

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR DOMESTIC WORKERS

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- General Housekeeper

SECTOR: DOMESTIC WORKER

SUB-SECTOR: Housekeeping services

OCCUPATION: Housekeeping

REFERENCE ID: DWC/ Q 0102

ALIGNED TO: NCO-2004/512120

A **housekeeper cum cook** in the Informal sector is a critical operational role in the domestic worker segment providing various types of housekeeping services at private houses

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

Personal Attributes: This job requires the individual to take full responsibility of the basic housekeeping services in a domestic set up and should have physical fitness, should be adaptable and loyal to the employer. The individual should be able to cater to the expectations in terms of cleanliness, have basic communication skills, able to recognize safety and hygiene issues

Job Details

Qualifications Pack Code	DWC/Q 0102		
Job Role	General housekeeper		
Credits (NSQF)	TBD	Version number	1.0
Sector	Domestic Worker	Drafted on	27/06/15
Sub-sector	Housekeeping Services	Last reviewed on	03/07/15
Occupation	Housekeeping	Next review date	02/07/16

Job Role	Housekeeper cum cook Domestic Maid, Aaya, Baai, Domestic Helper cum cook
Role Description	Provide basic housekeeping services – sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets and garbage disposal Maintain daily, weekly, long-time cleaning as schedule for the house
NSQF level	3
Minimum Educational Qualifications	Class V preferable
Maximum Educational Qualifications	Not confined
Training	Not mandatory
Experience	Not mandatory
Minimum job entry age	18 years
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> DWC/ N 0101 (Carry out basic housekeeping services) DWC/ N 0102 (Carry out basic laundry and making of beds) DWC/ N 0103 (Prepare and maintain routine cleaning of the kitchen) DWC/ N 0104 (Garbage Disposal and Clean Environment) DWC/ N 0107 (Maintain health, safety and positive relationship at the workplace) DWC/ N 0108 (Create a positive impression of oneself in the household) DWC/ N 0109 (Managing self, money and dignity at workplace) Optional: NA
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons Functions are identified through functional analysis and form the basis of OS
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently Occupational Standards are applicable both in the Indian and global contexts
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task
NOS	NOS are Occupational Standards which apply uniquely in the Indian context
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role A Qualifications Pack is assigned a unique qualification pack code
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do
Description	Description gives a short summary of the unit content This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world These skills are typically needed in any work environment In the context of the OS , these include communication related skills that are applicable to most job roles

National Occupational Standard



Overview

This unit is about carrying out basic housekeeping services which involves the cleaning of the house and kitchen including handling its equipment

Unit Code	DWC / N 0101
Unit Title (Task)	Carry out basic housekeeping services
Description	This OS unit is about providing basic housekeeping services including the cleaning of the house and kitchen
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Sweeping, Dusting and Mopping of the house / work area • Washing utensils and placing them in their respective locations • Tidying up rooms , arranging and placing articles in their regular place • Handling basic household products & equipment
Performance Criteria(PC) wrt the Scope	
Element	Performance Criteria
Sweeping and mopping of the entire house	To be competent, the user/individual on the job must be able to: <p>PC1. sweep, scrub and mop rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops</p> <p>PC2. dust off air conditioners, ceiling fans, rugs, carpets, exhaust fans, fireplace chimney, upholstered furniture, artefacts, etc.</p> <p>PC3. empty garbage cans, ash-trays etc. and transfer waste to the waste disposal areas</p> <p>PC4. remove dust from carpets, rugs, sofas etc. using appropriate equipment</p>
Washing & placing kitchen utensils	PC5. wash dishes, glassware, pots or pans by hand or using equipment PC6. place clean dishes, utensils, or cooking equipment in storage areas
Tidying up all rooms on daily basis and arrange articles appropriately	PC7. fold and carry bed sheets, towels, tablecloths etc. from one place to another PC8. transfer toilet items and clean supplies from one place to another PC9. remove the dirty bedding and pillow cases and replace them with fresh, clean ones PC10. scrub the toilet, wash the shower/bathtub, scrub the floor and tidy the counter and sink
Handling basic household appliances	PC11. ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly PC12. operate daily use appliances like fridge, microwave, washing machine, cooking range etc. PC13. clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	* Organization to be read as Employer The user/individual on the job needs to know and understand: <p>KA1. the cleaning and tidiness expectation of the employer</p> <p>KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer</p> <p>KA3. the overall safety, sanitation, working and condition of the house</p>

its processes)	
B Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. types of cleaning products and their usage</p> <p>KB2. steps in cleaning the floors, bathrooms, kitchen and appliances</p> <p>KB3. the common appliances and how to handle them in case of an emergency like short circuit, spark etc.</p> <p>KB4. how to prioritize the work and do time management</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. list the tasks to be performed every day</p> <p>SA2. record the completion of the tasks</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read and be able to develop numeracy</p> <p>SA4. read and understand the instructions</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss task lists, schedules, and work-load of the household with co-workers (if any)</p> <p>SA6. discuss with household members appropriately in order to understand their requirements</p> <p>SA7. assert clearly in front of the house members</p> <p>SA8. keep house members informed about progress of tasks</p> <p>SA9. be able to demonstrate and use proper and befitting language, communicate and behave</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with employers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build relationships and follow a customer centric approach</p>
	Problem Solving

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through if there is a problem, evaluate the possible solution(s) and suggest the optimum/best possible one</p> <p>SB6. identify immediate or temporary solutions to avoid delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. use existing resources to make best use of them</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>



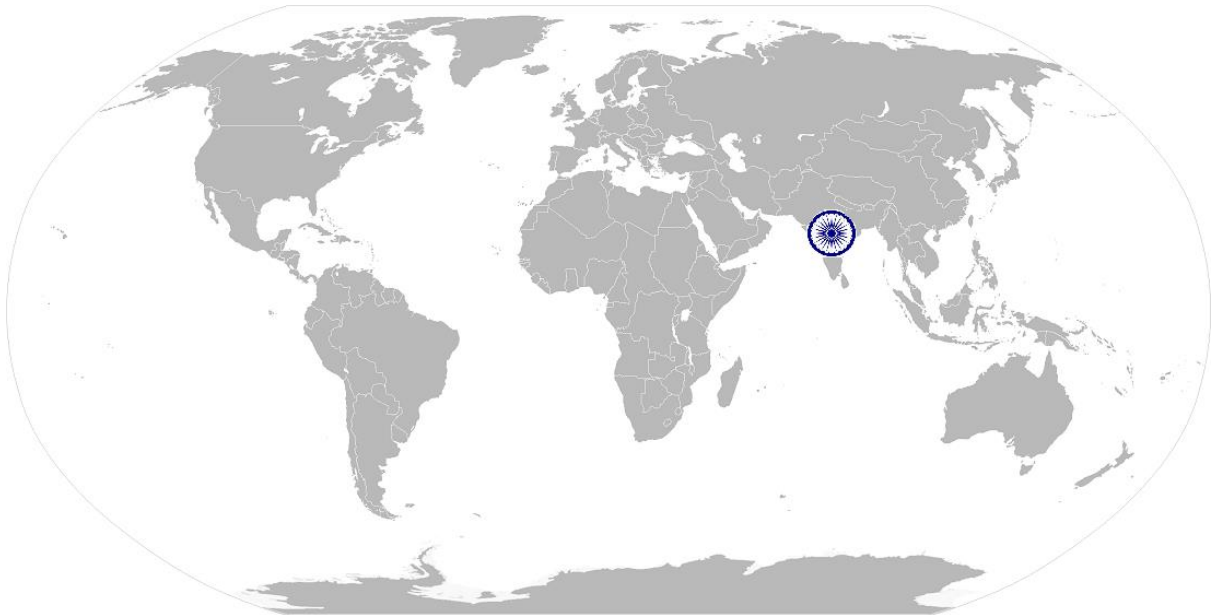
NOS Version Control

NOS Code	DWC / N0101		
Credits (NSQF)	TBD	Version number	10
Industry	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Housekeeping Services	Last reviewed on	03/07/15
Occupation	Housekeeping	Next review date	02/07/16



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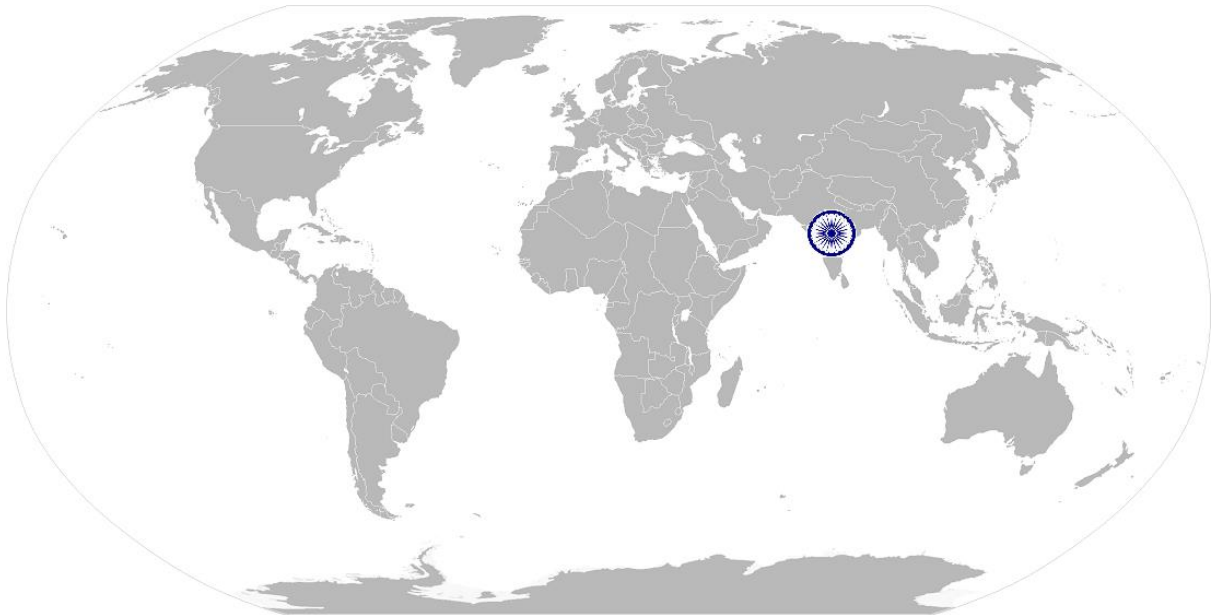
Overview

This unit is about carrying out laundry activity appropriately according to their type and maintaining cleanliness along with making of the bed

Unit Code	DWC / N 0102
Unit Title (Task)	Carry out basic laundry and making of beds
Description	This OS unit talks about washing clothes appropriately according to their type and maintaining a clean and neat bed
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Sorting, washing, drying, ironing, folding and organising the clothes, linen, upholstery etc. • Making of Beds
Performance Criteria(PC) wrt the Scope	
Element	Performance Criteria
Laundry service	To be competent, the user/individual on the job must be able to: <p>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</p> <p>PC2. wash clothes/linen/upholstery using appropriate product</p> <p>PC3. take clothes from the washing unit and spread appropriately for drying</p> <p>PC4. take clothes from the washing unit and spread on a cloth hanger if required</p> <p>PC5. fold the dried clothes</p> <p>PC6. iron clothes and then stack them properly</p> <p>PC7. arrange clothes in the appropriate cupboards, almirahs and store rooms etc.</p>
Making of beds	PC8. change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc.
	PC9. spread a bedcover if needed
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	* Organization to be read as Employer The user/individual on the job needs to know and understand: <p>KA1. the laundering expectation of employer</p> <p>KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. different types of fabrics and their washing procedures</p> <p>KB2. various types of washing detergents and soaps</p> <p>KB3. operating functions of washing machine</p> <p>KB4. how to follow instructions for washing delicates by hands</p>
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills The user/individual on the job needs to know and understand how to: <p>SA1. make a list of the tasks that need to be finished and keep checking the ones that are done to assure smooth working of the tasks</p>
	Reading Skills

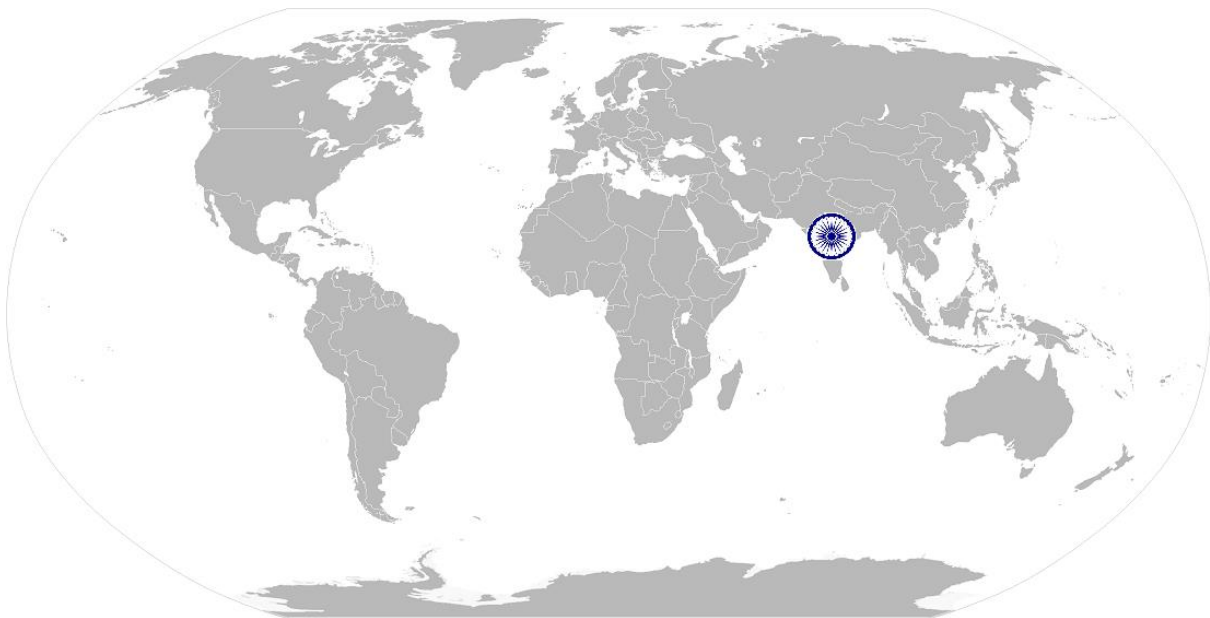
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read instructions from the appliance manuals to know how to operate them</p> <p>SA3. read brochures, pamphlets, and product information sheets related to household products</p> <p>SA4. read usage instructions on products used for cleaning etc.</p>
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss task lists, schedules, and work-load of the household with co-workers (if any)</p> <p>SA6. discuss with household members appropriately in order to understand their requirements</p> <p>SA7. assert clearly in front of the house members</p> <p>SA8. keep house members informed about the progress of tasks</p> <p>SA9. demonstrate and use proper and befitting language, communicate and behave</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize things around so that the tasks can be completed efficiently and in minimum time</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. avoid absenteeism</p> <p>SB4. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB5. work in discipline</p> <p>SB6. be punctual</p> <p>SB7. practice honesty with employer and family members</p> <p>SB8. communicate with people in a form and manner and using language that is open and respectful</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. think through if there is a problem, evaluate the possible solution(s) and suggest the optimum/best possible one</p> <p>SB10. identify immediate or temporary solutions to avoid delays</p>
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. use existing resources to make best use of them</p>
	<p>Critical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. apply, analyze, and evaluate the information gathered from observation,</p>

	experience, reasoning, or communication, as a guide to thought and action
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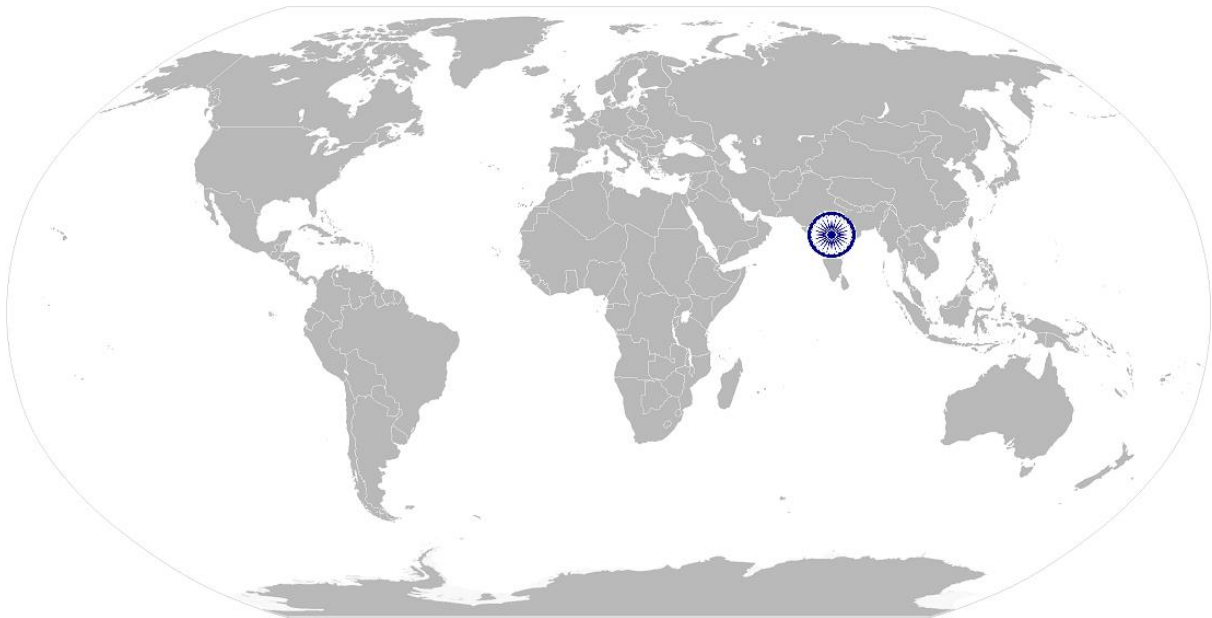
NOS Version Control

NOS Code	DWC / 0102		
Credits (NSQF)	TBD	Version number	10
Industry	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Housekeeping Services	Last reviewed on	03/07/15
Occupation	Housekeeping	Next review date	02/07/16



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Overview

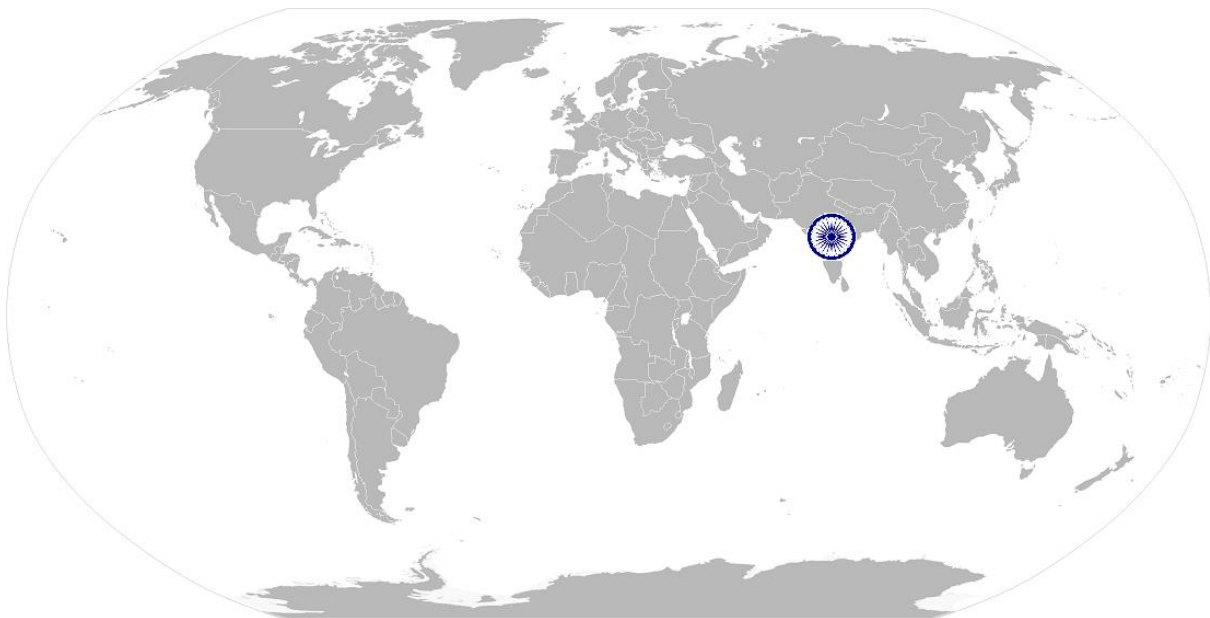
This unit is about cleaning and maintaining the kitchen and supplying basic household stuff for the kitchen

Unit Code	DWC / 0103
Unit Title (Task)	Prepare and maintain routine cleaning of the kitchen
Description	This OS unit talks about cleaning and maintaining the kitchen and replenishing basic household supplies
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Regularly clean the kitchen cabinet, appliances, fridge, shelves, slabs etc.
Performance Criteria(PC) wrt the Scope	
Element	Performance Criteria
Cleaning and Maintaining	To be competent, the user/individual on the job must be able to: <p>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</p> <p>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</p> <p>PC3. ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly</p> <p>PC4. clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	* Organization to be read as Employer The user/individual on the job needs to know and understand: <p>KA1. the laundering expectation of employer</p> <p>KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer</p>
B. Technical Knowledge	The user/individual on the job needs to know and understand: <p>KB1. different surface cleaning products</p> <p>KB2. importance of discarding waste and soiled things from the kitchen</p> <p>KB3. types of items that need to be replenished if the stock is over</p>
Skills (S) [Optional]	
A. Core skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to: <p>SA1. make a list of the tasks that need to be finished, and keep checking the ones that are done to assure smooth working of the tasks</p>
	Reading Skills
	The user/individual on the job needs to know and understand how to: <p>SA2. read and be able to develop numeracy</p> <p>SA3. read the instructions written on the manuals, pamphlets etc.</p>
Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to: <p>SA4. discuss task lists, schedules, and work-loads of the household with co-workers</p>

	<p>(if any)</p> <p>SA5. enquire and seek clarity from family members appropriately in order to understand their requirements</p> <p>SA6. assert clearly in front of the house members</p> <p>SA7. keep house members informed about the progress of tasks</p> <p>SA8. demonstrate and use proper and befitting language, communicate and behave</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. avoid absenteeism</p> <p>SB4. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB5. work in discipline</p> <p>SB6. be punctual</p> <p>SB7. practice honesty with employer and family members</p> <p>SB8. communicate with people in a form and manner and using language that is open and respectful</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. think through if there is a problem, evaluate the possible solution(s) and suggest the optimum/best possible one</p> <p>SB10. identify immediate or temporary solutions to avoid delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. use existing resources to make best use of them</p>
<p>Critical Thinking</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>	

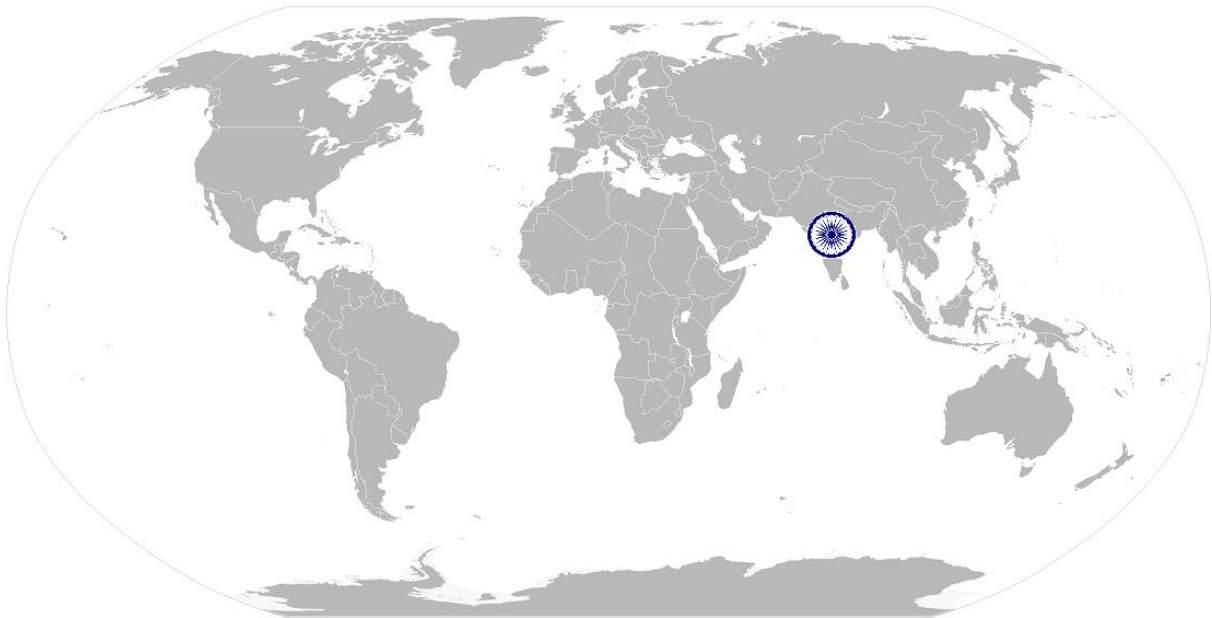
NOS Version Control

NOS Code	DWC / N0103		
Credits (NSQF)	TBD	Version number	10
Industry	Domestic Worker	Drafted on	27/06/15
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Overview

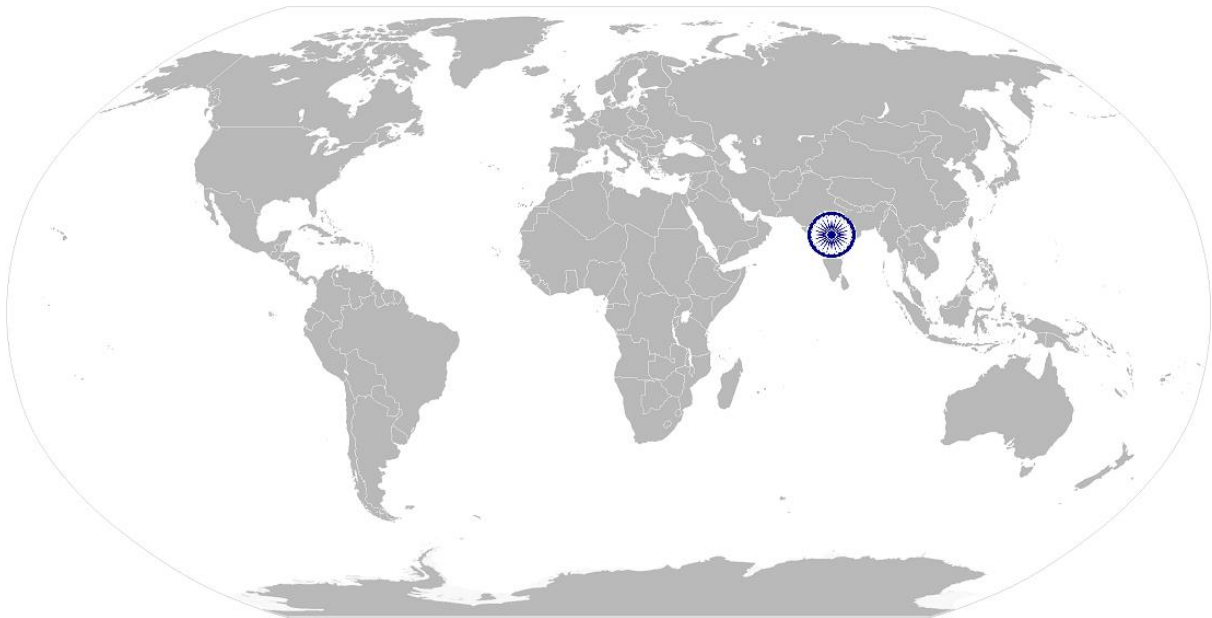
This unit is about carrying the cleaning of the household, waste disposal procedures including sharp and hazardous material and keeping the house insect-free

Unit Code	DWC / N 0104
Unit Title (Task)	Garbage Disposal and Clean Environment
Description	This OS unit talks about household waste disposal procedures including sharp and hazardous material and keeping the house insect-free
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Undertake waste disposal- eg, dry, wet, plastics, paper, etc. and keep the environment neat and clean
Performance Criteria(PC) wrt the Scope	
Element	Performance Criteria
Disposal of Waste for cleanliness	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. identify waste material from various parts of the house PC2. categorize waste in multiple heads like dry, wet, plastics, paper etc. PC3. transport waste to the disposal area PC4. dispose waste according to its type PC5. take precautions while disposing sharps/medical waste/chemical waste etc. PC6. keep the house clean of flies, mosquitoes and other bugs and insects by using appropriate environment at home products
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	* Organization to be read as Employer The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the expectation of employer KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer
B Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. different types of waste materials in a house KB2. the procedure of disposing each type of waste KB3. the handling of hazardous waste materials KB4. the importance of keeping the house out of the reach of flies, mosquitoes etc. KB5. different types of techniques available to keep the mosquitoes/flyes away KB6. usage of mosquito repellents, sprays etc. with precautions
Skills (S)	
A. Core Skills / Generic Skills	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. read and be able to develop numeracy SA2. read the instructions
	Writing Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. make a list of the tasks that need to be finished, and keep checking the ones that are done to assure smooth working of the tasks
Oral Communication (Listening and Speaking skills)	

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. discuss task lists, schedules, and work-load of the household with co-workers (if any)</p> <p>SA5. discuss with household members appropriately in order to understand their requirements</p> <p>SA6. assert clearly in front of the house members</p> <p>SA7. keep house members informed about the progress of tasks</p> <p>SA8. avoid using filthy language</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB2. how to plan and organize things around, so that the tasks can be completed efficiently and in minimum time</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. avoid absenteeism</p> <p>SB4. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB5. work in discipline</p> <p>SB6. be punctual</p> <p>SB7. practice honesty with employer and family members</p> <p>SB8. communicate with people in a form and manner and using language that is open and respectful</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. think through if there is a problem, evaluate the possible solution(s) and suggest an optimum/best possible one</p> <p>SB10. identify immediate or temporary solutions to avoid delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. use existing resources to make best use of them</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

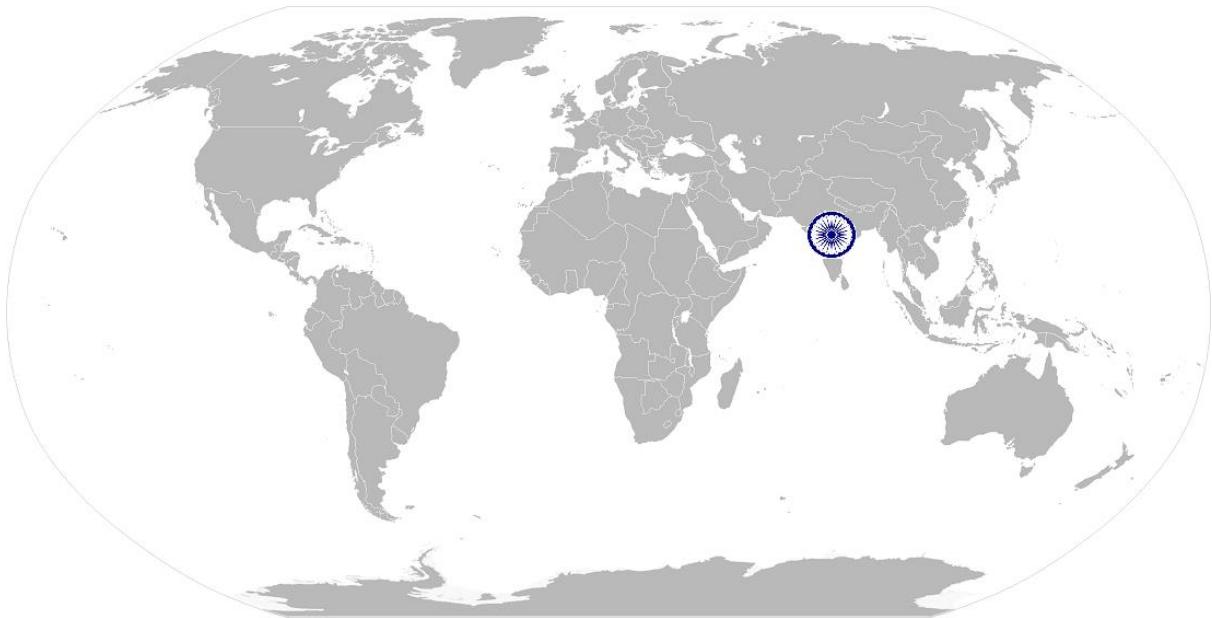
NOS Version Control

NOS Code	DWC / N0104		
Credits (NSQF)	TBD	Version number	10
Industry	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Housekeeping Services	Last reviewed on	03/07/15
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Overview

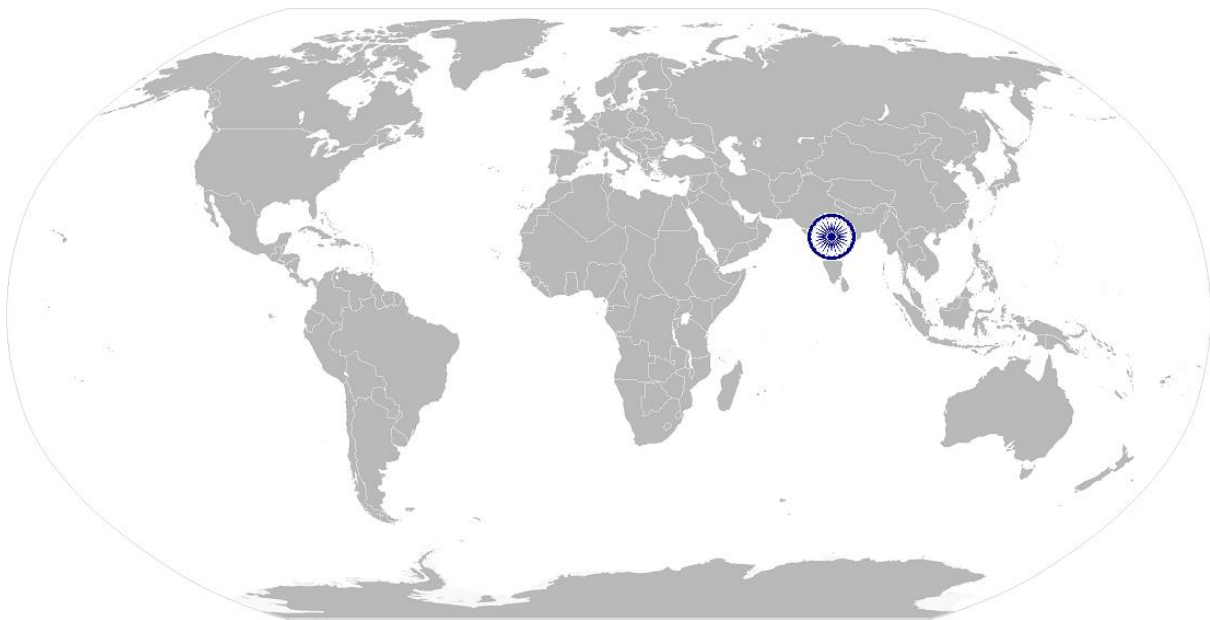
This unit is about carrying maintaining the basic health & safety at the workplace and to maintain a good relationship with the client

Unit Code	DWC / N 0107
Unit Title (Task)	Maintain healthy, safe and positive relationship at workplace
Description	This OS unit talks about maintaining the basic health & safety at the workplace and to maintain a good relationship with the client with a positive attitude
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Understand healthcare & emergency procedures at home • Self-Awareness, ethical behavior & Time Management
Performance Criteria(PC) wrt the Scope	
Element	Performance Criteria
Basic Healthcare & Emergency Procedures	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. identify basic health concerns like fever, cold & cough etc. for self and other family members PC2. understand what to do in case of an emergency at home and use of emergency helpline numbers etc. PC3. seek help during emergency from neighbourhood and inform people who aren't at home at that time PC4. use fire extinguishers etc.
Self-Awareness, Ethical Behavior & Time Management	<ul style="list-style-type: none"> PC5. display ethical behaviour at all times PC6. follow safety procedures PC7. manage time effectively, especially in case of a health concern or emergency
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>* Organization to be read as Employer</p> <p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. the expectation of the employer KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer
B Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. how to manage health issues like fever, vomiting, cuts etc. KB2. usage of fire extinguishers etc. KB3. information about how household accidents like fire, accident, gas leakage, short circuit, electric shock can occur and accordingly take precautions to avoid them and know the plan of action if they occur KB4. the importance of emergency contact numbers KB5. the importance of being alert to signs of possible abuses and harassments & the ways to deal with it
Skills (S)	
A. Core Skills / Generic Skills	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. read and be able to develop numeracy SA2. read the instructions

	Writing Skills
	The user/individual on the job needs to know and understand how to: SA3. make a list of the tasks that need to be finished, and keep checking the ones that are done to assure smooth working of the tasks
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. discuss task lists, schedules, and work-load of the household with co-workers (if any) SA5. discuss with household members appropriately in order to understand their requirements SA6. assert clearly in front of the house members SA7. keep house members informed about the progress of tasks SA8. avoid using filthy language
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	Plan and Organize
	The user/individual on the job needs to know and understand: SB2. how to plan and organize things around, so that the tasks can be completed efficiently and in minimum time
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB3. avoid absenteeism SB4. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB5. work in discipline SB6. be punctual SB7. practice honesty with employer and family members SB8. communicate with people in a form and manner and using language that is open and respectful
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB9. think through if there is a problem, evaluate the possible solution(s) and suggest an optimum/best possible one SB10. identify immediate or temporary solutions to avoid delays
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB11. use existing resources to make best use of them
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB12. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

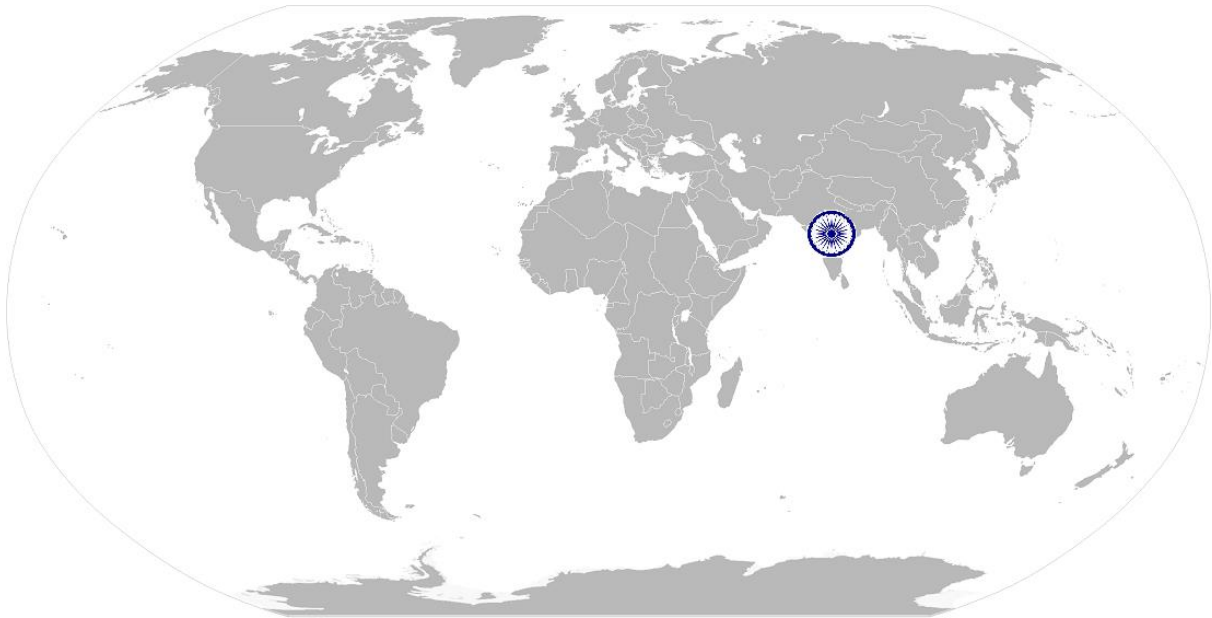
NOS Version Control

NOS Code	DWC / N0107		
Credits (NSQF)	TBD	Version number	10
Industry	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Housekeeping Services	Last reviewed on	03/7/15
Occupation	Housekeeping	Next review date	02/07/16



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National Occupational Standard



Overview

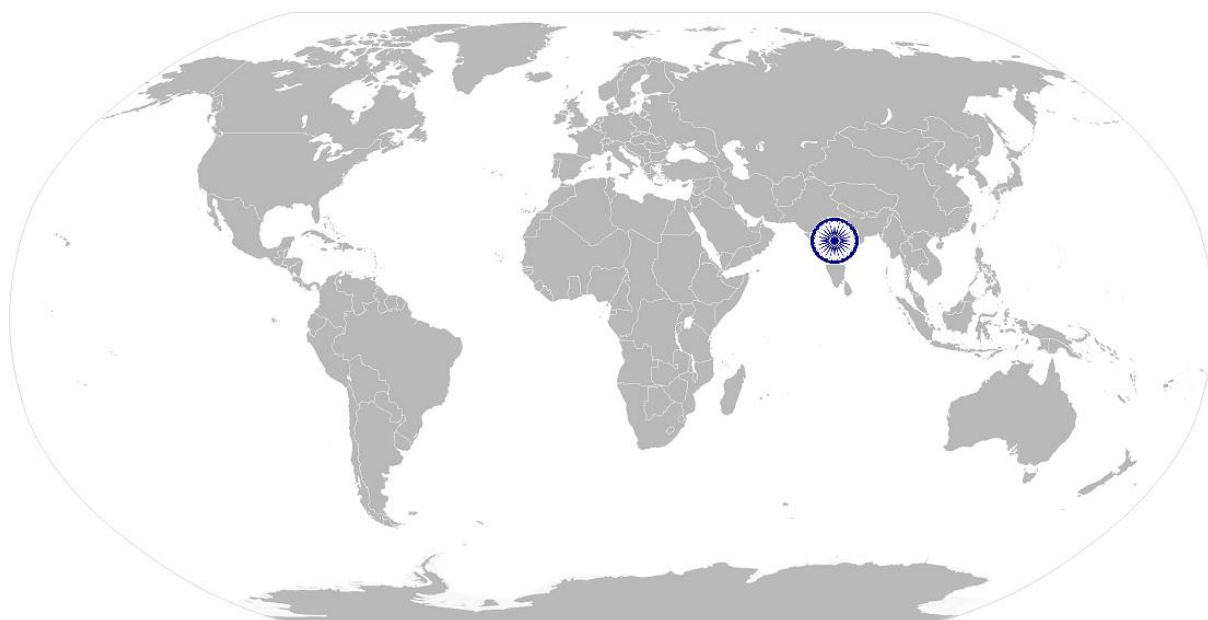
This unit is about how to maintain effective communication, cultural differences and interpersonal relations with the employer

Unit Code	DWC / N 0108
Unit Title (Task)	Create a positive impression of oneself in the household
Description	This OS unit talks about effective communication, cultural differences and interpersonal relations with the employer and the aspect of a positive impression on the household
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Effective communication and conduct with the employer and adapt to cultural differences
Performance Criteria(PC) wrt the Scope	
Element	Performance Criteria
Effective communication with the employer and adapt to cultural differences	To be competent, the user/individual on the job must be able to: <p>PC1. dress up appropriately at work</p> <p>PC2. be calm in case of a conflicting or stressful situation; understanding and then asserting himself / herself</p> <p>PC3. maintain a clear channel of communication by sharing everything with the employer</p> <p>PC4. maintain a positive demeanour and smile when communicating with the employer</p> <p>PC5. work to bridge the cultural differences with the family</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	* Organization to be read as Employer To individual must be able to know and understand: <p>KA1. the laundering expectation of employer</p> <p>KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer</p>
B. Technical Knowledge	<p>KB1. the dress code policy at work</p> <p>KB2. the principles of managing stress and conflict</p> <p>KB3. the importance of communicating with a smile and gratitude</p> <p>KB4. the concepts related to cultural nuances and importance of flawless communication</p>
Skills (S)	
A. Core skills/ Generic Skills	Reading Skills
	The user/individual on the job needs to know and understand how to: <p>SA1. read and be able to develop numeracy</p> <p>SA2. read the instructions</p>
	Oral Communication (Listening and Speaking skills)

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. discuss task lists, schedules, and work-loads of the household with co-workers (if any)</p> <p>SA4. discuss with household members appropriately in order to understand their requirements</p> <p>SA5. assert clearly in front of the house members</p> <p>SA6. keep house members informed about the progress of tasks</p> <p>SA7. demonstrate and use proper and befitting language, communicate and behave</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with employers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build relationships and follow customer centric approach</p>
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through if there is a problem, evaluate the possible solution(s) and suggest an optimum/best possible one</p> <p>SB6. identify immediate or temporary solutions to avoid delays</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. use existing resources to make best use of them</p>
Critical Thinking	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>	

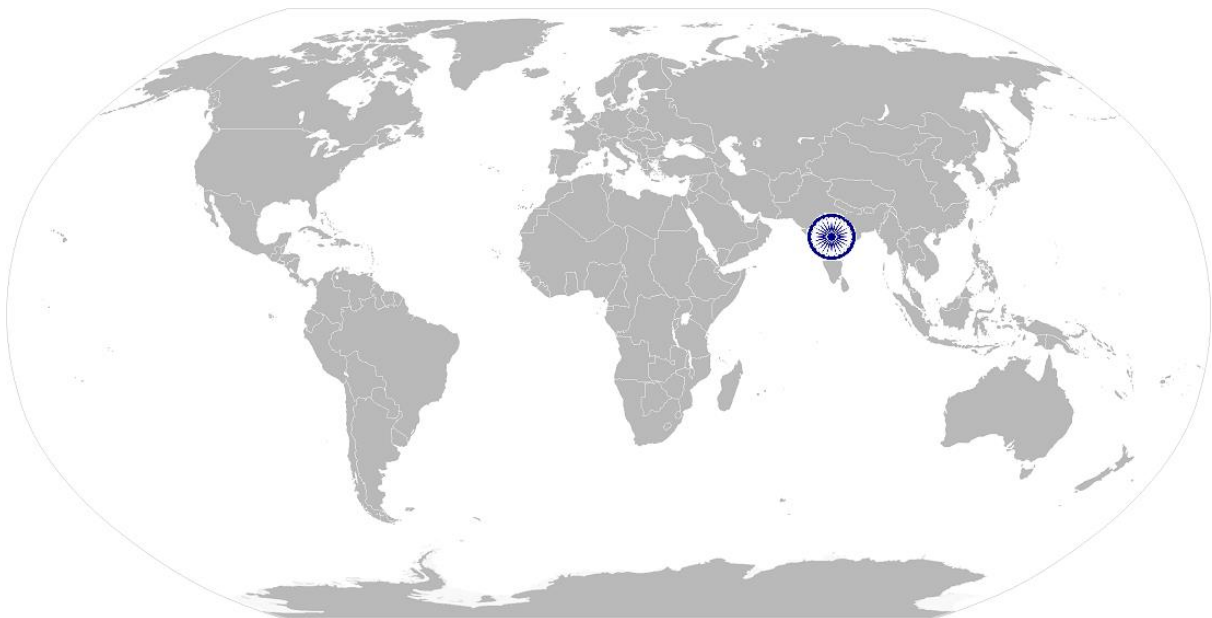
NOS Version Control

NOS Code	DWC / N0108		
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Industry	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Housekeeping Services	Last reviewed on	03/07/15
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Overview

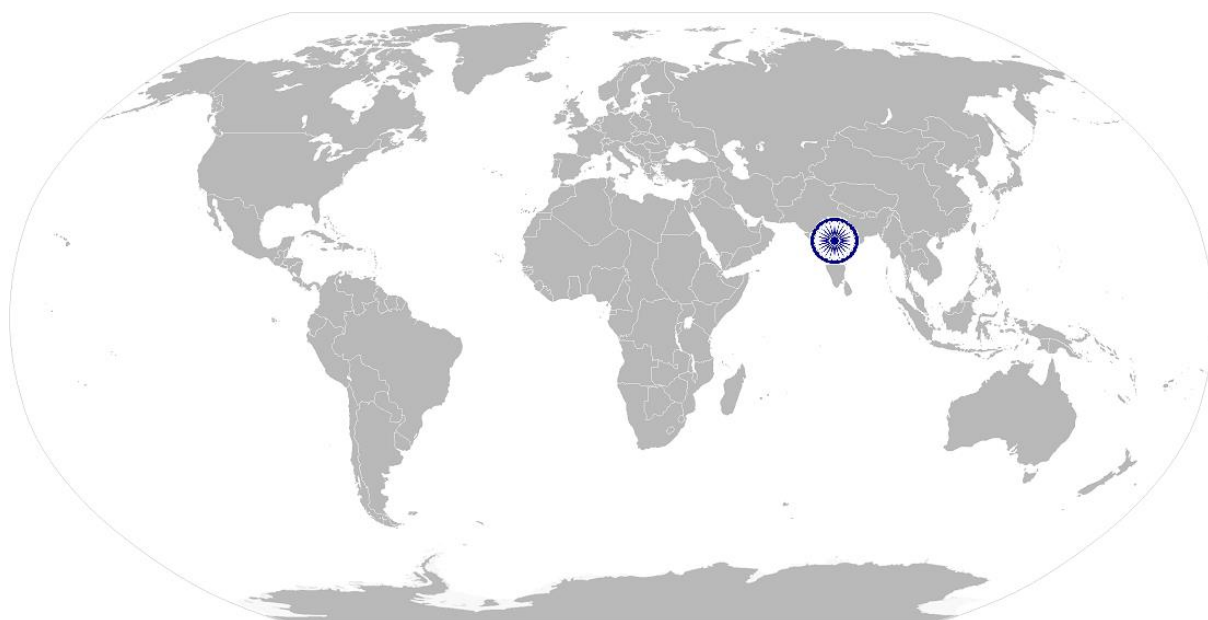
This unit is about managing self at the work place, finance for the usual house hold work and dignity as well as respect

Unit Code	DWC / N 0109
Unit Title (Task)	Managing self, money and dignity at workplace
Description	This OS unit covers managing self-health and finances, managing self, knowing his/her duties and responsibilities
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Being aware and managing one's own health, earnings and interpersonal relationships • Knowledge of one's duties, responsibilities and rights at the workplace
Performance Criteria(PC) wrt the Scope	
Element	Performance Criteria
Managing Health, Finances and interpersonal relations	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. keep himself/ herself healthy, hygienic and disease-free PC2. take appropriate measures and seek medical help immediately in case of any casualty PC3. manage his/her earnings aptly
Managing Self & Duties	<ul style="list-style-type: none"> PC4. carry himself/herself with respect and dignity PC5. manage healthy relationships with his/her employer PC6. perform all the duties and responsibilities with full vigour and diligence PC7. exercise his/her rights and benefits
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> * Organization to be read as Employer KA1. the expectation of the employer KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer
B Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. the importance of good health and hygiene KB2. maintaining hygiene and keeping body clean and disease-free KB3. awareness about seeking medical care immediately KB4. how to maintain self-finances, importance of self-financial management KB5. fulfilling one's duties and responsibilities KB6. how to exercise one's rights and importance of exercising
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. write self-earnings and expenses to have a better control on the finances SA2. maintain a list of medicines that may be required in emergency or are taken on a regular basis by him/her or anyone in the household
	Reading Skills

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read and be able to develop numeracy</p> <p>SA4. be able to understand the instructions</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. assert clearly in front of the house members</p> <p>SA6. keep house members informed about the progress of tasks</p> <p>SA7. demonstrate and use proper and befitting language, communicate and behave</p>
B. Professional Skills	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with employers who may be stressed, frustrated, confused, or angry</p> <p>SB4. build relationships and follow customer centric approach</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. think through if there is a problem, evaluate the possible solution(s) and suggest an optimum/best possible one</p> <p>SB6. identify immediate or temporary solutions to avoid delays</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. use existing resources to make best use of them</p>
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

NOS Version Control

NOS Code	DWC / N 0109		
Credits (NSQF)	TBD	Version number	10
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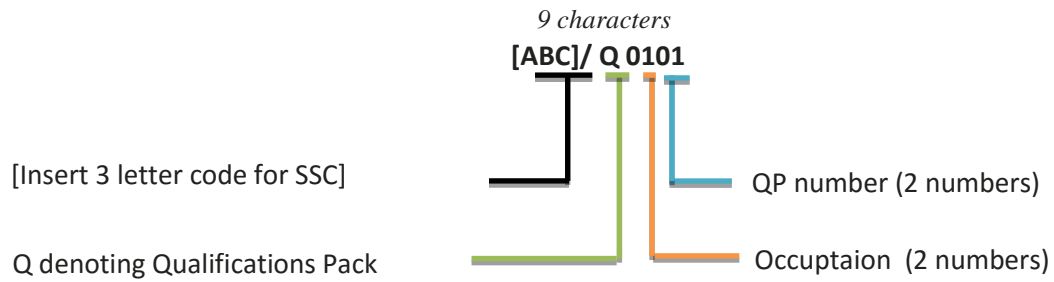


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Annexure

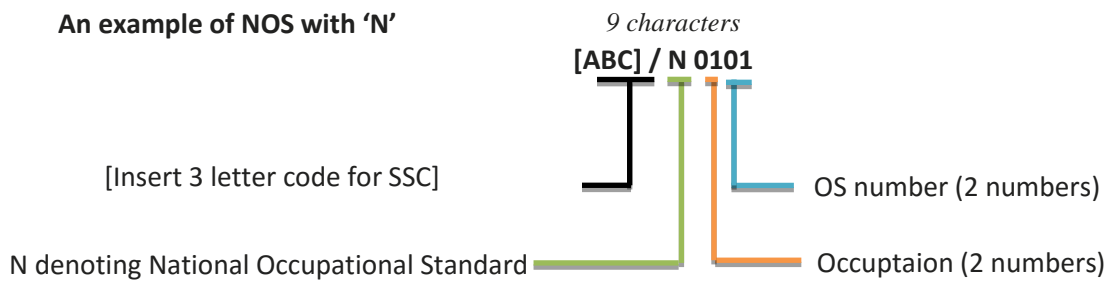
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: General Housekeeper
Qualification Pack: DCW/ Q 0102
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 center (as per assessment criteria below)
- 4 Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
- 5 To pass the Qualification Pack , every trainee should score a minimum of 70% 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
	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	
DWC / N 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 0107(Maintain health, safety and	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	40	6	3	3

positive relationship at the workplace)	at home and use of emergency helpline numbers etc.				
	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		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		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 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	30	6	2	4
		Total	30	11	19
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		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	40	6	2	4
		Total	40	16	24

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