	-	-	-	-
PC8. maintain clarity, honesty and transparency while communicating with others	-	-	-	-
PC9. respect the personal and professional space of people at workplace	-	-	-	-
PC10. maintain appropriate body language while communicating with others	-	-	-	-
<i>Practice inclusive behaviour</i>	5	10	-	-
PC11. respect people across all, age groups, genders, religions, and caste	-	-	-	-
PC12. empathize with the people with disability and elderly	-	-	-	-
PC13. offer support or help to a person with a disability and elderly, if asked	-	-	-	-
PC14. use inclusive language that is sensitive to people towards all gender, disability and age	-	-	-	-
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	-	-	-	-
Total Marks	15	35	-	-
DGT/VSQ/N0101: Employability Skills (30 Hours)				
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	-	-	-	-
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	-	-

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 (which covers the job profile of Automotive Service Assistant Technician) will be assessed separately.
2. The candidate must score 60% 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
National Occupational Standards (NOS)	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.
Qualification	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
Qualification File	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.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf