

NSQC QUALIFICATION FILE

Approved in 21st NSQC Meeting, 3rd August, 2018

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Domestic Worker Sector Skill Council (DWSSC)

DWSSC, 59, Tughlakabad Institutional Area, (Near Batra Hospital),

New Delhi-110062

Name and contact details of individual dealing with the submission

Name: Mr Amod Kanth

Position in the organisation: CHAIRMAN

Address if different from above:

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List of documents submitted in support of the Qualifications File

1. Sector Profiling
2. Occupational Map & Progression matrix
3. Protocol for Affiliation of Assessment Bodies and Assessment Framework
4. List of Companies which participated in the NOS development process including validation
5. Validation of Occupational Standards by Industry

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SUMMARY

Qualification Title	Elderly Caretaker (Non-Clinical)
1. Qualification Code	QP DWC/ Q 0801
Nature and purpose of the qualification	<p>This is a Qualification Pack (QP), corresponding to NSQF Level 3 and includes 4 NOSs.</p> <p>Targeted learners: The individual should demonstrate strong work ethics, compassion, professionalism and exhibit a high level of integrity towards the family. This job requires the individual to be fit and energetic. The person should be attentive, empathetic, dedicated and trust worthy. The person should possess effective and compassionate communication with client, family, and co- workers. The individual should have enthusiasm for the work they do and those in his/her care.</p> <p>The change in the socio-economic culture of India, resulting in the increase in the dignity of labour is attracting young population to work in this sector. The demand of professionally trained and educated workers by the employers who are ready to pay good salaries which are comparatively high than other sectors</p> <p>Main purpose of the qualification: – The primary role of an Elderly Caretaker (Non-Clinical) is to assist the client in day to day activities such as ambulation, eating, dressing, toileting, grooming and in running errands. Assist in sanitation and housekeeping duties of client's room and create and maintain hygienic and pleasant work environment.</p>
Body/bodies which will award the qualification	Domestic Worker Sector Skill Council (DWSSC)
Body which will accredit providers to offer courses leading to the qualification	Domestic Worker Sector Skill Council (DWSSC)
Body/bodies which will carry out assessment of learners	<ul style="list-style-type: none">• Skill Mantra Edutech Consulting India Pvt. Ltd, MP• INDIA SKILL• INSPIRED YOUTH• TAG
Occupation(s) to which the qualification gives access	<p>Elderly Caretaker (Non-Clinical)</p> <p>Brief Job Description This unit covers the knowledge, skills and attitude required in providing support and assistance to maintain quality care for the elderly to meet daily needs including nourishment, mobility, personal hygiene and other support within the plan of care. This unit covers the knowledge, skills and attitude required in providing support and assistance to maintain quality care for the elderly to meet daily needs including nourishment, mobility, personal hygiene and other support</p>

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	within the plan of care.
Licensing requirements	No Licensing required
Level of the qualification in the NSQF	Level – 3
Anticipated volume of training/learning required to complete the qualification	200 hours
Entry requirements and/or recommendations	5th Pass
Progression from the qualification	As per Annexure -1 This qualification provides entry to one or more of the following: Horizontal access at the same NSQF Level to Other Support Roles. Vertical access at next NSQF level : with requisite up skilling and qualification enhancement
Planned arrangements for the Recognition of Prior learning (RPL)	RPL arrangements and policies as laid out by MSDE
International comparability where known	Attempt was made to understand the international standards followed under this qualification pack. The principles of the European and Australian NOSs were studied, and some of the performance criteria were referred to make the NOSs in the Indian context.
Date of planned review of the qualification.	2/7/2016

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Formal structure of the qualification			
Title and identification code of component.	Mandatory/ Optional	Estimated size (learning hours)	Level
DWC/ N 0801 Assisting clients with daily activities and personal hygiene	Mandatory	200 hrs	3
DWC/ N 0802 Preparing food and assisting in consuming food and drink	Mandatory		3
DWC/ N 0803 Supporting in cleaning and tidying up client's room	Mandatory		3
DWC/ N 0804 Building effective communication and relations with the client, client's social network, and the medical/nursing staff	Mandatory		3

Please attach any document giving further detail about the structure of the qualification – e.g. a Curriculum Document or a Qualification Pack.

As

per

Annexure

-1

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SECTION 1 ASSESSMENT

Body/Bodies which will carry out assessment:

- Skill Mantra Edutech Consulting India Pvt. Ltd, MP
- INDIA SKILL
- INSPIRED YOUTH
- TAG

How will RPL assessment be managed and who will carry it out?

Yes, the assessment body shall be responsible for RPL assessment.

In RPL, the candidate has acquired the skills and knowledge while working and requires assessment and certification only. RPL is the acknowledgement of skills and knowledge obtained through:

- formal training
- work experience
- life experiences

The focus of RPL is the competence gained from these experiences; not how, when or where the learning occurred.

Process or steps in RPL assessments

1. Offering RPL to potential candidates
2. Providing information to the candidate
3. Self-assessment
4. Evidence collation
5. Assessment and making the decision
6. Feedback to the candidate
7. Documentation of outcomes

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

Assessment strategy, methodology and process are as per NSDC guidelines.

Please attach any documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.

Title of Component:

CRITERIA FOR ASSESSMENT OF TRAINEES					
Job Role: Elderly Caretaker (Non-Clinical)					
Qualification Pack: DWC/ Q 0801					
Sector Skill Council: Domestic Worker Sector Skill Council					
Guidelines for Assessment:					
1 Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS SSC will also lay down proportion of marks for Theory and Skills Practical for each PC					
2 The assessment for the theory part will be based on knowledge bank of questions created by the SSC					
3 Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)					
4 Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria					
5 To pass the Qualification Pack , every trainee should score a minimum of 50% in every NOS					
6 In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.					
Assessable Outcomes	Assessment Criteria	Total Mark 200	Out of	Theor y	Skills Practi cal /Viva
1 DWC/N 0801 (Assisting clients with daily activities and personal hygiene)	PC1 Assist with walking and light exercise if required	68	6	2	4
	PC2 Assist with bathing, dressing and grooming		6	2	4
	PC3 Reminder for daily medication and routine check-ups		6	4	2
	PC4 Escort to outdoor event and recreational activities		6	2	4
	PC5 Act as a Companion or a friend to provide emotional support		6	3	3
	PC6 Taking care of laundry and ironing		4	0	4
	PC7 Assist the client with personal hygiene tasks, depending on the client's degree of ability		6	3	3
	PC8 Assist the client with dressing/undressing, depending on client's degree of ability		6	2	4
	PC9 Assist the client with routine bodily functions (toileting) with due respect to the client's constraint and privacy		6	2	4
	PC1.0 Making beds and changing linen on timely basis		4	1	3
	PC11 Interact with client in order to empower them, overcome resistance, cope with conflicts, reassure them and obtain their cooperation while fully respecting individual identity and constraint		6	4	2

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	PC12 Interact with client's family and doctor in order to inform them of any changes in client's behaviour and other aspects related to their health and well-being		6	3	3
		Total	68	28	40
2 DWC/ N 0802 (Preparing food and assisting in consuming food and drink)	PC1 Support the client in purchasing foodstuff or purchase them on his/her own, taking into account prescribed nutrition plans as well as any other instructions provided by the client's family		4	2	2
	PC2 When cooking, comply with basic health, hygiene and safety requirements and check that foodstuff are properly stored and not out of date, in order to ensure that the meals being prepared are of adequate quality and prevent any food poisoning		6	4	2
	PC3 The food should be cooked as per the client's ability to chew and swallow, in order to enable them to eat their meals without any difficulty		6	2	4
	PC4 Use appropriate cooking techniques (frying, boiling, steaming, microwaving), in order to prepare the food		6	2	4
	PC5 Encourage the client to drink and eat as per their nutritional plan and medical conditions (liquid and/or solid dysphagia, lack of appetite, eagerly eating, food refusal)		6	2	4
	PC6 Monitor client's food and drink intake to provide information to the family and doctor		6	2	4
	PC7 When cooking and serving food, use relational styles that are adequate to client's specificities and medical conditions, in order to reassure them, enhance their participation, encourage food acceptance, obtain their cooperation	40	6	2	4
		Total	40	16	24
3 DWC/ N 0803 (Supporting in cleaning and tidying up client's room)	PC1 Support the client in cleaning and tidying up room or perform these tasks on his/her own using the products and tools available in the house		4	1	3
	PC2 Provide a proper and cosy living environment		6	2	4
	PC3 Do laundry and ironing of clothes and linen using the products and tools available in the house		4	2	2
	PC4 Minimise possible risks arising while washing, cleaning and sanitizing of rooms	20	6	2	4
		Total	20	7	13
4 DWC/ N0704 (Building effective communication and relations with the client, client's social network,	PC1 Use appropriate communication approach towards the client		6	2	4
	PC2 Use relevant communication and integration approach as per client's psychological profile		6	3	3
	PC3 Listen to the client and respond to implicit relational requests		6	2	4
	PC4 Respond to clients' rightful demands carefully and subsequently meet relational needs and avert the elder's isolation		6	2	4
	PC5 Interact with the client to support on a daily basis in such a way as to stimulate them and trigger their mnemonic (aid-memory) skills	72	6	3	3

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and the medical/nursing staff)	PC6 Support the client in socialising at different occasions by helping and fostering the elder's participation in social initiatives	6	2	4
	PC7 Listen to and understand family's requests on a daily basis and ask all sorts of information to learn about any changes in the client's mental and physical condition	6	4	2
	PC8 Recognise and cope with emotions arising from his/her relationship with the client as well as with the stress resulting from the relationship	6	2	4
	PC9 Take keen interest in encouraging the client to pursue hobbies and interests	6	2	4
	PC1.0 Maintain record of relevant helplines and immediate family, neighbour's contact details	6	4	2
	PC11 Take necessary precaution to prevent casualties such as burglary, fire, short circuits etc	6	2	4
	PC12 Take proper care of safety and security while using electrical and household appliances	6	0	6
	Total	72	28	44

Means of assessment 1- As per laid out assessment policy by NSDC.

Pass/Fail - As per laid out assessment policy by NSDC.

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SECTION 2

EVIDENCE OF LEVEL

Summary of Direct Evidence:

Generic NOS is/are linked to the overall authority attached to the job role.

OPTION A

Title/Name of qualification/component Elderly Caretaker (Non-Clinical) DWC/ Q 0801			
Level: 3			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<ul style="list-style-type: none"> The main role of the Elderly Caretaker (Non-Clinical) is to assist client in day to day activities such as ambulation, preparing food for the client and consuming food and drink, dressing, toileting, grooming and in running errands, assist in sanitation and housekeeping duties of client's room. He/she creates and maintains hygienic, safe and pleasant work environment and in the process fosters adequate relation with client, client's social networks, and the medical/nursing staff, in order to provide a conducive environment for effective delivery of services.. 	prepares person to carry out process that are repetitive on regular basis, more of practice	3
Professional knowledge	The elderly caretaker possesses the knowledge of techniques used to support the client in personal hygiene, bodily functions and leverage effective communication and conflict management skills which are aimed at: reassuring, enhancing participation, encouraging food acceptance, obtaining cooperation, emotion management. He/she must have the basic understanding	Material tools and application in a limited context of visual inspections, understands context of inspection and maintenance work and right quality	3

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Level: 3			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
	of the concepts related to physical, mental, and social needs of older people, health, illness/distress, care-related ethical issues, thorough understanding of personal hygiene, dressing/undressing techniques and basic knowledge of diseases and their symptoms		
Professional skill	<ul style="list-style-type: none"> The elderly caretaker has professional skills to assist the client with personal hygiene tasks including dressing/undressing, running errands, tracking client's food and drink intake as per what is prescribed, cleaning, maintaining hygienic and safe environment and also in the process develop effective communication with both the client and his/her family To supervise procedures for accidents, injuries, illnesses and other emergencies. 	service skill, used in limited context, selects and applies tools and maintenance works with no variables.	3
Core skill	The elderly caretaker is able to record the completion of the tasks with relevant details, note unusual symptoms or any observations made during the task and inform the appropriate person. He/she is able to read and understand labels, images, symbols, manuals etc. He/ she is able to comprehend health and safety instructions and interpret the same correctly and cross check for clarity	Receive and transmit written and oral messages, basic calculation knowledge, understanding hygiene and environment and work place safety	3
Responsibility	<ul style="list-style-type: none"> The responsibilities of an elderly caretaker include ambulation, preparing food for the client and assisting in consuming food and drink, dressing, toileting, grooming 	This job requires the individual be cheerful, patient and to be able to look	3

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Level: 3			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
	and in running errands, assisting in sanitation and housekeeping duties .He/ She plans, prepares and monitors meals. Most importantly, elderly caretakers provide companionship for elderly individuals.	after the child in a calm and composed manner. The communication skills, able to recognise safety and hygiene issues. The individual should demonstrate strong work ethics, compassion, professionalism and exhibit a high level of integrity towards the family	

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India-EU Skills Development project: Qualification File

SECTION 3 **EVIDENCE OF NEED**

What evidence is there that the qualification is needed?

DWSSC carried out comprehensive survey and collected feedback from industry with respect to roles for which qualification packs development are required. The occupational map was finalised accordingly. The need of this particular qualification was revalidated during the comprehensive interaction with Industry in the process of seeking their input for QP/NOS development.

Please refer to the attached list of job roles and occupations as per the attachment and their career paths as per Annexure 1, developed based on desk research, stakeholder engagement derived through extensive interactions and one on one discussion with representatives from different organizations including Prayas, Help Age India, Jan Shiksha Sansthan, Empower Pragati and SOS Children's villages etc. who participated in the validation process to make the Qualification Packs viable to the current industry requirements.

What is the estimated uptake of this qualification and what is the basis of this estimate?

- Skills Gap analysis Reports for industry demand.
- Training duration and current and potential capacity envisaged for potential supply.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs were checked prior to commissioning the work.
- QPs for Job Roles of various related SSC's were studied to ensure that there is no duplicity.
- NSDC QRC team also confirmed the same.

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- DWSSC Review committee will review all QP/NOS at regular periodicity or as per NSDC guidelines.
- The Qualification Pack has been developed based on stakeholder engagement through workshops organised in Delhi and one on one discussion with sector experts. The inputs and feedbacks given by them were incorporated while drafting the QP. The QP would be revised in one year or before in case of any critical or necessary inputs receive.
- Review will be based on –
 - a) Revalidation of minimum requisites to perform in a Job role from pan India industry partners.
 - b) Any change in technology and process relevant to the particular QP and Job roles.

Has the qualification been through a formal approval procedure(s)?

(If so, explain the process and the outcome.)

Our QP/NOS were validated and approved in Fast track mode

What arrangements are in place to inform people about the qualification(s) and the advantages it offers?

- Employer workshops for buy-in and recognition
- Training centres are being enrolled and informed of the potential
- Counselling sessions by training provider for potential recruits are being encouraged

Please attach any documents giving further information about any of the topics above.

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Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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SECTION 4

EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Please refer to attached career path as per annexure 1 which clearly defines the career path

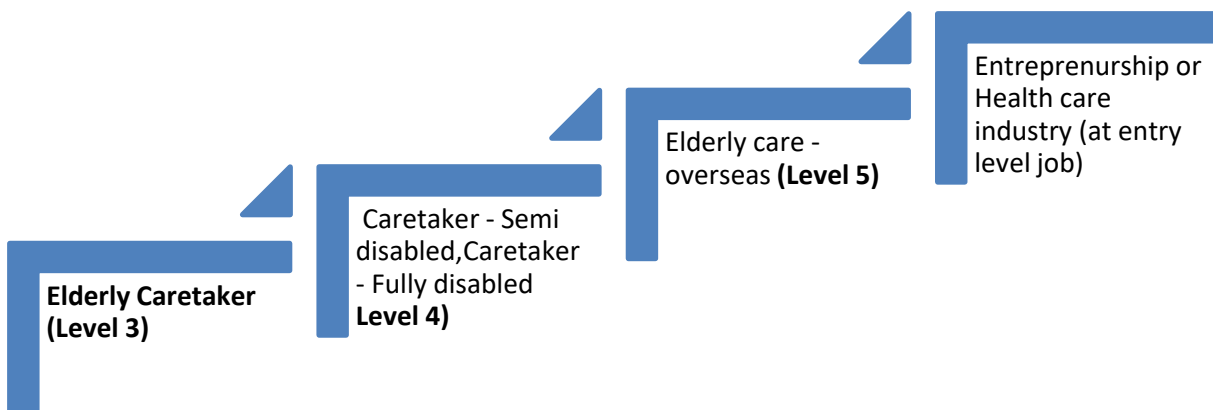
Please attach any documents giving further information about any of the topics above.

1. Career Path of Elderly Caretaker (Non-Clinical) - [Annexure 1](#)
2. DWC/ Q 0801- [Annexure 2](#)
3. NSDC report on Human Resource and Skill Requirements in the Domestic Help - [Annexure 3](#)

Annexure 1

Career Path

The career progression would be as follows:



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Annexure 2- QP DWC/ Q 0801



Elderly_caretaker-final.pdf

Annexure 3 - NSDC report on Human Resource and Skill Requirements in the Domestic Help Sector

<http://www.nsdcindia.org/sites/default/files/files/Domestic-Help.pdf>

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