



QUALIFICATION FILE

Housekeeping Manager

☒ 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: 5.5

Submitted By:

Tourism and Hospitality Skill Council

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

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Section 1: Basic Details

1.	Qualification Name	Housekeeping Manager																			
2.	Sector/s	Tourism & Hospitality																			
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: 2021/TH/THSC/04917	Qualification Name of existing/previous version: Housekeeping Manager																		
4.	a. OEM Name b. Qualification Name (Wherever applicable)																				
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-5.5-TH-02022-2024-V1-THSC	6. NCrf/NSQF Level: 5.5																		
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate																			
8.	Brief Description of the Qualification	The individual at work manages the operations of the housekeeping department, human resources, inventory, and control costs as per organizational standards.																			
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <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>2-year Diploma in relevant field after 12th</td> <td>6 years relevant experience including apprenticeship</td> </tr> <tr> <td>2.</td> <td>Completed UG in relevant field</td> <td>5 years relevant experience including apprenticeship</td> </tr> <tr> <td>3.</td> <td>12th Grade pass</td> <td>8 years relevant experience including apprenticeship with two promotions</td> </tr> <tr> <td>4.</td> <td>Previous relevant Qualification of NSQF Level 5</td> <td>1.5 years relevant experience</td> </tr> <tr> <td>5.</td> <td>Previous relevant Qualification of NSQF Level 4.5</td> <td>3 years relevant experience</td> </tr> </tbody> </table> b. Age - 26 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	2-year Diploma in relevant field after 12th	6 years relevant experience including apprenticeship	2.	Completed UG in relevant field	5 years relevant experience including apprenticeship	3.	12th Grade pass	8 years relevant experience including apprenticeship with two promotions	4.	Previous relevant Qualification of NSQF Level 5	1.5 years relevant experience	5.	Previous relevant Qualification of NSQF Level 4.5	3 years relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)																			
1.	2-year Diploma in relevant field after 12th	6 years relevant experience including apprenticeship																			
2.	Completed UG in relevant field	5 years relevant experience including apprenticeship																			
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4.	Previous relevant Qualification of NSQF Level 5	1.5 years relevant experience																			
5.	Previous relevant Qualification of NSQF Level 4.5	3 years relevant experience																			

10.	Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	23	11. Common Cost Norm Category (I/II/III) (wherever applicable): II																				
12.	Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable)	NA																					
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☐ Offline ☐ Online ☒ 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>290:00</td><td>110:00</td><td>400:00</td></tr> <tr> <td>Online</td><td>290:00</td><td></td><td></td><td>290:00</td></tr> </tbody> </table> (Refer Blended Learning Annexure for details)							Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		290:00	110:00	400:00	Online	290:00			290:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)																			
Classroom (offline)		290:00	110:00	400:00																			
Online	290:00			290:00																			
14.	Aligned to NCO/ISCO Code/s (if no code is available mention the same)	NCO-2015/ 5121.10																					
15.	Progression path after attaining the qualification (Please show Professional and Academic progression)	Housekeeping Manager-->Executive Housekeeper--Corporate Housekeeper																					
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	Hindi																					
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																					
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability:																					
19.	How Participation of Women will be Encouraged	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.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it)	☒ Yes ☐ No THC/N9907.Monitor and maintain health, hygiene and safety at workplace																					
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☐ No Colleges ☒ Yes ☐ No																					

22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in	
23.	Final Approval Date by NSQC: 31/01/2024	24. Validity Duration: 3 years	25. Next Review Date- 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.	Manage staff and operations of the housekeeping department	THC/N0224 & v3.0	Core	5.5	8	100	90	50	0	240	40	45	0	15	100	30
2.	Manage inventory, and control costs	THC/N0225 & v3.0	Core	5.5	9	105	105	60	0	270	40	40	0	20	100	30
3.	Ensure effective communication and service standards at workplace	THC/N9902 & v2.0	Non-Core	5.5	1	15	15	0	0	30	40	40	0	20	100	15
4.	Ensure to maintain organisational confidentiality and guest's privacy	THC/N9910 & v4.0	Non-Core	5.5	1	15	15	0	0	30	10	5	0	5	20	5
5.	Monitor and maintain health, hygiene and safety at workplace	THC/N9907 & v2.0	Non-Core	5.5	1	15	15	0	0	30	30	35	0	15	80	15
6.	Employability Skills (90 Hours)	DGT/VSQ/ N0103&v1.0	Non-Core	5	3	40	50	0	0	90	20	30	0	0	50	5
Duration (in Hours) / Total Marks					23	290	290	110		690	180	195	0	75	450	100

Assessment - Minimum Qualifying PercentagePlease 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.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	12th / Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry and 1 year as a trainer
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	NA
3.	Tools and Equipment Required for Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	NA
4.	Assessment Mode (Specify the assessment mode)	Blended

5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No <i>(details to be provided in Annexure-if it is different for Assessment)</i>
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Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): No
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: 1500
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If "No", why:

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

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

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
Professional Theoretical Knowledge/Process	Advanced multidisciplinary and specialized knowledge - Knowledge of facts, principles, processes and general concepts, in a field of work or study. - Method to analyze and forecast staffing levels - Procedure of recruiting the housekeeping staff - How to conduct orientation and training for the staff - Performance parameters of the housekeeping staff - Method to schedule the shift and prepare the rota - Performance appraisal methods - Effective ways to provide constructive feedback - Conflict management - Procedure to handle staff grievances - Team management - SOPs for housekeeping - Procedure to develop operational standards and procedures for the housekeeping department - Ways to implement operational plans, procedures and systems - Concept of energy management, sustainability and greening - Procedure to schedule periodic housekeeping tasks - Types of services provided by the housekeeping department - Procedure to manage quality of housekeeping operations	- A Housekeeping Manager should knowledge of facts, principles, processes and general concepts, in his field which processes concepts of recruiting, training, orientation, conflict management, effective monitoring of housekeeping operations etc. - Hence Level 5.5	5.5

	• Methods to inspect cleanliness and other aspects of housekeeping procedure to inspect the facility and equipment for any damage • SOP to coordinate with Engineering department or Vendor for repairs and maintenance issues • SOP to submit requests for repair and periodic maintenance • SOP to order, stock and issue supplies • Inventory management techniques • Stock rotation methods • Procedure to prepare requisition • Stock taking procedures • Par stock levels of housekeeping supplies • Budget preparation methods • Procedure to track and optimize departmental expense • Effective cost control methods • Methods to manage all operational costs • Format of standard reports related to housekeeping • Organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational reporting and hierarchy structure • Documentation policy and procedures of the organization • Service quality standards as per organizational policies • Complaint handling policy and procedures • SOP on personal hygiene • Procedure of giving and receiving feedback positively • Specific requirements of different age-groups of guests • Age and gender specific etiquette		
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	- Organizational policy with regards to Persons with disability - Significance of professional etiquette and behaviour - Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them - Organisation's policies on intellectual property rights and confidential information - Organisation's product, service or design patents - How Intellectual property protection is important for competitiveness of an organisation - Guidelines for crafting effective SOPs regarding IPR		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Advanced Technical and Managerial Skills - Write standard procedures and implementation plans - Identify immediate solutions to resolve delays - Spot and report potential areas of disruption to work process proactively - Improve work processes by incorporating guest feedback - Identify measures that can prevent potential infringements within the team - Identify measures that can prevent potential infringements within the team - Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements - Analyse the impact of IPR infringement on the guests and the organization - Read the organization's policies, SOPs, etc. - Communicate effectively with guest, co-workers and superiors	- A Housekeeping Manager must have social and political understanding, and some skill of collecting and organising information, mathematical skills to handle budget and communication skills to effectively manage staff of housekeeping. - Hence Level 5.5	5.5

	- Plan and prioritize tasks to ensure smooth functioning of the organization - Read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest - Fill up documentation pertaining to job requirement - Interact with team members to work efficiently - Motivate self and colleagues to work effectively - Read and follow IPR and related information documents - Manage communication regarding IPR infringement, prevention, and management - Fill in relevant forms, formats and checklist accurately - Communicate effectively with visitors, co-workers and supervisors - Analyze importance of personal hygiene - Analyze the impact of not adhering to the health and safety procedures		
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Leadership, effective resource management - Read and write different types of documents/instructions/correspondence - Communicate effectively using appropriate language in formal and informal settings - Behave politely and appropriately with all - How to work in a virtual mode - Perform calculations efficiently - Solve problems effectively - Pay attention to details - Manage time efficiently	A Housekeeping Manager should have good oral and written communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc.	5.5

	Maintain hygiene and sanitization to avoid infection		
Broad Learning Outcomes/Core Skill	Judgement in complex problems - Manage staff and operations of the housekeeping department - Manage inventory, and control costs - Ensure effective communication and service standards at workplace - Ensure to maintain organisational confidentiality and guest's privacy - Monitor and maintain health, hygiene and safety at workplace.	- A Housekeeping Manager manages housekeeping staff, inventory, cost optimization and operation of housekeeping department which requires well developed skill, with clear choice of procedures in familiar context. - Hence Level 5.5	5.5
Responsibility	Vertical/ Business unit management –Manager or Senior Manager - Manage the housekeeping staff - Implement operational standards for housekeeping department - Manage housekeeping operations - Monitor inventory for the housekeeping department - Assist in budget preparation and cost control - Promote effective communication - Maintain professional etiquette - Ensure rendering of specific services as per the guests' requirements - Maintain organisational confidentiality - Maintain guests' privacy - Ensure personal and workplace hygiene - Maintain safe and secure working environment - Follow effective waste management and recycling practices at workplace	- A Housekeeping Manager is responsible for analyzing facts and figures to manage housekeeping operations and assisting in budget preparation and cost optimization. The individual is responsible for own work and have some responsibility for others' works. - Hence Level 5.5	5.5

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 performance parameters for staff	Standard	01
2.	Sample Rota	Standard	01
3.	Work Schedule Template	Standard	01
4.	Required room amenities	Standard	01
5.	Cleaning agents	Standard	01
6.	Housekeeping tools and equipment	Standard	01
7.	Sample budget	Standard	01
8.	Required equipment	Standard	01
9.	Linen	Standard	01
10.	Room and cleaning supplies	Standard	01
11.	Sample stock register	Standard	01
12.	Format of reports used	Standard	01
13.	Sample of escalation matrix	Standard	01
14.	Organisation structure	Standard	01
15.	Handouts of IPR guidelines and regulations	Standard	01
16.	Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit	Standard	01
17.	Standard Operating Procedures	Standard	01
18.	Sample reports	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

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@gmai.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
2023-2024	1100	1320	110	130	NA	NA
2024-2025	1210	1450	121	150	NA	NA
2024-2025	1331	1600	134	165	NA	NA

Data to be provided year-wise for next 3 years

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
v2.0		615	577	519	432	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. Govt. funded STT

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	☐ Theory/ Lectures - Imparting theoretical and conceptual knowledge	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	
3	☐ Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	
5	☐ Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	
7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• Online tests • Offline assessments	

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/N0224: Manage staff and operations of the housekeeping department	<i>Manage the housekeeping staff</i>	15	15	0	5
	PC1. assess and inform the HR department about the staffing needs in the housekeeping department	-	-	-	-
	PC2. assist the HR in selection the housekeeping staff	-	-	-	-
	PC3. conduct orientation for the new staff and regular training programs on cleaning and maintenance tasks for the existing staff	-	-	-	-
	PC4. monitor the performance of the housekeeping staff on a daily basis as per standards and provide feedback, if required	-	-	-	-
	PC5. schedule the shifts, draw up the Rota for the staff and arrange for replacements in cases of absence	-	-	-	-
	PC6. conduct regular staff meetings for effective communication with staff	-	-	-	-
	PC7. administer performance appraisal of the housekeeping staff and recommend personnel actions, such as promotions, transfers, and dismissals	-	-	-	-
	PC8. resolve conflicts among employees, if any	-	-	-	-
	PC9. address the grievances of the staff members	-	-	-	-
	<i>Implement operational standards for housekeeping department</i>	10	10	0	5
	PC10. assist the Executive Housekeeper in developing standard procedures for housekeeping activities	-	-	-	-
	PC11. implement appropriate tracking system to ensure compliance to standards	-	-	-	-
	PC12. ensure energy management, sustainability and green practices in the housekeeping department	-	-	-	-
	PC13. assist in developing, delegating and monitoring departmental goals, objectives and programs	-	-	-	-
	PC14. implement effective key control system to ensure the security of all housekeeping keys	-	-	-	-
	PC15. ensure all security procedures laid down by the organization are appropriately implemented	-	-	-	-
	<i>Manage housekeeping operations</i>	15	20	0	5
	PC16. manage in-house services such as laundries, maintenance and repair, dry cleaning, cleaning, etc.	-	-	-	-
	PC17. instruct staff in work policies and procedures, and the use and maintenance of equipment's	-	-	-	-
	PC18. make sure high standards of cleanliness are maintained throughout the hotel, with the supervision and inspection of all guest rooms and areas	-	-	-	-
	PC19. ensure that the room is stocked with in-room amenities	-	-	-	-
	PC20. ensure the correct usage of cleaning agents on all surfaces	-	-	-	-

	PC21. monitor usage of housekeeping equipment to ensure safe and effective use and proper functioning	-	-	-	-
	PC22. make sure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures	-	-	-	-
	PC23. ensure effective guest service is delivered consistently	-	-	-	-
	PC24. make sure that all the housekeeping activities are carried out professionally as per organizational service standards	-	-	-	-
	PC25. ensure all documentation is complete for hotel audit procedures	-	-	-	-
	PC26. check for faults or damages and arrange for the repairs and routine maintenance work of the facility as well as housekeeping tools and equipment	-	-	-	-
	PC27. coordinate repairs and maintenance issues with Engineering Department/Vendor	-	-	-	-
	PC28. ensure lost property is recorded, reported and processed according to organizational procedures	-	-	-	-
	PC29. maintain required records of work hours, budgets, payrolls, and other relevant information for housekeeping operations	-	-	-	-
	PC30. co-ordinate with Maintenance & Front office for the blocking & release of OOO rooms	-	-	-	-
	PC31. submit requests for repair and periodic maintenance of cleaning equipment to the Executive Housekeeper	-	-	-	-
	Total Marks	40	45	-	15
THC/N0225: Manage inventory, and control costs	<i>Monitor inventory for the housekeeping department</i>	20	20	0	10
	PC1. ensure efficient stores procedures in accordance with the business	-	-	-	-
	PC2. make sure par stocks of guest supplies, cleaning supplies, linen and uniform are maintained at all times	-	-	-	-
	PC3. forecast levels of stock required at different times to facilitate effective scheduling and ordering	-	-	-	-
	PC4. perform stock taking as per the standards and order cleaning equipment, linen, room and cleaning supplies, as required	-	-	-	-
	PC5. ensure effective stock rotation methods are followed	-	-	-	-
	PC6. control stock room management across all areas such as linen, inventory and equipment and adhere to the budget	-	-	-	-
	PC7. ensure stock register is properly maintained	-	-	-	-
	<i>Assist in budget preparation and cost control</i>	20	20	0	10
	PC8. assist the Executive Housekeeper in preparing the housekeeping budget and departmental financial targets	-	-	-	-
	PC9. monitor the departmental budgeted and actual payroll costs and manage the same by allocating labor resources in line with forecasted and actual business levels, through productivity ratios and payroll management	-	-	-	-
	PC10. control departmental operating costs in line with forecasted business levels	-	-	-	-
	PC11. track daily, monthly, and annual financials and budget preparations	-	-	-	-

	PC12. assist Executive Housekeeper in controlling expenses of the housekeeping department	-	-	-	-
	PC13. maintain a record of all the expense incurred by the department	-	-	-	-
	Total Marks	40	40	0	20
THC/N9902: Ensure effective communication and service standards at workplace	<i>Promote effective communication</i>	20	20	0	10
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. build effective yet impersonal relationship with guests	-	-	-	-
	PC4. identify guests' dissatisfactions and address complaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well in advance	-	-	-	-
	PC6. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on in a timely manner	-	-	-	-
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members provide feedback to their peers	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	0	5
	PC10. ensure self and team members report to work on time	-	-	-	-
	PC11. use the guests' names as many times as possible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethical behaviour	-	-	-	-
	PC13. make sure personal hygiene is maintained by self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere to the dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Ensure rendering of specific services as per the guests' requirements</i>	10	10	0	5
	PC16. provide assistance to Persons with Disability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons with Disability	-	-	-	-
	PC18. make sure gender and age sensitive service practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self and team members	-	-	-	-
	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	Total Marks	40	40	0	20
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	<i>Maintain organisational confidentiality</i>	6	3	0	3
	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	-	-	-	-
	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>	4	2	0	2
	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.	-	-	-	-
	Total Marks	10	5	0	5
	<i>Ensure personal and workplace hygiene</i>	15	15	0	5
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	PC1. ensure that self and team's work area is clean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol-based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4. ascertain cleaning of the crockery and other articles as per established standards	-	-	-	-
	PC5. monitor sanitization of all tools, equipment and machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure the team members do the same	-	-	-	-
	PC8. report to the concerned authority in case any co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoid going to work if unwell	-	-	-	-
	<i>Maintain safe and secure working environment</i>	10	10	0	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. and lifting or moving equipment and supplies	-	-	-	-
	PC11. ensure use of appropriate PPE (gloves, three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followed appropriately	-	-	-	-
	PC13. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management and recycling practices at workplace</i>	5	10	0	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-

	PC15. segregate waste into different coloured dustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
	PC17. recycle waste wherever applicable	-	-	-	-
	PC18. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	Total Marks	30	35	0	15
DGT/VSQ/N0103: Employability Skills (90 Hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	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>	1	1	-	-
	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 environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC7. 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	-	-	-	-
	PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
	<i>Basic English Skills</i>	3	4	-	-
	PC9. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
	PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC11. write short messages, notes, letters, e-mail etc., using accurate English	-	-	-	-
	<i>Career Development & Goal Setting</i>	1	2	-	-
	PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
	PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
	<i>Communication Skills</i>	2	2	-	-
	PC14. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC15. use active listening techniques for effective communication	-	-	-	-
	PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
	PC17. work collaboratively with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	1	-	-

PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. 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.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. identify different types of customers	-	-	-	-
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC37. create a professional Curriculum vitae(Résumé)	-	-	-	-

	PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC39. apply to identified job openings using offline/online methods as per requirement	-	-	-	-
	PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	Total Marks	20	30	-	-
Grand Total		180	195	0	75

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.

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 Housekeeping Manager) 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
PPE	Personal Protective Equipment
IPR	Intellectual Property Rights
ISO	The International Organization for Standardization
OOO	Out of Order

Glossary

Term	Description
National Occupational Standards (NOS)	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.
Qualification	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
Qualification File	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.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above.