



QUALIFICATION FILE

Multi Task Attendant (Facility Management)

☒ 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: 2.5

Submitted By:

Tourism and Hospitality Skill Council

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

New Delhi - 110001, Landline # 011-41608056/8057 Ext.1102

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Section 1: Basic Details

1.	Qualification Name	Multi Task Attendant (Facility Management)														
2.	Sector/s	Tourism & Hospitality														
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of existing/previous qualification: <i>(change to previous, once approved)</i> 2022/TH/THSC/07098 and v3.0	Qualification Name of existing/previous version: Multi Pirpose Attendant (Facility Management)													
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>															
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-2.5-TH-02461-2024-V2-THSC	6. NCrf/NSQF Level: 2.5													
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate														
8.	Brief Description of the Qualification	The individual at work cleans the internal and external infrastructure, furniture and installations in residential and commercial areas and run official errands.														
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>9th grade pass</td> <td></td> </tr> <tr> <td>2.</td> <td>8th grade pass</td> <td>1.5- year (relevant experience)</td> </tr> <tr> <td>3.</td> <td>Previous relevant Qualification of NSQF Level 2</td> <td>1.5 year (relevant experience)</td> </tr> </tbody> </table>			S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.	9th grade pass		2.	8th grade pass	1.5- year (relevant experience)	3.	Previous relevant Qualification of NSQF Level 2	1.5 year (relevant experience)
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)														
1.	9th grade pass															
2.	8th grade pass	1.5- year (relevant experience)														
3.	Previous relevant Qualification of NSQF Level 2	1.5 year (relevant experience)														

		b. Age-18 years																			
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	13	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable):</i> II																		
12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA																			
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	<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>198:00</td><td>30:00</td><td>228:00</td></tr> <tr> <td>Online</td><td>162:00</td><td></td><td></td><td>162:00</td></tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)	Classroom (offline)		198:00	30:00	228:00	Online	162:00			162:00
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)																	
Classroom (offline)		198:00	30:00	228:00																	
Online	162:00			162:00																	
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/5151.0201																			
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	-																			
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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																			

18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <i>(Specify the NOS/Module which covers it)</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9906.Follow Health, Hygiene and Safety practices	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input type="checkbox"/> Yes <input type="checkbox"/> 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: 30/04/2024	24. Validity Duration: 3 years	25. Next Review Date: 30/04/2027

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.	Carry Out Office Duties and Basic Cleaning Activities in the Set-up	THC/N5818 & v2.0	Core	2.5	4	50	60	10	0	120	60	60	0	30	150	30
2.	Perform Housekeeping Activities in Residential and Commercial Areas	THC/N5819 & v2.0	Core	2.5	5	55	75	20	0	150	60	60	0	30	150	30
3.	Communicate Effectively and	THC/N9901 & v2.0	Non-Core	2.5	1	15	15	0	0	30	40	40	0	20	100	10

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)
	Maintain Service Standards															
4.	Maintain Organizational Confidentiality and Respect Customers' Privacy	THC/N9903 & v2.0	Non-Core	2.5	1	15	15	0	0	30	10	10	0	5	25	10
5.	Follow Health, Hygiene and Safety practices	THC/N9906 & v2.0	Non-Core	2.5	1	15	15	0	0	30	25	35	0	15	75	10
6.	Employability Skills (30 Hours)	DGT/VSQ/N0101 & v1.0	Non-Core	2	1	12	18	0	0	30	20	30	0	0	50	10
Duration (in Hours) / Total Marks					13	162	198	30	0	390	215	235	0	100	550	100

Assessment - Minimum Qualifying Percentage*Please specify **any one** of the following:***Minimum Pass Percentage - Aggregate at qualification level:** 50 % *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)***Minimum Pass Percentage - NOS/Module-wise:** 50 % *(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)	Certificate / Diploma / Degree / Post Graduate (specialization in Facility Management/Hotel/QSR) with 5 years of relevant industry experience (Facility Management/Hotel/QSR) and 1-year of training experience (Facility Management/Hotel/QSR)
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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes", details to be provided in Annexure)</i>
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 / Post Graduate with 3 years of relevant industry experience (Housekeeping)
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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	<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.	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: 170
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	Range of knowledge <ul style="list-style-type: none"> • Relevant occupational health and safety requirements applicable at the work place • Cleaning methods for different areas and surfaces • Types and use of cleaning and mixing agents required for cleaning different areas or surface • Inspection methods (like visual or physical) to identify damage to property • Types of office errands • Ways to arrange equipment and furniture as per SOP • Operating procedure of office equipment like copy machine, scanner etc. • SOP for handling official documents and packages • Procedure to fill deposit slips for cheques • Guest service etiquette 	<ul style="list-style-type: none"> • A Multi Task Attendant (Facility Management) should have proper knowledge of SOP for soft facility, usage of PPE, cleaning methods and procedures for different areas and surfaces etc. These are all trade related facts and the person needs to have this factual knowledge. • Hence Level 2.5 	2.5

	<ul style="list-style-type: none">• Labelling and storage methods for files and documents• organizational SOP for cleaning• Cleaning methods for different areas/surfaces• Types and use of cleaning and mixing agents required for cleaning different areas or surface• Types and operating procedure of cleaning equipment• Types of hazardous material and methods to store or dispose them• Signages for cleaning areas• Maintenance procedure of all housekeeping equipment• Types of waste and their characteristics• Garden maintenance procedures• Minor repair techniques for sidewalks• Types and use of landscaping tools• Storage procedure for various equipment• Organizational policies on behavioural etiquette and professionalism		
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	<ul style="list-style-type: none">• Organizational policies on gender sensitive service practices at workplace• Organizational hierarchy and reporting 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• Gender specific requirements of different types of guest• Specific requirements of different age-groups of guests• Age and gender specific etiquette• Key helpline numbers• Organizational policy with regards to Persons with disability• Organisation's policies on intellectual property rights and confidential information• IPR infringement reporting procedure• Storage and disposal procedures for confidential information		
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	<ul style="list-style-type: none"> • Importance of maintaining confidentiality for competitiveness of an organisation • Significance of damages resulting from confidentiality infringement • Organisation's policy on reporting and managing safety issues • Procedure to maintain cleanliness standards at workplace • SOP on personal hygiene • Importance of preventive health check-up and healthy living • Procedure to report health issues • Instructions for operating and handling equipment as per standard • Purpose and usage of PPE • Basic first-aid procedures • Standard waste management policy 		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Range of technical skills <ul style="list-style-type: none"> • Solve problem when required • Improve work processes by incorporating guests' feedback • Read organisational policy documents, information displayed at the workplace, and comments 	<ul style="list-style-type: none"> • Multi Task Attendant (Facility Management) should have good written and oral communication skills to deal with supervisors and clients. The person should also be acquainted with natural environment to carry out his duties efficiently. 	2.5

	<ul style="list-style-type: none"> Received from guest and supervisor Communicate effectively with the guests regarding confidentiality Resolve conflicts related to confidentiality and privacy by reporting the issue in time Analyze the impact of not adhering to the health and safety procedures Read manuals, documents, instructions, and details written on official packages and folders Communicate effectively with senior, team-member and guests 	<ul style="list-style-type: none"> Hence Level 2.5 	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Team readiness & Enterpreurial Readiness <ul style="list-style-type: none"> Communicate effectively using appropriate language Behave politely and appropriately with all Perform basic calculations Solve problems effectively Be careful and attentive at work Ue time effectively Maintain hygiene and sanitisation to avoid infection 	<ul style="list-style-type: none"> A Multi Task Attendant (Facility Management) should have good oral and writtem communication skills, Intermediate literacy and numeracy skills, basic self-employment/ entrepreneurial Mind-set, etc. 	2.5

Broad Learning Outcomes/Core Skill	Carry out Range of tasks and may provide range of solutions <ul style="list-style-type: none"> • Carry out office duties and basic cleaning activities in the set-up • Perform housekeeping activities in residential and commercial areas • Communicate effectively and maintain service standards • Maintain organisational confidentiality and respect guests' privacy • Follow Health, Hygiene and Safety practices 	<ul style="list-style-type: none"> • A Multi Task Attendant (Facility Management) is responsible for performing regular cleaning and housekeeping activities in office, residential, and commercial areas and communicate effectively etc. as per the organizational standards in predictable and familiar situation • Hence level 2.5 	2.5
Responsibility	Accountable/ responsible - Jr. Technician & Technician <ul style="list-style-type: none"> • Maintain cleanliness in the office • Carry out office operations • Run official errands • Prepare for housekeeping activities • Clean reception area, elevators, and other physical infrastructure in commercial and residential areas • Clean common washrooms • Communicate effectively with guests, colleagues and superiors • Maintain professional etiquette 	<ul style="list-style-type: none"> • A Multi Task Attendant (Facility Management) is responsible for maintaining cleanliness in office and internal and external infrastructures. The person does all this at his own responsibility and ensures that the work is done as per the standards. • Hence level 2.5 	2.5

	<ul style="list-style-type: none"> • Provide specific services as per the guests' requirement • Maintain organisational confidentiality • Respect guest's privacy • Maintain personal and workplace hygiene • Take precautionary health measures • Follow standard safety procedure • Follow effective waste management 		
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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.	Various cleaning chemicals and mixing agent	Standard	As required
2.	Cleaning equipment	Standard	As required
3.	Vending machines	Standard	1
4.	Photocopier	Standard	1
5.	Scanner	Standard	1
6.	Printer	Standard	1
7.	File	Standard	30
8.	Cleaning status and damage report	Standard	30
9.	Signages	Standard	As required

10.	Waste bins	Standard	As required
11.	Sample of escalation matrix	Standard	1
12.	Organisation structure	Standard	1
13.	Handouts of IPR guidelines and regulations	Standard	1
14.	Safety glasses	Standard	As required
15.	Head protection	Standard	As required
16.	Rubber gloves	Standard	As required
17.	Safety footwear	Standard	As required
18.	Warning signs and tapes	Standard	As required
19.	Fire extinguisher	Standard	As required
20.	First aid kit	Standard	1
21.	Relevant Standard Operating Procedures	Standard	1
22.	Sample reports	Standard	As required

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Flip Chart
2. Duster
3. Projector
4. Projector screen
5. Computer/ Laptop with charger
6. Power Point Presentation
7. Laptop External Speakers
8. Training kit (Trainer guide, Presentations)
9. Participant Handbook and Related Standard Operating Procedures
10. Markers
11. 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	BWHindi	Amit Sharma	Corporate Training Manager	-Gurgoan, haryana	837883382	amit.sharma@bwhinda.in	-
2.	BVG India Limited	Ravi Ghate	Head of Department	Midas Tower, Rajiv Gandhi Infotech Park, Hinjawadi, Pune	9822522333	ravighate@bvgindia.com	-
3.	Checkmate Services Private Limited (Branch NCR)	Col Deepak Kumar	General Manager Operations	Plot No 138, Udyog Vihar Phase IV, Gurugram 122016	9687530491	Deepak.kumar@checkmateservices.com	-
4.	Kapston Services limited	Haraprasad Panda	Executive President	Plot 75, Kavuri Hills, Madhapur, Hyderabad, Telangana-500034	9949062250	haraprasad@kapstonservices.com	-
5.	Orion Secure	Ashwani Kumar	General Manager	Sector 44 plot no.136, rider house, Gurugram	9716055556	Ashwani.kumar@orionsecure.co.in	-
6.	Lucky Restaurant	Lucky Singh	Owner	513, Civil Line, Court Road, Near Deep Plaza, 18, Old railway Road, Jacobpura, Gurugram, Haryana, 122007	9675994353	Lkysingh059@gmail.com	-
7.	Sangam Restaurant	Mukesh Bisht	Owner	Bageshwar, Uttarakhand	8869014393	BishtMukesh55@gmail.com	-

8.	The Modern Café & Eatery	Reha S. Bisht	Owner	T-540, Panchsheela Rendezvous Complex, Panchshila Park, Malviya Nagar, 110017	9953235352	IVORYTHEMODERNEATERY@gmail.com	-
9.	Grover Foods	Amandeep	MD	Uttarakhand	9808979795	amangrover2011@gmail.com	-
10.	Optima Group,	Mr.Raju	Proprietor	Office No:622, Block B, Phase-2 Near police Station, Madanpur Khatar, New Delhi-76	7011141426	optimagroup@gmail.com	-
11.	Amars Skill Ventures Pvt. Ltd	Yogender Singh	Sr. Manager	Gurugram	7840010621	amassskillvpl@gmail.com	-
12.	Win Facilities	Vikas Kumar	Proprietor	Dwarka, New Delhi	9711898985	winfacilities@yahoo.com	-
13.	Ahuja Residency	Karan Kapoor	Ast.HR Manager	302, 302A, The Palm Spring Plaza Golf course road, sector-54	8500090227	Karan.kapoor@ahujaresidency.com	-
14.	Golden Security Guards	Yash Gupta	Proprietor	B156, New ashok Nagar, New Delhi, PIN 110096	8595782318	yash.gupta@gsgsecurityenet.com	-
15.	Shine & Standard	Divya Bhatt	Manager	C-270, 2nd Floor, Sector-63, Noida Pin Code:- 201301	8448334194	divyabhattach007777@gmail.com/shinestandardnaps@gmail.com	-

16.	Kaahlina Technology Pvt . Ltd	Rajani kant	Director	Boomerang Building, A 005,Lower Ground, Chandivali, Andheri East, Mumbai, Maharashtra 400072	9209052021	rajani.kant@rozgarkhoj.com	-
17.	Property Solutions (India) Pvt.Ltd	Dharmendar Patil	General Manager	Unit no 11, Ground floor, Kalpataru Square, Off. Andheri karla Road, Kondivita Lane, Andheri (E), Mumbai -400059	9898049090	dharmendra.patil@psipl.co.in	-
18.	Sodoexo India Services Private Limited	Vivek Adavatkar	AVP-IR and Compliance	1st Floor, Gemstar Commercial complex, Near Ramchandra lane, Kanchpada- Malad West, Mumbai- 400064	9823321421	vivek.adavatkar@sodoexo.com	-
19.	Akaya India Care Limited	Viraj Anil Bandekar	Head HR	5th Floor Maitri Plot no 10, Road no 10, Vile Parle, West Mumbai City, MH 400049	8793403463	info@akayindiicare.com	-
20.	AGR Talent Consulting LLP	Prem	Manager- Operations	H.NO C-8 G/F GALI NO-1 AALI VIHAR NA SARITA VIHAR New Delhi Delhi 110076	9872427026	Operations.agr@gmail.com	-
21.	ATC Security and Intelligence Pvt.Ltd	Prem	Manager- Operations	Kailash Business Park Vikhroli - 400079 Mumbai, India	9872427026	info@atc.co.in	-

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	110	155	11	17	NA	NA
2024-2025	120	170	15	20	NA	NA
2025-2026	140	190	18	22	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
v1.0		39	31	28	24	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
2. Industry funded RPL

Content availability for previous versions of qualifications:

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

Languages in which Content is available: English and Hindi

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"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules 	
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	<ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content 	
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners	<ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR 	
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	<ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations 	
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice	<ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests 	
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations	<ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions 	

7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	<ul style="list-style-type: none"> • Online tests • Offline assessments 	
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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/N5818: Carry out office duties and basic cleaning activities in the set-up	<i>Maintain cleanliness in the office</i>	25	25	0	15
	PC1. clean office floors, carpet, walls, ceiling, windows, fixtures, and other interior areas daily as per organizational SOP	-	-	-	-
	PC2. dry dust all furniture beginning with top surfaces and working towards the base in commercial sites	-	-	-	-
	PC3. clean and sanitize all workstations as per SOP	-	-	-	-
	PC4. organize office equipment and furniture as per customer instructions	-	-	-	-
	PC5. maintain all office equipment such as copiers, fax machines etc. as needed	-	-	-	-

	PC6. report any repair or maintenance issues, safety hazards or observed property damage like missing fixtures/lights, carpet damage, malfunctioning equipment, or broken furniture, etc. to supervisor	-	-	-	-
	<i>Carry out office operations</i>	25	25	0	10
	PC7. greet guests and visitors as per organizational standards	-	-	-	-
	PC8. escort guests/visitors to visitor area and serve water and tea/coffee as per organizational standards	-	-	-	-
	PC9. take print outs or make photocopy as per instructions	-	-	-	-
	PC10. file papers and label the documents as instructed	-	-	-	-
	PC11. store official documents, files and registers as per organizational standards	-	-	-	-
	PC12. collect office supplies like pens, diaries, notepads, etc. from the designated person and distribute to office staff as directed	-	-	-	-
	PC13. collect and distribute internal or external mails or documents or packages	-	-	-	-

	PC14. serve water and tea/coffee to the office staff at their work station as per organizational standards, if required	-	-	-	-
	<i>Run official errands</i>	10	10	0	5
	PC15. buy office supplies from the market as per requirement/instructions	-	-	-	-
	PC16. deposit cheques or drafts in banks	-	-	-	-
	PC17. buy any item like medicine, lunch, etc. as per instructions of the office staff, if required	-	-	-	-
	Total Marks	60	60	0	30
THC/N5819: Perform housekeeping activities in residential and commercial areas	<i>Prepare for housekeeping activities</i>	25	25	0	15
	PC1. obtain all necessary information on housekeeping requirements	-	-	-	-
	PC2. identify the types of surfaces to be cleaned such as wood, plastic, ceramic, stone, fabric, vinyl, etc.	-	-	-	-
	PC3. select appropriate cleaning agents as per requirement	-	-	-	-
	PC4. arrange necessary tools and equipment for housekeeping, like an adjustable ladder, footstools, vacuum cleaner, PPE etc.	-	-	-	-

	PC5. sanitize all equipment before and after use	-	-	-	-
	<i>Clean reception area, elevators, and other physical infrastructure in commercial and residential areas</i>	20	20	0	10
	PC6. use appropriate signages to notify that the cleaning process is on or to mark wet floors, work in progress, etc.	-	-	-	-
	PC7. clean floor, roof, walls, and surfaces in hallways, stairs, elevators, reception and other common areas	-	-	-	-
	PC8. clean windows by applying glass cleaning solution and using a micro-fiber cloth or brush as appropriate	-	-	-	-
	PC9. dry dust all furniture beginning with top surfaces and working towards the base	-	-	-	-
	PC10. clean and sanitize all workstations in commercial sites as per SOP	-	-	-	-
	PC11. clean all the corners and remove cobwebs in and around the walls and pillars	-	-	-	-
	PC12. wipe and clean items placed at a height, like picture frames, light fixture, glass panes and ledges etc.	-	-	-	-
	PC13. clean air conditioning vents with a brush	-	-	-	-

	PC14. clear up any spillage as per the size and type of spillage	-	-	-	-
	PC15. clear and clean any trays, glassware, crockery, cigarette receptacles etc. in the common area				
	PC16. rearrange all the furniture after cleaning as per standard layout	-	-	-	-
	PC17. organize office equipment as per customer instructions	-	-	-	-
	PC18. spray insecticides or fumigants in specific areas to prevent insect or rodent infestation	-	-	-	-
	PC19. mow and trim lawns and shrubbery using mowers and hand and power trimmers	-	-	-	-
	PC20. wash and maintain all landscaping equipment after use	-	-	-	-
	PC21. clean dirt, mud and other debris after construction work	-	-	-	-
	PC22. minimize fire hazards by keeping common areas free of accumulated combustible materials and waste	-	-	-	-
	PC23. collect trash from all areas and dispose of in appropriate containers	-	-	-	-

	PC24. store all equipment and materials in their assigned location after cleaning	-	-	-	-
	<i>Clean common washrooms</i>	15	15	0	5
	PC25. clean WC, sink, fixtures, doors, and counter areas with toilet cleaner and other agents	-	-	-	-
	PC26. clean all cabinets inside and out	-	-	-	-
	PC27. mop floor after cleaning	-	-	-	-
	PC28. empty trash containers	-	-	-	-
	PC29. check and replace toilet paper, paper towels, tissue boxes and fill up soap dispenser, as required	-	-	-	-
	Total Marks	60	60	0	30
THC/N9901: Communicate effectively and maintain service standards	<i>Communicate effectively with guests, colleagues and superiors</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. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfactions and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationship with guests	-	-	-	-

	PC6. inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate that to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to your colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	<i>Maintain professional etiquette</i>	10	10	0	5
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain good personal hygiene	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	<i>Provide specific services as per the guests' requirements</i>	10	10	0	5
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per organisation standards	-	-	-	-
	PC17. provide assistance to Persons with Disability, if required	-	-	-	-
	PC18. follow gender and age sensitive service practices at all times	-	-	-	-
	PC19. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC20. adhere to the company policies related to prevention of sexual harassment, both physical and verbal	-	-	-	-

	Total Marks	40	40	0	20
THC/N9903: Maintain organisational confidentiality and respect guests' privacy	<i>Maintain organisational confidentiality</i>	6	6	0	3
	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply to organizational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<i>Respect guest's privacy</i>	4	4	0	2
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	Total Marks	10	10	-	5
THC/N9906: Follow Health, Hygiene and Safety practices	<i>Maintain personal and workplace hygiene</i>	10	10	0	5
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3. clean the crockery and other articles as per established standards	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-

	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<i>Take precautionary health measures</i>	5	5	0	0
	PC9. attend regular health check-ups organized by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	<i>Follow standard safety procedure</i>	5	10	0	5
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<i>Follow effective waste management</i>	5	10	0	5
	PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
	PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-

	Total Marks	25	35	0	15
DGT/VSQ/N0101 - Employability Skills (30 hours)	<i>Introduction to Employability Skills</i>	1	1	-	-
	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	<i>Constitutional values - Citizenship</i>	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	<i>Basic English Skills</i>	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	<i>Communication Skills</i>	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	<i>Diversity & Inclusion</i>	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	<i>Financial and Legal Literacy</i>	3	4	-	-
	PC9. use various financial products and services safely and securely	-	-	-	-

	PC10. calculate income, expenses, savings etc.	-	-	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	<i>Essential Digital Skills</i>	4	6	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
	PC13. use internet and social media platforms securely and safely	-	-	-	-
	<i>Entrepreneurship</i>	3	5	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	<i>Customer Service</i>	2	2	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
	Total Marks	20	30	-	-
Grand Total		215	235	0	100

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 the Multi Task Attendant (Facility Management)) will be assessed separately.

2. The candidate must score 50% 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
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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
TVET	Technical and Vocational Education and Training
QP	Qualification Pack
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India

ISO	International Standards Organization
IPR	Intellectual Property Rights
IATA	International Air Transport Association
WHO	World Health Organization
ICAO	International Civil Aviation Organization
IRDA	Insurance Regulatory and Development Authority of India

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 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.