



## QUALIFICATION FILE

### Executive Housekeeper

☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship

☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM

NCrF/NSQF Level: 6

Submitted By:

Tourism and Hospitality Skill Council

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place

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**Table of Contents**

Section 1: Basic Details .....	3
Section 2: Module Summary .....	6
NOS/s of Qualifications .....	6
Mandatory NOS/s: .....	6
Elective NOS/s: .....	7
Assessment - Minimum Qualifying Percentage .....	7
Section 3: Training Related .....	7
Section 4: Assessment Related .....	7
Section 5: Evidence of the need for the Qualification .....	7
Section 6: Annexure & Supporting Documents Check List .....	8
Annexure: Evidence of Level .....	9
Annexure: Tools and Equipment (Lab Set-Up) .....	15
Annexure: Industry Validations Summary .....	17
Annexure: Training & Employment Details .....	19
Annexure: Blended Learning .....	20
Annexure: Detailed Assessment Criteria .....	21
Annexure: Assessment Strategy .....	29
Annexure: Acronym and Glossary .....	30

## Section 1: Basic Details

1.	<b>Qualification Name</b>	Executive Housekeeper																	
2.	<b>Sector/s</b>	Tourism and Hospitality																	
3.	<b>Type of Qualification:</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> <b>Has Electives/Options</b> <input type="checkbox"/> OEM	<b>NQR Code &amp; version of existing/previous qualification:</b> <i>(change to previous, once approved)</i> 2022/TH/THSC/05467	<b>Qualification Name of existing/previous version:</b> Executive Housekeeper																
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> <i>(Wherever applicable)</i>																		
5.	<b>National Qualification Register (NQR) Code &amp;Version</b> <i>(Will be issued after NSQC approval)</i>	QG-06-TH-02023-2024-V1-THSC	6. NCrF/NSQF Level: 6																
7.	<b>Award (Certificate/Diploma/Advance Diploma/ Any Other)</b> <i>(Wherever applicable specify multiple entry/exits also &amp; provide details in annexure)</i>	Certificate																	
8.	<b>Brief Description of the Qualification</b>	The individual at work establishes standards, manages housekeeping operations and resources, prepares budget, builds and manages a effective team to ensure operational excellence of the housekeeping department.																	
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>4-year UG Degree in relevant field</td> <td>10 years relevant experience including apprenticeship</td> </tr> <tr> <td>2.</td> <td>3-year UG Degree</td> <td>12 years of relevant experience</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 5.5</td> <td>1.5 years relevant experience</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 5</td> <td>3 years relevant experience</td> </tr> </tbody> </table> <b>b. Age - 30 years</b>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	4-year UG Degree in relevant field	10 years relevant experience including apprenticeship	2.	3-year UG Degree	12 years of relevant experience	3.	Previous relevant Qualification of NSQF Level 5.5	1.5 years relevant experience	4.	Previous relevant Qualification of NSQF Level 5	3 years relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																	
1.	4-year UG Degree in relevant field	10 years relevant experience including apprenticeship																	
2.	3-year UG Degree	12 years of relevant experience																	
3.	Previous relevant Qualification of NSQF Level 5.5	1.5 years relevant experience																	
4.	Previous relevant Qualification of NSQF Level 5	3 years relevant experience																	

10.	<b>Credits Assigned to this Qualification, Subject to Assessment</b> (as per National Credit Framework (NCrF))	26	<b>11. Common Cost Norm Category (I/II/III)</b> (wherever applicable): II																				
12.	<b>Any Licensing requirements for Undertaking Training on This Qualification</b> (wherever applicable)	NA																					
13.	<b>Training Duration by Modes of Training Delivery</b> (Specify <b>Total Duration</b> as per selected training delivery modes and as per requirement of the qualification)	<input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> Blended <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>240:00</td> <td>290:00</td> <td>530:00</td> </tr> <tr> <td>Online</td> <td>220:00</td> <td></td> <td></td> <td>220:00</td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details)							Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		240:00	290:00	530:00	Online	220:00			220:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)																			
Classroom (offline)		240:00	290:00	530:00																			
Online	220:00			220:00																			
14.	<b>Aligned to NCO/ISCO Code/s</b> (if no code is available mention the same)	NCO-2015/5151.0101																					
15.	<b>Progression path after attaining the qualification</b> (Please show Professional and Academic progression)	Executive Housekeeper-->Corporate Housekeeper																					
16.	<b>Other Indian languages in which the Qualification &amp; Model Curriculum are being submitted</b>	Hindi																					
17.	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																					
18.	<b>Is the Job Role Amenable to Persons with Disability</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																					
19.	<b>How Participation of Women will be Encouraged</b>	The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities.																					
20.	<b>Are Greening/ Environment Sustainability Aspects Covered</b> (Specify the NOS/Module which covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  THC/N9907.Monitor and maintain health, hygiene and safety at workplace																					
21.	<b>Is Qualification Suitable to be Offered in Schools/Colleges</b>	Schools <input type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																					

22.	<b>Name and Contact Details of Submitting / Awarding Body SPOC</b> <i>(In case of CS or MS, provide details of both Lead AB &amp; Supporting ABs)</i>	<b>Name:</b> Dr. Sunita Badhwar <b>Email:</b> sunita.badhwar@thsc.in <b>Contact No.:</b> 011-41608056/8057 Ext.1102 <b>Website:</b> <a href="http://www.thsc.in">www.thsc.in</a>	
23.	<b>Final Approval Date by NSQC:</b> 31/01/2024	<b>24. Validity Duration:</b> 3 years	<b>25. Next Review Date</b> 31/01/2027

## Section 2: Module Summary

## NOS/s of Qualifications

(In exceptional cases these could be described as components)

## Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

**Th.**-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory **Training Rec.**-Recommended **Proj.**-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Establish standards and manage housekeeping operations	THC/N0230 & v3.0	Core	6	6	37	53	90		180	50	50	0	20	120	20
2.	Manage resources and prepare budget	THC/N0245 & v2.0	Core	6	7	57	53	100		210	40	40	0	20	100	20
3.	Build and manage a effective team	THC/N0427 & v2.0	Core	6	7	57	53	100		210	20	20	0	10	50	20
4.	Promote hospitable and courteous behaviour	THC/N9911 & v2.0	Non-Core	6	1	15	15	0		30	20	20	0	15	55	10
5.	Ensure to maintain organisational confidentiality and guest's privacy	THC/N9910 & v4.0	Non-Core	6	1	15	15	0	0	30	10	5	0	5	20	10
6.	Create and maintain a safe and healthy workplace	THC/N9912 & v2.0	Non-Core	6	1	15	15	0	0	30	20	20	0	10	10	15
7.	Employability Skills (60 Hours)	DGT/SQ/N 0102 & v1.0	Non-Core	6	2	24	36	0	0	60	20	30	0	0	50	5
<b>Duration (in Hours) / Total Marks</b>					<b>25</b>	<b>220</b>	<b>240</b>	<b>290</b>	<b>0</b>	<b>750</b>	<b>180</b>	<b>185</b>	<b>0</b>	<b>80</b>	<b>445</b>	<b>100</b>

## Elective NOS/s:

## Assessment - Minimum Qualifying Percentage

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

**Minimum Pass Percentage – Aggregate at qualification level: 70%** (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

**Minimum Pass Percentage – NOS/Module-wise:** (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

## Section 3: Training Related

1.	<b>Trainer's Qualification and experience in the relevant sector (in years)</b> (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry and 1 year as a trainer
2.	<b>Master Trainer's Qualification and experience in the relevant sector (in years)</b> (as per NCVET guidelines)	NA
3.	<b>Tools and Equipment Required for Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	NA

## Section 4: Assessment Related

1.	<b>Assessor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	<b>Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
3.	<b>Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)</b> (as per NCVET guidelines)	NA
4.	<b>Assessment Mode</b> (Specify the assessment mode)	Blended
5.	<b>Tools and Equipment Required for Assessment</b>	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment)

## Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> No
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> Yes
4.	<b>Number of Industry validation provided:</b> 21
5.	<b>Estimated nos. of persons to be trained and employed:</b> NA
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> No If “No”, why:

## Section 6: Annexure &amp; Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	<i>Attached</i>
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	<i>Attached</i>
3.	<b>Annexure:</b> Detailed Assessment Criteria <i>(Mandatory)</i>	<i>Attached</i>
4.	<b>Annexure:</b> Assessment Strategy <i>(Mandatory)</i>	<i>Attached</i>
5.	<b>Annexure:</b> Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	<i>Attached</i>
6.	<b>Annexure:</b> Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	<i>Attached</i>
7.	<b>Annexure:</b> Acronym and Glossary <i>(Optional)</i>	<i>Attached</i>
8.	<b>Supporting Document:</b> Model Curriculum <i>(Mandatory – Public view)</i>	<i>Attached</i>
9.	<b>Supporting Document:</b> Career Progression <i>(Mandatory - Public view)</i>	<i>Attached</i>
10.	<b>Supporting Document:</b> Occupational Map <i>(Mandatory)</i>	<i>Attached</i>
11.	<b>Supporting Document:</b> Assessment SOP <i>(Mandatory)</i>	<i>Attached</i>
12.	<b>Any other document you wish to submit:</b>	-



## Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
<b>Professional Theoretical Knowledge/Process</b>	<ul style="list-style-type: none"> <li>• <b>Advanced knowledge with critical understanding of emerging developments</b></li> <li>• Methods to draft effective SOPs</li> <li>• Types and standards of the activities performed in housekeeping department</li> <li>• Ways to effectively develop departmental procedures and inspection programs</li> <li>• Methods to establish training programs</li> <li>• Impact of novel methods, techniques, material and equipment on departmental performance in housekeeping</li> <li>• Procedure to review and update departmental policies as per requirement</li> <li>• Procedure for staff scheduling</li> <li>• Standard housekeeping operations</li> <li>• Procedure to conduct quality checks for housekeeping operations</li> <li>• Design and aesthetic principles</li> <li>• Method to schedule various types of cleaning and polishing activities</li> <li>• Concept and schedule of preventive and corrective maintenance</li> <li>• Impact of adhering to organizational procedures</li> <li>• Procedure to conduct internal audits</li> <li>• Method to prepare action plans</li> <li>• Root cause analysis techniques for any departmental problem</li> <li>• Interdependence of various departments to carry out housekeeping activities efficiently</li> <li>• Organizational standards for customer service</li> </ul>	<ul style="list-style-type: none"> <li>• An Executive Housekeeper should be well acquainted with the facts and general concepts of the housekeeping operations like draft effective SOPs, Standard housekeeping operations, design and aesthetic principles etc.</li> <li>• Hence Level 6</li> </ul>	6

	<ul style="list-style-type: none"> <li>• Significance of maintaining professionalism in the department</li> <li>• Ways to analyze customer feedback and service reports</li> <li>• Resource management procedures</li> <li>• Par levels required for business</li> <li>• Inventory management process</li> <li>• SOP to raise purchase requisition</li> <li>• Format for purchase and issue record keeping</li> <li>• Estimation methods for resource requirement in housekeeping</li> <li>• Budget preparation process</li> <li>• Basics of financial management</li> <li>• Methods to control cost</li> <li>• Ways to analyze financial reports</li> <li>• Safety, security and standard procedures applicable for housekeeping department</li> <li>• Organizational policies on health and safety, and risk assessment</li> <li>• Applicable employment legislation</li> <li>• Procedure to conduct hygiene audits and ways to analyze audit reports</li> <li>• Standards of performance in the organisation</li> <li>• Company's human resource policies</li> <li>• Company's reporting and hierarchy structure</li> <li>• Legal and regulatory requirements related to employee management in the industry/sector</li> <li>• Effective leadership and team development practices</li> <li>• Human resource requirements at various levels within the</li> <li>• Guidelines to craft effective job descriptions</li> <li>• Benefits of delegation of responsibilities</li> <li>• Organization's guest profile</li> <li>• Organization's policies on behavioural etiquette and professionalism</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Organization's policies on gender sensitive service practices at workplace</li> <li>• Gender specific requirements of different types of guests</li> <li>• Specific requirements of different age-groups of guests</li> <li>• POSH (Prevention of Sexual Harassment) policy guidelines</li> <li>• Key Helpline numbers in the area of operation of the business</li> <li>• Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them</li> <li>• Organisation's policies on intellectual property rights and confidential information</li> <li>• Organisation's product, service or design patents</li> <li>• How Intellectual property protection is important for competitiveness of an organisation</li> <li>• Guidelines for crafting effective SOPs regarding IPR</li> <li>• Procedure for disposal of confidential documents</li> <li>• Confidential data protection methods</li> <li>• The process of developing workplace safety procedures</li> <li>• HACCP (Hazard Analysis and Critical Control Points) and ISO 22000 (International Organization for Standardization) frameworks</li> <li>• FSSAI's (Food Safety and Standards Authority of India) work practices</li> <li>• Purpose and correct usage of protective gears such as gloves, protective goggles, masks, etc. while working</li> <li>• Impact of accidental risks and productivity loss</li> <li>• Methods to minimize accidental risks</li> <li>• Process to design restaurant seat layout/plan</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Emergency procedures to be followed in case of a mishap such as fire accidents, etc.</li> <li>• Usage of firefighting equipment</li> <li>• Safe waste-disposal methods</li> <li>• Established health and hygiene procedures at workplace</li> <li>• Nationally &amp; internationally accepted signages related to hygiene and health</li> </ul>		
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<p><b>Highly specialized skills , interdisciplinary skills, leadership skills</b></p> <ul style="list-style-type: none"> <li>• Wide range of cognitive and practical skills required to generate solutions to specific problems in a field of work of study.</li> <li>• Read industry journals to get the latest information about trends</li> <li>• Write SOPs for different processes and activities</li> <li>• Write reports and business correspondence</li> <li>• Take decisions in a time bound manner</li> <li>• Handle problems arising among internal staff and with guests</li> <li>• Analyze current industry trends in product development, service standards, preferences and guest demands and likings</li> <li>• Break complex problems into manageable piece</li> <li>• Interact with various stakeholders of the business</li> <li>• Handle finance, administration, liaison and security related problems</li> <li>• Identify the right resources to run the business efficiently</li> <li>• Lead a high-performance team</li> <li>• Identify measures that can prevent potential infringements within the team</li> </ul>	An Executive Housekeeper should be well acquainted with the facts and general concepts of the housekeeping operations like draft effective SOPs, Standard housekeeping operations, design and aesthetic principles etc.	6

	<ul style="list-style-type: none"> <li>Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements</li> <li>Analyse the impact of IPR infringement on the guests and the organization</li> </ul>		
<b>Employment Readiness &amp; Entrepreneurship</b> <b>Skills &amp; Mind-set/Professional Skill</b>	<b>Cross cultural competency , transformational leadership</b> <ul style="list-style-type: none"> <li>Read and write different types of documents/instructions/correspondence in English and other</li> <li>Languages</li> <li>Communicate effectively using appropriate language in formal and informal settings</li> <li>Behave politely and appropriately with all to maintain effective work relationship</li> <li>How to work in a virtual mode, using various technological platforms</li> <li>Perform calculations efficiently</li> <li>Solve problems effectively</li> <li>Pay attention to details</li> <li>Manage time efficiently</li> <li>Maintain hygiene and sanitization to avoid infection</li> </ul>	A Executive Housekeeper should have social intelligence, cognitive load management, ,cross-cultural competency, organization and time management, creative thinking and innovation, problem solving skills, aware technological developments and Innovations, professional and personal integrity, etc.	6
<b>Broad Learning Outcomes/Core Skill</b>	<b>Apply acquired advanced technical skills, technical appraisal and reviews</b> <ul style="list-style-type: none"> <li>Establish standards and manage housekeeping operations</li> <li>Manage resources and prepare budget</li> <li>Build and manage a team</li> <li>Promote hospitable and courteous behavior</li> <li>Ensure to maintain organisational confidentiality and guest's privacy</li> <li>Create and maintain a safe and healthy workplace</li> </ul>	<ul style="list-style-type: none"> <li>An Executive Housekeeper is responsible for managing housekeeping operations, budget and team. The person requires well developed wide ranging specialised theoretical as well as practical skills to manage housekeeping operations which could be routine or non-routine in nature.</li> <li>Hence Level 6</li> </ul>	6
<b>Responsibility</b>	<b>Business Management (like CEO / CXO ,etc.)</b>	<ul style="list-style-type: none"> <li>An Executive Housekeeper is responsible for handling</li> </ul>	6

	<ul style="list-style-type: none"> <li>• Establish standards for housekeeping department</li> <li>• Ensure effective housekeeping operations</li> <li>• Ensure customer centricity</li> <li>• Manage resources for housekeeping department</li> <li>• Prepare budget and control costs</li> <li>• Manage administration of the housekeeping department</li> <li>• Develop supervisory and operational team</li> <li>• Manage team effectively</li> <li>• Promote effective communication among colleagues and between colleagues &amp; guests</li> <li>• Ensure gender &amp; age-specific services as per the requirements of guests</li> <li>• Ensure sensitivity towards Persons with disability</li> <li>• Ensure organizational confidentiality</li> <li>• Ensure guests' privacy</li> <li>• Create and maintain safety standards</li> <li>• Create and maintain a healthy workplace</li> <li>• Manage waste and conserve material at workplace</li> </ul>	<p>housekeeping department, it's operation, ensuring customer centricity, preparing budget and managing administrative activities as per the organisational standards. This person takes full responsibility of the output of the entire team.</p> <ul style="list-style-type: none"> <li>• Hence Level 6</li> </ul>	
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## Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Sample plans, actions, and standard operating procedures for housekeeping operation	Standard	01
2.	Sample inspection program for guestrooms and public area	Standard	01
3.	Sample action plans for the day-to-day functioning	Standard	01
4.	Sample list of complaints and queries of department and feedback of customers	Standard	01
5.	Sample budget	Standard	01
6.	Sample housekeeping department relevant reports	Standard	01
7.	Employee records	Standard	01
8.	Standard Operating Procedures	Standard	01
9.	Participant Handbook	Standard	01
10.	Sample report	Standard	01
11.	Business correspondence	Standard	01
12.	Related SOPs	Standard	01
13.	Sample of escalation matrix	Standard	01
14.	Organisation structure	Standard	01
15.	Sample guest feedback form	Standard	01
16.	Handouts of IPR guidelines and regulations	Standard	01
17.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01

#### Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. Chalk



## Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	Barbeque Nation	Jayanta Soha	Sr. Manger HR	Barbeque Nation Hospitality Limited,601 Doddakannalli Village, Varthur Hobli,. Sarjapur Road, Bengaluru – 560035	9330430689	Jayanta.s@barbequenation.com	-
2.	Best Western	Amit Sharma	Corp. Training Manager	Bestwestern India,Jasola , New Delhi	8377833382	Amit.shama@bhindia.in	-
3.	Bikaji Foods International	Vineet Manocha	President-Culinary	Bikaji Foods International Ltd , Karni Industrial Area,Bikaner 334001	7738930777	Vineetmanocha@hotmailcom	
4.	Bottle lab technologies pvt ltd	Jyoti Dhaundiyal	City Head (Operations)	HTC aspire, 4th Floor (401) No. 19, Ali Askar Road, Bangalore, Karnataka - 560052	9634678540	jyoti.dhaundiyal@thesmartq.com	
5.	Devyani International Limited	Kirti Bhushan	Associate General Manager	F-2/7, Okhla Industrial Area Phase - 1, New Delhi, 110020	7738074059	kirti.bhushan@dil-rjcorp.c	
6.	The Fern Residency	Avani Kulshreshtha	Human Resources	The Fern Residency, Noida Link Road Sec 100, Hazipur Secto104 Noida, Uttar Pradesh 20130	8929079713	hr.fr.noida@fernhotels.com	
7.	Holiday Inn	Mukesh Kumar	Director-Human Resource	Asset Area 12 Hospitality District, Aerocity, New Delhi, Delhi 110037	8826996447	Mukesh.kumar1@ihg.com	
8.	Hotel CK Internatinal	Hoshiar Singh	General Manager		9805091617	gm@hoteckinternational	
9.	Hotel KC Cross Roads Panchula	Ravi Chauhan	FOM	Hotel KC Cross Roads Panchula Site No.1 Sector 10. Opp Bus Stand Panchkula-134113	7573415785	reservation.kchotelsandresort.com	
10.	HPDC-Hotel Peterof , Chaura Maidan	NandLal Sharma	Dy. Genral Manager	HPDC-Hotel Peterof , Chaura Maidan- Near All India Radio , Shimla -171004	9818455077	chefnandlal@gmail.com	

11.	IHHR Hospitality	N Satish Mohan	AGM Operations and Audit	Plot 9 D Block, Samalka, New Delhi, Delhi 110037	9891834909	Satish.mohan@ihhrhospitality.in	
12.	LiteBite Foods Pvt.Ltd.	Supreet Kaur	HR Manager	LiteBite Foods Pvt.Ltd. 317 Udyog Vihar Phase IV	8130595480	Supreet.kaur@LBF.co.in	
13.	Mc Donalds	Achyut Vats	Shift Manager	Mc Donalds Crown Interior Mall,Faridabad 121003	8252931845	Achyut.vats@gmail.com	
14.	Orange Tiger Hospitality	Bharat Alagh	VP Operations and Culinary	Orange Tiger Hospitality Pvt Ltd.	9811118705	Bharat.alagh@othpl.com	
15.	PSIL	Dharmendra Patil		Property Solutions (India) Pvt. Ltd. Unit no 11,Ground floor, Kalpataru Square, Off. Andheri Kurla Road, KondivitaLane, Andheri (E), Mumbai 400059.	9898049090	dharmendra.patil@psipl.co.in	
16.	Ritz Hotel	Piyush Kapoor	General Manager	Raja Motels Pvt Ltd , 45 , the Mall, Amritsar	9872855208	info@ritzhotel.in	
17.	Royal; Caribbean Cruise Lines	Jai Kumar	Executive Chef	Royal; Caribbean Cruise Lines 1050 Miami Florida	9873461253	jaikumarbhasin@yahoo.com	
18.	Serene Suites	Aman Mahajan	Managing Partner	-	9816466999	Serensuites@gmail.com	
19.	Shilton Hotels	Santosh Kr. G	Assistant General Manager	Shilton Hospitality LLP, Office 2, Ulsoor Road, Bangalore	9972471542	santhoshkumar@shiltonhospitality.com	
20.	The Grand Hotel, ND	Sudershan Singh Bhandari	Executive Chef	The Grand New Delhi, Nelson Mandela Road, Vasant Kunj. New Delhi.	9810911114	Id:ssb.ssb@outlook.com	
21.	Hotel Twin Tower	Ramesh Dogra	General Manager - Sales	Hotel Twin Tower New Kufri, Shimla	9816325865	sales@hoteltwintowers.com	

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
	NA	NA	NA	NA	NA	NA

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications: NA

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. NA

Content availability for previous versions of qualifications:

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

Languages in which Content is available:

## Annexure: Blended Learning

**Blended Learning Estimated Ratio & Recommended Tools:**

**Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:**

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge	<ul style="list-style-type: none"> <li>• Books/ e-books</li> <li>• Presentations</li> <li>• Reference Material</li> <li>• Audio / Video Modules</li> </ul>	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> <li>• Self-Learning Videos</li> <li>• Broadcasts</li> <li>• Mobile Learning</li> <li>• Curated Digital content</li> </ul>	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> <li>• Video Content</li> <li>• E-Resource library</li> <li>• AR/ VR/ XR</li> </ul>	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> <li>• Training tools (tools list attached)</li> <li>• Video Play</li> <li>• Presentations</li> </ul>	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> <li>• Online Question Bank</li> <li>• Mobile Quick test app</li> <li>• MCQ based tests</li> </ul>	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> <li>• Assessment engine for Essays</li> <li>• Up-loadable file examinations</li> <li>• Mock test sessions</li> </ul>	
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> <li>• Online tests</li> <li>• Offline assessments</li> </ul>	

## Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
THC/N0230: Establish standards and manage housekeeping operations	<i>Establish standards for housekeeping department</i>	15	15	-	5
	PC1. develop plans, actions, and standard operating procedures for the operation and administration of housekeeping department	-	-	-	-
	PC2. establish and maintain housekeeping procedures, taking into consideration percent occupancy, time and use of facilities, and related public specialty areas and events	-	-	-	-
	PC3. develop an inspection program for all public areas and guestrooms to ensure proper maintenance and standards are achieved and sustained	-	-	-	-
	PC4. establish a training program for housekeeping department to enable positions of increased responsibility to be filled from within the department	-	-	-	-
	PC5. ensure implementation of novel methods, techniques, material and equipment to improve overall operation of the department and ensure better efficiency at reduced costs	-	-	-	-
	PC6. review existing procedures and policies and update them, if required	-	-	-	-
	<i>Ensure effective housekeeping operations</i>	20	20	-	10
	PC7. ensure proper scheduling of the department as per staff availability and daily occupancy forecast	-	-	-	-
	PC8. coordinate the operation of housekeeping department to ensure minimum disruption in the overall operation of the hotel	-	-	-	-
	PC9. conduct quality check to ensure cleanliness, maintenance and upkeep of all areas under the purview of housekeeping department on routine as well as surprise basis	-	-	-	-
	PC10. ensure all public areas are set-up tastefully and aesthetically as per interior design standards	-	-	-	-
	PC11. set-up and organize on-going deep cleaning, spring cleaning, floor and vertical surface polishing, façade cleaning schedule, etc.	-	-	-	-
	PC12. ensure all preventive and corrective maintenance is carried out as per schedule	-	-	-	-
	PC13. ensure that cleaning policies and procedures are properly followed in the department	-	-	-	-
	PC14. conduct internal audits to ensure proper operation of the department as per the organizational standards	-	-	-	-
	PC15. take corrective action on non-conformities found in audits	-	-	-	-
	PC16. prepare action plans for the day-to-day functioning of the housekeeping department	-	-	-	-
	PC17. identify the root cause of the problems in the department, if any and take appropriate action	-	-	-	-

	PC18. make sure all special decorations during occasions or festivities are done as per organizational standards	-	-	-	-
	PC19. ensure all lost & found articles are stored and distributed as per the hotel policies	-	-	-	-
	PC20. coordinate with other departments to ensure delivery of quality service	-	-	-	-
	PC21. attend to the complaints and queries, if any, from other departments, regarding the housekeeping functions and take necessary action	-	-	-	-
	<i>Ensure customer centricity</i>	15	15	-	5
	PC22. implement consistent delivery of superior customer service	-	-	-	-
	PC23. ensure that the department creates a professional impression on customers	-	-	-	-
	PC24. review and act on customer feedback to include customer complaints and compliments	-	-	-	-
	PC25. analyze customer service reports to achieve positive and consistent results	-	-	-	-
<b>Total Marks</b>		<b>50</b>	<b>50</b>	<b>-</b>	<b>20</b>
<b>THC/N0231: Manage resources and prepare budget</b>	<i>Manage resources for housekeeping department</i>	<b>20</b>	<b>20</b>	<b>-</b>	<b>10</b>
	PC1. ensure efficient stores procedures for housekeeping department	-	-	-	-
	PC2. make sure cleaning materials and guest supplies are adequate and par levels are maintained at all times	-	-	-	-
	PC3. maintain strict inventory and purchase control over all controllable items	-	-	-	-
	PC4. coordinate with purchase department to order supplies, material, and equipment to ensure round-the-clock availability	-	-	-	-
	PC5. assist purchase department in selecting suppliers for items related to housekeeping	-	-	-	-
	PC6. ensure proper documentation of the purchase and issue records	-	-	-	-
	<i>Prepare budget and control costs</i>	<b>10</b>	<b>10</b>	<b>-</b>	<b>5</b>
	PC7. estimate the resource requirement of the department	-	-	-	-
	PC8. prepare budget for the housekeeping department in accordance with the higher management	-	-	-	-
	PC9. keep track of budgeted and actual departmental financial targets including revenue, stock levels, average spends and departmental profits	-	-	-	-
	PC10. ensure adherence to departmental budget by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management	-	-	-	-
	PC11. control departmental operating costs in line with forecasted business levels while providing maximum service	-	-	-	-
	PC12. analyze weekly/monthly financial status report as per organizational standards	-	-	-	-
	<i>Manage administration of the housekeeping department</i>	<b>10</b>	<b>10</b>	<b>-</b>	<b>5</b>
	PC13. instruct and advise staff on changes in policies, procedures or working standards	-	-	-	-
	PC14. comply with statutory and organizational requirements for health and safety, and risk assessment	-	-	-	-

	PC15. ensure all employment legislation is strictly adhered to	-	-	-	-
	PC16. review and co-ordinate action on hygiene audits in order to enhance the environment and achieve positive consistent result	-	-	-	-
	PC17. present relevant reports and employee records to higher management and apprise them about the departmental performance	-	-	-	-
	<b>Total Marks</b>	<b>40</b>	<b>40</b>	<b>-</b>	<b>20</b>
<b>THC/N0427: Build and manage a team</b>	<i>Develop supervisory and operational team</i>	<b>10</b>	<b>10</b>	<b>-</b>	<b>5</b>
	PC1. advertise vacancies with proper job descriptions to hire new or replacement team members	-	-	-	-
	PC2. recruit, induct and train employees on organizational products, service standards, quality orientation, and customer-centricity	-	-	-	-
	PC3. ensure staffing is flexible enough to meet peaks and troughs of business activity	-	-	-	-
	PC4. develop performance parameters (KRA and KPI) and guidelines for conduct and dress code as per organizational norms	-	-	-	-
	PC5. assign responsibilities and commensurate authority to team for speedy decision making and efficient operations	-	-	-	-
	PC6. train the team to incorporate feedback received from the customers to consistently improve service standards	-	-	-	-
	PC7. explain the team about work output requirements, targets, performance indicators and incentives for all job orders and instructions received from superiors	-	-	-	-
	PC8. ensure that the team delivers quality work, on time and report any anticipated reasons for delay	-	-	-	-
	PC9. empower team to develop their own ways of working within agreed boundaries	-	-	-	-
	PC10. maintain harmony within the team to achieve the desired outcome	-	-	-	-
	<i>Manage team effectively</i>	<b>10</b>	<b>10</b>	<b>-</b>	<b>5</b>
	PC11. monitor employee performances	-	-	-	-
	PC12. drive goal orientation and provide feedback	-	-	-	-
	PC13. motivate and inspire the team by creating positive working environment	-	-	-	-
	PC14. update the team about offers promotions where possible	-	-	-	-
	PC15. ensure and maintain personal integrity & ethical behavior	-	-	-	-
	PC16. promote healthy emotional culture at the workplace	-	-	-	-
	PC17. ensure team members take responsibility for their own developmental needs	-	-	-	-
	PC18. support people to achieve work and personal development objectives and acknowledge their efforts	-	-	-	-
	PC19. promote punctuality in the team	-	-	-	-
	PC20. manage team's workload efficiently	-	-	-	-
	PC21. manage diversity in the workplace	-	-	-	-

	Total Marks	20	20	-	10
THC/N9911: Promote hospitable and courteous behavior	<i>Promote effective communication among colleagues and between guests</i>	10	10	0	5
	PC1. promote an environment of trust and respect amongst all colleagues	-	-	-	-
	PC2. ensure essential information is passed on in a timely manner	-	-	-	-
	PC3. ensure the team members maintain etiquette while interacting with each other	-	-	-	-
	PC4. create a culture of cooperation, coordination, communication & collaboration with shared goals	-	-	-	-
	PC5. promote communication with the guests in a polite and professional manner	-	-	-	-
	PC6. ensure that the team understands guests' expectations	-	-	-	-
	PC7. ensure that guest dissatisfactions and complaints are addressed effectively	-	-	-	-
	PC8. ensure the team explains terms and conditions clearly, seek feedback from the guests, and develop good rapport with them without intruding in their privacy	-	-	-	-
	PC9. inform the team about the profiles of expected guests and their needs as applicable	-	-	-	-
	PC10. manage any negative feedback from the guests and escalate further if required	-	-	-	-
	<i>Ensure gender &amp; age specific services as per the requirements of guests</i>	5	5	0	5
	PC11. ensure that the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child or elderly people	-	-	-	-
	PC12. promote equal treatment to all genders across both the horizontal as well as vertical segregation of roles in the workplace	-	-	-	-
	PC13. educate the guests and colleagues, at the workplace about their rights where required	-	-	-	-
	PC14. create policies to prevent sexual harassment, both physical and verbal	-	-	-	-
	PC15. frame inclusive work practices such as flexible working hours, maternity/paternity leaves, transportation facilities, night shift concessions, grievance cell	-	-	-	-
	<i>Ensure sensitivity towards Persons with Disabilities</i>	5	5	0	5
	PC16. ensure compliance on the company's policy towards Persons with Disabilities	-	-	-	-



	PC17. make sure the PWDs are trained and treated properly without bias	-	-	-	-
	PC18. ensure that the workplace is properly designed to enable accessibility for the Persons with Disabilities	-	-	-	-
	PC19. ensure that the contributions of Persons with Disabilities are acknowledged, recognized and rewarded	-	-	-	-
	<b>Total Marks</b>	<b>20</b>	<b>20</b>	<b>0</b>	<b>15</b>
<b>THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy</b>	<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>3</b>	<b>0</b>	<b>3</b>
	PC1. prevent leak of new plans and designs to competitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies like pricing strategies, revenue management policies, marketing plans etc.	-	-	-	-
	PC4. take immediate and appropriate action in case of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	<b>4</b>	<b>4</b>	<b>0</b>	<b>2</b>
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	<i>Maintain guests' privacy</i>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>
	PC8. ensure the team refrains from infringing upon guest's professional deals and plans	-	-	-	-
	PC9. make sure guest's personal information and financial data is protected all times	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
	<b>Total Marks</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>5</b>
<b>THC/N9912: Create and maintain a safe and healthy workplace</b>	<i>Create and maintain safety standards</i>	<b>10</b>	<b>8</b>	<b>0</b>	<b>4</b>
	PC1. frame and promote safety procedures to be followed by the team while handling material	-	-	-	-
	PC2. ensure availability and proper usage of PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear etc.) by self and others at all times	-	-	-	-
	PC3. ensure usage of disposable masks, gloves, hair nets and all other safety gear by the staff	-	-	-	-
	PC4. monitor sanitization of all machine touch- points requiring at regular intervals	-	-	-	-
	PC5. make sure the safety signs are displayed properly	-	-	-	-
	PC6. ensure separate checking point at entry and exit for guest and staff	-	-	-	-
	PC7. make sure proper first aid kit is provided in the premises	-	-	-	-
	PC8. ensure compliance with all the safety procedures at the workplace	-	-	-	-
	<i>Create and maintain a healthy workplace</i>	<b>5</b>	<b>4</b>	<b>0</b>	<b>2</b>
	PC9. create SOP for personal hygiene to be followed by the team at all times	-	-	-	-

	PC10. organize sensitization training for staff on hygiene standards like sanitizing hands, workplace etc.	-	-	-	-
	PC11. ensure hand hygiene is maintained by self and others by washing hands using an alcohol based sanitiser	-	-	-	-
	PC12. ensure the workplace is disinfected using appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC13. design restaurant seating layout in compliance with health and safety standards	-	-	-	-
	PC14. ensure that there is no cross- contamination of items such as utensils, linen, towels, etc. at workplace	-	-	-	-
	PC15. ensure that the team disposes waste as per prescribed standards	-	-	-	-
	PC16. organize regular health check-ups of staff to monitor symptoms of illness	-	-	-	-
	PC17. ensure that the team immediately reports any personal health issues related to injury, food, air and infectious disease	-	-	-	-
	<i>Manage waste and conserve material at workplace</i>				
	PC19. collect information about pattern of electricity consumption and usage of different materials				
	PC20. act upon material and energy audit reports				
	PC21. promote usage of the environment friendly substitutes of materials				
	PC22. frame processes to optimize material utilization				
	PC23. ensure that the team identifies and segregates recyclable waste at the workplace				
	PC24. ascertain disposal of PPEs in a plastic bag, sealed and labelled as infectious waste				
	PC25. ensure recycling of waste material wherever applicable				
<b>DGT/VSQ/N0104 : Employability Skills (120 Hours)</b>	<b>Total Marks</b>	<b>20</b>	<b>20</b>	<b>0</b>	<b>10</b>
	<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
	PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
	PC2. identify and explore learning and employability relevant portals	-	-	-	-
	PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
	<i>Constitutional values – Citizenship</i>	<b>2</b>	<b>1</b>	-	-
	PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
	PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC6. follow and promote environmentally sustainable practices	-	-	-	-

<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>3</b>	-	-
PC7. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC8. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC9. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front	-	-	-	-
PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC13. write short messages, notes, letters, e-mail etc., using accurate English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
PC14. understand the difference between job and career	-	-	-	-
PC15. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>3</b>	-	-
PC16. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC17. use active listening techniques for effective communication	-	-	-	-
PC18. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC19. work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
PC20. ensure personal behaviour, conduct, and use appropriate communication by taking gender into consideration	-	-	-	-
PC21. empathize with a PwD and aid a PwD, if asked	-	-	-	-
PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC25. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC26. identify relevant rights and laws and use legal aids to fight against legal e	-	-	-	-

	<i>Essential Digital Skills</i>	<b>2</b>	<b>3</b>	-	-
	PC27. operate digital devices and use their features and applications securely and safely	-	-	-	-
	PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
	PC29. display responsible online behaviour while using various social media platforms	-	-	-	-
	PC30. create a personal email account, send and process received messages as per requirement	-	-	-	-
	PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
	PC32. utilize virtual collaboration tools to work effectively	-	-	-	-
	<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
	PC33. identify different types of Entrepreneurship and Enterprises	-	-	-	-
	PC34. use research and networking skills to identify and assess opportunities for potential business	-	-	-	-
	PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
	PC37. identify different types of customers	-	-	-	-
	PC38. identify and respond to customer requests and needs in a professional manner	-	-	-	-
	PC39. use appropriate tools to collect customer feedback	-	-	-	-
	follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>4</b>	-	-
	PC40. create a professional Curriculum vitae(Résumé)	-	-	-	-
	PC41. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC42. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC43. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC44. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	<b>Total Marks</b>	<b>20</b>	<b>30</b>	-	-
	<b>Grand Total</b>	<b>180</b>	<b>185</b>	-	<b>80</b>

### Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

*Mention the detailed assessment strategy in the provided template.*

#### <1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records

#### 2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

#### 3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

#### 4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding

#### 5. Method of verification or validation:

- Surprise visit to the assessment location

#### 6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

#### **On the Job:**

1. Each module (which covers the job profile of Executive Housekeeper) will be assessed separately.
2. The candidate must score 70% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
  - Videos of Trainees during OJT
4. Assessment of each Module will ensure that the candidate is able to:
  - Effective engagement with the customers

- Understand the working of various tools and equipment
- .....>

## Annexure: Acronym and Glossary

## Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
IPR	Intellectual Property Rights
ISO	International Standards Organization
POSH	Prevention of Sexual Harassment

## Glossary

Term	Description
<b>National Occupational Standards (NOS)</b>	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
<b>Qualification</b>	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
<b>Qualification File</b>	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>