

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:

Tel number(s): 9810995059

E-mail address: 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

Qualification Title	Housekeeper cum Cook
Qualification Code	QP DWC/ Q 0101
Nature and purpose of the qualification	<p>This is a Qualification Pack (QP), corresponding to NSQF Level 3 and includes 9 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>
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>Housekeeper cum Cook</p> <p>Brief Job Description: 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>
Licensing requirements	No Licensing required
Level of the qualification in the NSQF	Level – 3
Anticipated volume of training/learning required to complete the qualification	400 hours
Entry requirements and/or recommendations	5th Pass

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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	N/A
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 0101 Carry out basic housekeeping services	Mandatory	400 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 Carry out basic domestic cooking services for the house	Mandatory		3
DWC/ N 0106 Provide basic table service during meal time	Mandatory		3
DWC/ N 0107 Maintain health, safety and positive relationship at the workplace	Mandatory		3
DWC/ N 0108 Create a positive impression of oneself in the household	Mandatory		3
DWC/ N 0109 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 0101– [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					
Job Role: Housekeeper cum cook Qualification Pack: DCW/ Q 0101 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 400	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		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	70	6	2	4

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	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
	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
		Total	70	26	44
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
		Total	50	20	30

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DWC / 0103 (Prepare and maintain routine cleaning of the kitchen)	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		6	2	4
	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	20	4	2	2
		Total	20	8	12
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
		Total	30	13	17
DWC / N 0105 (Carry out basic domestic cooking services for the house)	PC1 Make a roster of regular grocery and food items needed in the kitchen		4	2	2
	PC2 Keep a check on items that are finished or about to finish for replenishing the stock		4	2	2
	PC3 Purchase daily need food items like bread, milk, eggs etc. from the market		4	2	2
	PC4 Prepare the listed ingredients like vegetables, spices, flour, fruits etc.		4	2	2
	PC5 Chop vegetables, fruits; prepare sauces, pickles, dressings; wash and prepare meat etc. before cooking		6	2	4
	PC6 Use appropriate cooking methods and recipes to cook		6	3	3
	PC7 Have accord with the taste, spices,	86	6	3	3

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	flavours and requirements of the household				
	PC8 Cook breakfast, lunch, dinner, snacks and mini meals with tea, coffee and drinks		6	2	4
	PC9 Cook special recipes for special occasions like birthdays, festivals etc.		6	2	4
	PC10 Operate all the tools, appliances to be used in the process of preparing, cooking, storing the food including cooking stove, electric plates, oven, refrigerator, griller, toaster, cookware, knives, choppers, grinders etc.		6	2	4
	PC12 Store and preserve the prepared food in appropriate storage containers		6	2	4
	PC13 Serve the dishes appropriately in requirement with different food items		4	2	2
	PC14 Store the food that needs to be half-prepared in advance in the right container at the right place		4	2	2
	PC15 Make sure that the appliances like microwave, oven, cooking range etc. are turned off after each use		4	2	2
	PC16 Seek appropriate help if there is an emergency or accident		6	2	4
	PC17 Keep the waste-bins, kitchen counters, cabinets, walls, other surfaces disinfected and clean		6	2	4
	PC18 Make sure that the chimneys, exhaust fans etc. are used diligently to avoid fumes and grime on the surfaces		4	2	2
		Total	86	36	50
DWC/ 0106(Provide basic table service during meal time)	PC1 Arrange cutlery on the table, at appropriate places		6	2	4
	PC2 Place table mats, coasters, decorative items like candles, flower vases etc.		6	2	4
	PC3 Serve the food in appropriate plates, bowls etc.		6	2	4
	PC4 Refill the serving dishes and glasses with drinks if required		4	2	2
	PC5 Maintain a friendly, warm and hospitable environment during meal service		4	2	2
	PC6 Ensure health and hygiene by keeping everything clean and fresh		6	3	3
	PC7 Store the leftovers in appropriate	40	4	2	2

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	containers and keep them in the fridge				
	PC8 Discard leftovers that cannot be stored		4	2	2
		Total	40	17	23
DWC / N 0107(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
		Total	40	16	24
DWC / N 0108(Create a positive impression of oneself on the household)	PC1 Dress up appropriately at work		4	1	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 communication by sharing everything with the employer		6	2	4
	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	26	4	2	2
		Total	26	9	17
DWC / N 0109(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		4	1	3
	PC5 Manage healthy relationships with his/her employer		6	3	3
	PC6 Perform all the duties and	38	6	2	4

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	responsibilities with full vigour and diligence				
	PC7 Exercise his/her rights and benefits		6	2	4
		Total	38	14	24

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 Housekeeper cum cook DWC/ Q 0101			
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"> • This process requires the person to carry out repetitive support and assistance as Skilled helper while following workplace safety guidelines. the cleaning and tidiness expectation of the employer • The system, processes, timetable & the method of performance to be set up as per the requirement of the employer • The overall safety, sanitation, working and condition of the house. • He/she assists machine operation, equipment upkeep and servicing, carries tools & tackles, helps in troubleshooting and repairing. 	prepares person to carry out process that are repetitive on regular basis, more of practice	3
Professional knowledge	<ul style="list-style-type: none"> • Carryout basic housekeeping services • Carry out basic laundry and making beds • Prepare and maintain routine cleaning of the kitchen • Garbage disposal and clean environment • Carry out basic domestic cooking services for the house: Purchase & store grocery for the kitchen, preparing ingredients & method to cook, Tools, equipment & appliances, Storing and preserving food 	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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Title/Name of qualification/component Housekeeper cum cook DWC/ Q 0101			
Level: 3			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>after cooking, Maintaining Safety and hygiene</p> <ul style="list-style-type: none"> • Provide basic table service during meal time • Maintain healthy, safe and positive relationship at workplace • Create a positive impression of oneself in the household <p>Managing self, money and dignity at workplace:</p>		
Professional skill	<ul style="list-style-type: none"> • The housekeeper cum cook has the skills to perform sweeping, mopping, • Washing activities, arranging kitchen utensils and articles appropriately, • Handling basic household appliances, laundry service, making of beds, • Purchasing and storing grocery, preparing ingredients and method to cook, • Preparing table for service and maintaining a hospitable and hygienic environment. • He/She must have the skills to manage duties, health, finance, interpersonal relations for effective delivery of services. • Solving for various kinds of problems. 	service skill, used in limited context, selects and applies tools, assist in operation and maintenance works with no variables.	3
Core skill	<ul style="list-style-type: none"> • The housekeeper cum cook 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. • He/she also possesses the skills to read and comprehend instructions given in manuals, demonstrates and uses 	Receive and transmit written and oral messages, basic calculation knowledge, understanding hygiene and environment and work place safety	3

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Title/Name of qualification/component Housekeeper cum cook DWC/ Q 0101			
Level: 3			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>proper and befitting language to communicate and behaves appropriately.</p> <ul style="list-style-type: none"> • Company guidelines. • Safety procedure and safety guidelines. • Read the instructions, guidelines, procedure, rules • Should able to present report to concern authority or person with details. 		
Responsibility	<ul style="list-style-type: none"> • The responsibilities of a Housekeeper cum Cook include basic housekeeping services in a domestic set up entailing cleaning and cooking. • He/She is physically fit and is adaptable and loyal to the employer and meets expectations with respect to the tasks assigned, safety and hygiene issues 		3

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India-EU Skills Development project: Qualification File

SECTION 3 **EVIDENCE OF NEED**

<p>What evidence is there that the qualification is needed?</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>What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <ul style="list-style-type: none">• Skills Gap analysis Reports for industry demand.• Training duration and current and potential capacity envisaged for potential supply.
<p>What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?</p> <ul style="list-style-type: none">• NSDC list of Approved and Under-Development QPs were checked prior to commissioning the work.• NSDC QRC team also confirmed the same
<p>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?</p> <ul style="list-style-type: none">• DWSSC Review committee will review all QP/NOS at regular periodicity or as per NSDC guidelines.• Review will be based on –<ol style="list-style-type: none">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.
<p>Has the qualification been through a formal approval procedure(s)? (If so, explain the process and the outcome.)</p> <p>Our QP/NOS were validated and approved in Fast track mode</p>
<p>What arrangements are in place to inform people about the qualification(s) and the advantages it offers?</p> <ul style="list-style-type: none">• 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.

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?

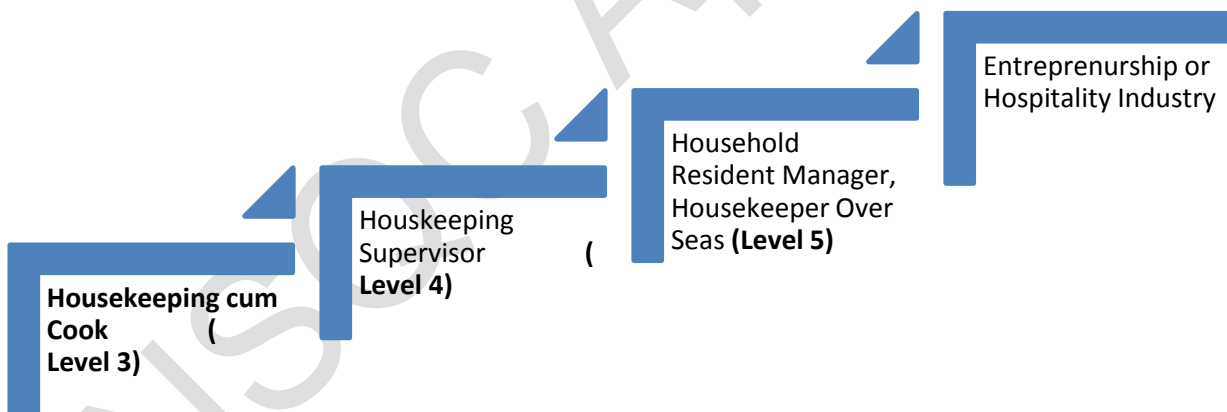
Please refer to attached career path as per annexure 1 which clearly defines the career path.

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

1. Career Path of Housekeeper cum Cook- [Annexure 1](#)
2. DWC/ Q 0101- [Annexure 2](#)
3. NSDC report on Human Resource and Skill Requirements in the Domestic Help -[Annexure 3](#)

Annexure 1: Career Map

The career progression would be as follows:



Annexure 2: QP DWC/ Q 0101



Housekeeper cum
Cook 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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