

Qualification Pack



HouseKeeping Manager

QP Code: THC/Q0207

Version: 2.0

NSQF Level: 6

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Qualification Pack

Contents

THC/Q0207: HouseKeeping Manager	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
THC/N0224: Manage staff and operations of the housekeeping department	5
THC/N0225: Manage inventory, and control costs	12
THC/N9902: Ensure effective communication and service standards at workplace	17
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	22
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	26
Assessment Guidelines and Weightage	30
<i>Assessment Guidelines</i>	30
<i>Assessment Weightage</i>	31
Acronyms	32
Glossary	33

Qualification Pack

THC/Q0207: HouseKeeping Manager

Brief Job Description

The individual at work manages the operations of the housekeeping department, human resource, inventory, and control costs as per organizational standards.

Personal Attributes

The job requires the individual to have strong communication, interpersonal, leadership, and team management skills with an eye to detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [THC/N0224: Manage staff and operations of the housekeeping department](#)
2. [THC/N0225: Manage inventory, and control costs](#)
3. [THC/N9902: Ensure effective communication and service standards at workplace](#)
4. [THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy](#)
5. [THC/N9907: Monitor and maintain health, hygiene and safety at workplace](#)

Qualification Pack (QP) Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 5121.10

Qualification Pack

Minimum Educational Qualification & Experience	Graduate with 3 Years of experience as a Housekeeping Supervisor OR Certificate-NSQF (level - 5 Housekeeping Supervisor) with 2 Years of experience as a Housekeeping Supervisor
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	25 Years
Last Reviewed On	30/12/2021
Next Review Date	30/12/2024
Deactivation Date	30/12/2024
NSQC Approval Date	30/12/2021
Version	2.0
Reference code on NQR	2021/TH/THSC/04917
NQR Version	1.0

Qualification Pack

THC/N0224: Manage staff and operations of the housekeeping department

Description

This OS unit is about managing the housekeeping staff and implementing operational standards of housekeeping, and coordinate repairs and maintenance of the housekeeping department.

Scope

The scope covers the following :

- Manage the housekeeping staff
- Implement operational standards for housekeeping department
- Manage housekeeping operations

Elements and Performance Criteria

Manage the housekeeping staff

To be competent, the user/individual on the job must be able to:

- 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

Implement operational standards for housekeeping department

To be competent, the user/individual on the job must be able to:

- 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

Qualification Pack

Manage housekeeping operations

To be competent, the user/individual on the job must be able to:

- 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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** method to analyze and forecast staffing levels
- KU2.** procedure of recruiting the housekeeping staff
- KU3.** how to conduct orientation and training for the staff
- KU4.** performance parameters of the housekeeping staff
- KU5.** method to schedule the shift and prepare the Rota
- KU6.** performance appraisal methods
- KU7.** effective ways to provide constructive feedback
- KU8.** conflict management
- KU9.** procedure to handle staff grievances
- KU10.** team management
- KU11.** SOPs for housekeeping

Qualification Pack

- KU12.** procedure to develop operational standards and procedures for the housekeeping department
- KU13.** ways to implement operational plans, procedures and systems
- KU14.** concept of energy management, sustainability and greening
- KU15.** procedure to schedule periodic housekeeping tasks
- KU16.** types of services provided by the housekeeping department
- KU17.** procedure to manage quality of housekeeping operations
- KU18.** methods to inspect cleanliness and other aspects of housekeeping procedure to inspect the facility and equipment for any damage
- KU19.** SOP to coordinate with Engineering department or Vendor for repairs and maintenance issues
- KU20.** SOP to submit requests for repair and periodic maintenance

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the organization's policies, SOPs, etc.
- GS2.** write standard procedures and implementation plans
- GS3.** communicate effectively with co-workers and superiors
- GS4.** plan and prioritize tasks to ensure smooth functioning of the organization
- GS5.** identify immediate solutions to resolve delays

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the housekeeping staff</i>	15	15	-	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	-	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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
NOS Total	40	45	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0224
NOS Name	Manage staff and operations of the housekeeping department
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

Qualification Pack

THC/N0225: Manage inventory, and control costs

Description

This OS unit is about managing the inventory, and assisting in budget preparation and cost control for the housekeeping department.

Scope

The scope covers the following :

- Monitor inventory for the housekeeping department
- Assist in budget preparation and cost control

Elements and Performance Criteria

Monitor inventory for the housekeeping department

To be competent, the user/individual on the job must be able to:

- 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

Assist in budget preparation and cost control

To be competent, the user/individual on the job must be able to:

- 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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** SOP to order, stock and issue supplies
- KU2.** inventory management techniques
- KU3.** stock rotation methods
- KU4.** procedure to prepare requisition
- KU5.** stock taking procedures
- KU6.** par stock levels of housekeeping supplies
- KU7.** budget preparation methods
- KU8.** procedure to track and optimize departmental expense
- KU9.** effective cost control methods
- KU10.** methods to manage all operational costs
- KU11.** format of standard reports related to housekeeping

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read the organisation's policies, SOP, etc.
- GS2.** write reports related to housekeeping activities
- GS3.** communicate effectively with subordinates, co-workers and superiors
- GS4.** plan and prioritize tasks to ensure smooth functioning of the organisation
- GS5.** identify immediate solutions to resolve delays

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor inventory for the housekeeping department</i>	20	20	-	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	-	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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. assist Executive Housekeeper in controlling expenses of the housekeeping department	-	-	-	-
PC13. maintain a record of all the expense incurred by the department	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N0225
NOS Name	Manage inventory, and control costs
Sector	Tourism & Hospitality
Sub-Sector	Hotels
Occupation	Housekeeping
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

Qualification Pack

THC/N9902: Ensure effective communication and service standards at workplace

Description

This OS unit is about communicating effectively, maintaining standards of etiquette at workplace, and engaging with guests to provide specific services.

Scope

The scope covers the following :

- Promote effective communication
- Maintain professional etiquette
- Ensure rendering of specific services as per the guests' requirements

Elements and Performance Criteria

Promote effective communication

To be competent, the user/individual on the job must be able to:

- 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

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- 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

Ensure rendering of specific services as per the guests' requirements

To be competent, the user/individual on the job must be able to:

- PC16.** provide assistance to Persons with Disability, if asked
- PC17.** ensure self and team members comply to the organizational policies towards Persons with Disability

Qualification Pack

- 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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on behavioural etiquette and professionalism
- KU2.** organizational policies on gender sensitive service practices at workplace
- KU3.** organizational reporting and hierarchy structure
- KU4.** documentation policy and procedures of the organization
- KU5.** service quality standards as per organizational policies
- KU6.** complaint handling policy and procedures
- KU7.** SOP on personal hygiene
- KU8.** procedure of giving and receiving feedback positively
- KU9.** specific requirements of different age-groups of guests
- KU10.** age and gender specific etiquette
- KU11.** organizational policy with regards to Persons with disability
- KU12.** significance of professional etiquette and behaviour

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read job sheets, organization policy documents, information displayed at the workplace and comments received from the supervisor or guest
- GS2.** fill up documentation pertaining to job requirement
- GS3.** interact with team members to work efficiently
- GS4.** communicate effectively with the guests
- GS5.** spot and report potential areas of disruption to work process proactively
- GS6.** improve work processes by incorporating guest feedback
- GS7.** motivate self and colleagues to work effectively

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Promote effective communication</i>	20	20	-	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	-	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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	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	-	-	-	-
NOS Total	40	40	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9902
NOS Name	Ensure effective communication and service standards at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy

Description

This unit is about ensuring that confidentiality of the organisational information and the privacy of the guests is maintained at all times.

Scope

The scope covers the following :

- Ensure organisational confidentiality
- Ensure guests' privacy

Elements and Performance Criteria

Maintain organisational confidentiality

To be competent, the user/individual on the job must be able to:

- 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

Maintain guests' privacy

To be competent, the user/individual on the job must be able to:

- 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.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them
- KU2.** organisation's policies on intellectual property rights and confidential information
- KU3.** organisation's product, service or design patents
- KU4.** how Intellectual property protection is important for competitiveness of an organisation
- KU5.** guidelines for crafting effective SOPs regarding IPR

Qualification Pack

KU6. procedure for disposal of confidential documents

KU7. confidential data protection methods

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and follow IPR and related information documents

GS2. manage communication regarding IPR infringement, prevention, and management

GS3. identify measures that can prevent potential infringements within the team

GS4. evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements

GS5. analyse the impact of IPR infringement on the guests and the organization

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	6	3	-	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	-	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.	-	-	-	-
NOS Total	10	5	-	5

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9910
NOS Name	Ensure to maintain organisational confidentiality and guest's privacy
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	4.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Qualification Pack

THC/N9907: Monitor and maintain health, hygiene and safety at workplace

Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene and adoption of sustainable practices at workplace.

Scope

The scope covers the following :

- Ensure personal and workplace hygiene
- Maintain safe and secure working environment
- Follow effective waste management and recycling practices at workplace

Elements and Performance Criteria

Ensure personal and workplace hygiene

To be competent, the user/individual on the job must be able to:

- 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

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- 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

Follow effective waste management and recycling practices at workplace

To be competent, the user/individual on the job must be able to:

- PC14.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

Qualification Pack

- 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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on safety procedures at workplace
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** compliance norms for established health and hygiene procedures at workplace
- KU4.** importance of preventive health check-up and healthy living
- KU5.** purpose and usage of PPE such as gloves, protective goggles, masks, etc.
- KU6.** basic first aid procedures
- KU7.** methods to minimize accidental risks
- KU8.** the significance of safe handling of chemicals, acids, etc. for cleaning
- KU9.** instructions for operating and handling equipment as per standard
- KU10.** emergency procedures to be followed in case of a mishappening such as fire accidents, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read organizational policy documents, manuals, instructions and information displayed at the workplace
- GS2.** fill in relevant forms, formats and checklist accurately
- GS3.** communicate effectively with visitors, co-workers and supervisors
- GS4.** analyze importance of personal hygiene
- GS5.** analyze the impact of not adhering to the health and safety procedures

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure personal and workplace hygiene</i>	15	15	-	5
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	-	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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	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	-	-	-	-
NOS Total	30	35	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	THC/N9907
NOS Name	Monitor and maintain health, hygiene and safety at workplace
Sector	Tourism & Hospitality
Sub-Sector	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
Occupation	Generic
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	24/02/2022
Next Review Date	24/02/2025
NSQC Clearance Date	24/02/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

- 1.Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
- 2.The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
- 3.Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
- 4.Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).

Qualification Pack

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
THC/N0224. Manage staff and operations of the housekeeping department	40	45	-	15	100	25
THC/N0225. Manage inventory, and control costs	40	40	-	20	100	25
THC/N9902. Ensure effective communication and service standards at workplace	40	40	-	20	100	20
THC/N9910. Ensure to maintain organisational confidentiality and guest's privacy	10	5	-	5	20	15
THC/N9907. Monitor and maintain health, hygiene and safety at workplace	30	35	-	15	80	15
Total	160	165	-	75	400	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.