

## **NSQC QUALIFICATION FILE**

**Approved in 21<sup>st</sup> NSQC Meeting, 3<sup>rd</sup> 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:**

**Tel number(s): 9810995059**

**E-mail address: [kanth\\_amod@rediffmail.com](mailto:kanth_amod@rediffmail.com)**

### **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

<b>Qualification Title</b>	General Housekeeper
<b>Qualification Code</b>	QP DWC/ Q 0102
<b>Nature and purpose of the qualification</b>	<p>This is a Qualification Pack (QP), corresponding to NSQF Level 3 and includes 7 NOSs.</p> <p>Targeted learners: This qualification will equip the trainees to become Skilled Domestic Helper. 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 – is to get unemployed people into work and also to upgrade the skills of domestic Helpers already in employment and the job roles of the domestic workers are now more defined than earlier which encourages the worker to perform his/her duties better</p>
<b>Body/bodies which will award the qualification</b>	Domestic Worker Sector Skill Council (DWSSC)
<b>Body which will accredit providers to offer courses leading to the qualification</b>	Domestic Worker Sector Skill Council (DWSSC)
<b>Body/bodies which will carry out assessment of learners</b>	<ul style="list-style-type: none"><li>• Skill Mantra Edutech Consulting India Pvt. Ltd, MP</li><li>• INDIA SKILL</li><li>• INSPIRED YOUTH</li><li>• TAG</li></ul>
<b>Occupation(s) to which the qualification gives access</b>	<p>General Housekeeper</p> <p><b>Brief Job Description:</b> Provide basic housekeeping services – sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets and garbage disposal Maintain daily, weekly, long-time cleaning schedule for the house</p>
<b>Licensing requirements</b>	No Licensing required
<b>Level of the qualification in the NSQF</b>	Level – 3
<b>Anticipated volume of training/learning required to complete the qualification</b>	200 hours
<b>Entry requirements and/or recommendations</b>	5th Pass
<b>Progression from the qualification</b>	<p>As per <a href="#">Annexure -1</a></p> <p>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</p>
<b>Planned arrangements for the Recognition of Prior</b>	RPL arrangements and policies as laid out by MSDE

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<b>learning (RPL)</b>	
<b>International comparability where known</b>	N/A
<b>Date of planned review of the qualification.</b>	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 0101 Carry out basic housekeeping services	Mandatory	200 hours	3
DWC/ N 0102 Carry out basic laundry and making of beds	Mandatory		3
DWC/ N 0103 Prepare and maintain routine cleaning of the kitchen	Mandatory		3
DWC/ N 0104 Garbage Disposal and Clean Environment	Mandatory		3
DWC/ N 0105 Maintain health, safety and positive relationship at the workplace	Mandatory		3
DWC/ N 0106 Create a positive impression of oneself in the household	Mandatory		3
DWC/ N 0107 Managing self, money and dignity at workplace	Mandatory		3

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

DWC/ Q 0102– [Annexure 2](#)

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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					
<b>Job Role:</b> General Housekeeper <b>Qualification Pack:</b> DCW/ Q 0102 <b>Sector Skill Council:</b> Domestic Worker Sector Skill Council					
<b>Guidelines for Assessment:</b> 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 280	Out of	Theory	Skills Practical /Viva
DWC/ N 0101 (Carry out basic housekeeping services)	PC1 Sweep, scrub and mop rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops	70	6	2	4
	PC2 Dust off air conditioners, ceiling fans, rugs, carpets, exhaust fans, fireplace chimney, upholstered furniture, artefacts, etc.		6	2	4
	PC3 Empty garbage cans, ash-trays etc. and transfer waste to the waste disposal areas		6	2	4
	PC4 Remove dust from carpets, rugs, sofas etc. using appropriate equipment		6	2	4
	PC5 Wash dishes, glassware, pots or pans by hand or using equipment		6	2	4
	PC6 Place clean dishes, utensils, or cooking equipment in storage areas		4	2	2
	PC7 Fold and carry bed sheets, towels, tablecloths etc. from one place to another		4	2	2

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	PC8 Transfer toilet items and clean supplies from one place to another		4	2	2
	PC9 Remove the dirty bedding and pillow cases and replace them with fresh, clean ones		4	2	2
	PC10 Scrub the toilet, wash the shower/bathtub, scrub the floor and tidy the counter and sink		6	2	4
	PC11 Ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly		6	2	4
	PC12 Operate daily use appliances like fridge, microwave, washing machine, cooking range etc.		6	2	4
	PC13 Clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures		6	2	4
	<b>Total</b>		<b>70</b>	<b>26</b>	<b>44</b>
DWC/ N 0102 (Carry out basic laundry and making of beds)	PC1 Categorise clothes/linen/upholstery before washing – whites, coloured, home clothes, delicates, woollens, curtains, pillow, bed sheets, dusters/floor mops/doormats etc. and wash them in separate batches		6	2	4
	PC2 Wash clothes/linen/upholstery using appropriate product		6	2	4
	PC3 Wash clothes using basic features of washing machine or by hands		6	3	3
	PC4 Take clothes from the washing unit and spread appropriately for drying		6	2	4
	PC5 Fold the dried clothes		4	2	2
	PC6 Iron clothes and then stack them properly		6	2	4
	PC7 Arrange clothes in the appropriate cupboards, almirahs, store rooms etc.		6	3	3
	PC8 Change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc.		6	2	4
	PC9 Spread a bedcover if required	50	4	2	2
	<b>Total</b>		<b>50</b>	<b>20</b>	<b>30</b>
DWC / N 0103 (Prepare and maintain routine)	PC1 Maintain hygiene while transferring things from kitchen cabinets, fridge, bathroom cabinets, wardrobes in dressing area, cupboards in bedroom, living room etc. in order to empty and clean the shelves	20	6	2	4

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cleaning of the kitchen)	PC2 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		6	2	4
	PC3 Ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly		4	2	2
	PC4 Clean/wipe the appliances appropriately after use on a daily basis		4	2	2
		<b>Total</b>	<b>20</b>	<b>8</b>	<b>12</b>
DWC / N 0104(Garbage Disposal and Clean Environment)	PC1 Identify waste material from various parts of the house		4	2	2
	PC2 Categorize waste in multiple heads like dry, wet, plastics, paper etc.		4	2	2
	PC3 Transport waste to the disposal area		4	2	2
	PC4 Dispose waste according to its type		6	3	3
	PC5 Take precautions while disposing sharps/medical waste/chemical waste etc.		6	2	4
	PC6 Keep the house clean of flies, mosquitoes and other bugs and insects by using appropriate products	30	6	2	4
		<b>Total</b>	<b>30</b>	<b>13</b>	<b>17</b>
DWC / N 0105(Maintain health, safety and positive relationship at the workplace )	PC1 Identify basic health concerns like fever, cold & cough etc. for self and other family members		6	3	3
	PC2 Understand what to do in case of an emergency at home and use of emergency helpline numbers etc.		6	3	3
	PC3 Seek help during emergency from neighbourhood and inform people who aren't at home at that time		6	2	4
	PC4 Use fire extinguishers etc.		6	2	4
	PC5 Display ethical behaviour at all times		6	2	4
	PC6 Follow safety procedures		6	2	4
	PC7 Manage time effectively, especially in case of a health concern or emergency	40	4	2	2
		<b>Total</b>	<b>40</b>	<b>16</b>	<b>24</b>
DWC / N 0106(Create a positive impression of oneself)	PC1 Dress up appropriately at work		6	3	3
	PC2 Be calm in case of a conflicting or stressful situation; understanding and then asserting himself / herself		6	2	4
	PC3 Maintain a clear channel of	30	6	2	4



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on the household)	communication by sharing everything with the employer			
	PC4 Maintain a positive demeanour and smile when communicating with the employer	6	2	4
	PC5 Work to bridge the cultural differences with the family	6	2	4
	<b>Total</b>	<b>30</b>	<b>11</b>	<b>19</b>
DWC / N 0107(Managing self, money and dignity at workplace)	PC1 Keep himself/ herself healthy, hygienic and disease-free	6	2	4
	PC2 Take appropriate measures and seek medical help immediately in case of any casualty	6	2	4
	PC3 Manage his/her earnings aptly	4	2	2
	PC4 Carry himself/herself with respect and dignity	6	3	3
	PC5 Manage healthy relationships with his/her employer	6	3	3
	PC6 Perform all the duties and responsibilities with full vigour and diligence	6	2	4
	PC7 Exercise his/her rights and benefits	6	2	4
	<b>Total</b>	<b>40</b>	<b>16</b>	<b>24</b>

**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 General Housekeeper DWC/ Q 0102			
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"> <li>• This process requires the person to carry out repetitive support and assistance as Skilled Domestic helper while following workplace safety guidelines. the cleaning and tidiness expectation of the employer</li> <li>• The system, processes, timetable &amp; the method of performance to be set up as per the requirement of the employer</li> <li>• The overall safety, sanitation, working and condition of the house.</li> <li>• A general housekeeper provides basic housekeeping services – sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets, making the bed, cleaning and maintaining the kitchen and replenishing basic household supplies, waste disposal procedures and maintain daily, weekly, long-time cleaning schedule for the house and ensures the basic health and safety at workplace and maintains a good relationship with the client</li> </ul>	prepares person to carry out process that are repetitive on regular basis, more of practice	3

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Title/Name of qualification/component General Housekeeper DWC/ Q 0102			
Level: 3			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Professional knowledge	<ul style="list-style-type: none"> <li>• Carryout basic housekeeping services</li> <li>• Carry out basic laundry and making beds</li> <li>• Prepare and maintain routine cleaning of the kitchen</li> <li>• Garbage disposal and clean environment</li> <li>• Carry out basic domestic cooking services for the house: Purchase &amp; store grocery for the kitchen, preparing ingredients &amp; method to cook, Tools, equipment &amp; appliances, Storing and preserving food after cooking, Maintaining Safety and hygiene</li> <li>• Provide basic table service during meal time</li> <li>• Maintain healthy, safe and positive relationship at workplace</li> <li>• Create a positive impression of oneself in the household Managing self, money and dignity at workplace:</li> </ul>	Material tools and application in a limited context of visual inspections, understands context of inspection and maintenance work and right quality	3
Professional skill	<ul style="list-style-type: none"> <li>• The General housekeeper has the skills to perform sweeping, mopping,</li> <li>• Washing activities, arranging kitchen utensils and articles appropriately,</li> <li>• Handling basic household appliances, laundry service, making of beds,</li> <li>• Purchasing and storing grocery, preparing ingredients and method to cook,</li> <li>• Preparing table for service and maintaining a hospitable and hygienic environment.</li> <li>• He/She must have the skills to manage duties, health,finance, interpersonal relations for effective delivery of services.</li> <li>• Solving for various kinds of</li> </ul>	service skill, used in limited context, selects and applies tools, assist in operation and maintenance works with no variables.	3

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Title/Name of qualification/component General Housekeeper DWC/ Q 0102			
Level: 3			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
	problems.		
Core skill	<ul style="list-style-type: none"> <li>•The General housekeeper is able to maintain a record of the tasks to be performed, read and understand instructions related to the work assigned, its schedules and understand the requirements of the household members clearly and keep them updated with the progress of the tasks.</li> <li>•He/she also possesses the skills to read and comprehend instructions given in manuals, demonstrates and uses proper and befitting language to communicate and behaves appropriately.</li> <li>• Company guidelines.</li> <li>• Safety procedure and safety guidelines.</li> <li>• Read the instructions, guidelines, procedure, rules</li> <li>• Should able to present report to concern authority or person with details.</li> </ul>	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"> <li>• A general housekeeper provides basic housekeeping services – sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets,</li> <li>• Making the bed, cleaning and maintaining the kitchen and replenishing basic household supplies, waste disposal procedures and maintain daily, weekly, long-time cleaning schedule for the house</li> <li>• To ensures the basic health and safety at workplace and maintains a good relationship with the client</li> </ul>		3

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## India-EU Skills Development project: Qualification File

### **SECTION 3** **EVIDENCE OF NEED**

<p><b>What evidence is there that the qualification is needed?</b></p> <p>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.</p> <p>General housekeeper is able to maintain a record of the tasks to be performed, read and understand instructions related to the work assigned, schedules and understand the requirements of the household members clearly and keep them updated with the progress of the tasks. He/she also possesses the skills to read and comprehend instructions, demonstrates and uses proper and befitting language to communicate and behaves appropriately.</p>
<p><b>What is the estimated uptake of this qualification and what is the basis of this estimate?</b></p> <ul style="list-style-type: none"><li>• Skills Gap analysis Reports for industry demand.</li><li>• Training duration and current and potential capacity envisaged for potential supply.</li></ul>
<p><b>What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?</b></p> <ul style="list-style-type: none"><li>• NSDC list of Approved and Under-Development QPs were checked prior to commissioning the work.</li><li>• NSDC QRC team also confirmed the same</li></ul>
<p><b>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?</b></p> <ul style="list-style-type: none"><li>• 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 received.</li></ul>
<p><b>Has the qualification been through a formal approval procedure(s)?</b> (If so, explain the process and the outcome.)</p> <p><b>Our QP/NOS were validated and approved in Fast track mode</b></p>
<p><b>What arrangements are in place to inform people about the qualification(s) and the advantages it offers?</b></p> <ul style="list-style-type: none"><li>• Employer workshops for buy-in and recognition</li><li>• Training centres are being enrolled and informed of the potential</li><li>• Counselling sessions by training provider for potential recruits are being encouraged</li></ul>

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

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

**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.

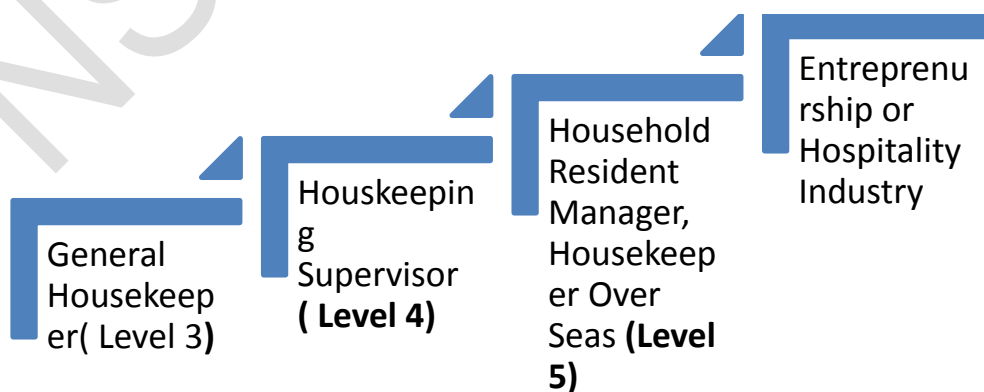
Please attach any documents giving further information about any of the topics above.

1. Career Path of The General Housekeeper - [Annexure 1](#)
2. DWC/ Q 0102- [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:



## **Annexure 2- QP DWC/ Q 0102**



General  
Housekeeper-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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