

## Qualification Pack



# Housekeeping Trainee

QP Code: THC/Q0209

Version: 2.0

NSQF Level: 3

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## Qualification Pack

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### THC/Q0209: Housekeeping Trainee

#### Brief Job Description

The individual at work keeps all rooms and assigned areas clean and tidy to ensure that guests have a memorable experience at the hotel. The person also needs to carry out other housekeeping activities as required.

#### Personal Attributes

The job requires the individual to have a service-oriented approach, attention to details, and a polite demeanour. The individual should be physically fit and able to work for long hours.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [THC/N0233: Perform cleaning activities](#)
2. [THC/N9901: Communicate effectively and maintain service standards](#)
3. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
4. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	12
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5151.0101

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<b>Minimum Educational Qualification &amp; Experience</b>	<p>9th grade pass OR 8th grade pass with 1 year of (NTC/ NAC) after 8th OR 8th grade pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 1 Year of experience relevant experience OR 5th grade pass with 4 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience</p>
<b>Minimum Level of Education for Training in School</b>	8th Class
<b>Pre-Requisite License or Training</b>	Not applicable
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	23/09/2020
<b>Next Review Date</b>	24/12/2023
<b>NSQC Approval Date</b>	24/12/2020
<b>Version</b>	2.0
<b>Reference code on NQR</b>	2022/TH/THSC/07097
<b>NQR Version</b>	1.0

## Qualification Pack

### THC/N0233: Perform cleaning activities

#### Description

This OS unit is about carrying out cleaning operations and relevant housekeeping activities in the assigned areas. It also involves maintaining the supplies and attending to guest's request, if any.

#### Scope

The scope covers the following :

- Manage inventory for cleaning and guest supplies
- Perform pre-cleaning activities
- Perform cleaning operations
- Perform relevant housekeeping activities
- Attend to guest's requests

#### Elements and Performance Criteria

##### *Manage inventory for cleaning and guest supplies*

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

- PC1.** maintain adequate inventory of cleaning material like mops, brushes, cleaning agent etc.
- PC2.** check availability of adequate quantity of supplies like teabags, cookies, minibar items, water, toiletries in assigned areas
- PC3.** report any material/supply shortages to supervisor immediately
- PC4.** maintain inventory record as per specified format
- PC5.** maintain cleanliness of the store room at all times

##### *Perform pre-cleaning activities*

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

- PC6.** inspect the assigned area to be cleaned
- PC7.** identify the types of surfaces to be cleaned
- PC8.** identify the appropriate cleaning agent as per the requirement
- PC9.** arrange cleaning equipment required for performing cleaning operation
- PC10.** arrange protective gear like thick cleaning gloves, close toe-non slip footwear, head cover, and masks or goggles, if required

##### *Perform cleaning operations*

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

- PC11.** collect the waste carefully in proper waste disposal bags without any spillage
- PC12.** clean the waste bins regularly
- PC13.** ensure that carry bags are placed on waste bins after cleaning
- PC14.** take the trolley/bin to the assigned waste disposal area
- PC15.** carry out the cleaning procedures in the correct sequence (e.g. sweeping, dusting, mopping/vacuum cleaning, disinfecting, and air freshening)
- PC16.** handle cleaning agents without spilling in the assigned area to be cleaned

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- PC17.** clean and polish the surface without causing any damage to the surfaces
- PC18.** choose correct method of clearing up the spillage in accordance with/as per the floor and the size and type of spillage
- PC19.** use appropriate signages to notify that cleaning process is on or to mark wet floors etc.
- PC20.** complete the documentation accurately
- PC21.** report damage to the supervisor, if any

### *Perform relevant housekeeping activities*

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

- PC22.** ensure proper functioning of equipment/appliances like ACs, hair dryer, TV, remotes, etc. in guest rooms
- PC23.** report to manager regarding any faulty equipment
- PC24.** ensure routine service and maintenance of cleaning equipment
- PC25.** collect soiled linen and other items like towels, bathrobes, etc. in trolley bag
- PC26.** arrange the items in the assigned area like flowers, paintings, linen/towel, guest stationery as per standard procedure
- PC27.** arrange the bed and other furniture in the assigned area as per hotel's guidelines
- PC28.** make the bed with fresh linen, pillow cases, and bedside mat
- PC29.** replenish the bathroom supplies

### *Attend to guest's requests*

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

- PC30.** handle guest requests such as extra pillows, beds, linen, towel, etc. to ensure guest satisfaction
- PC31.** contact F&B department to ensure timely service to the guests
- PC32.** report to the manager for any other requests outside of housekeeping

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant occupational health and safety requirements applicable in the workplace
- KU2.** organization's policy on reporting and documentation
- KU3.** organizational SOP for housekeeping
- KU4.** organization's policy on waste management
- KU5.** importance and proper usage of PPE during cleaning operations
- KU6.** inspection methods of housekeeping assigned area
- KU7.** cleaning methods for different areas/surfaces
- KU8.** types and use of cleaning and mixing agents, required for cleaning different areas/surface
- KU9.** types and operating procedure of cleaning equipment
- KU10.** room cleaning procedures and checklists
- KU11.** methods of bed making
- KU12.** signages for cleaning areas
- KU13.** types of rooms, available facilities, and other service areas in the organization

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- KU14.** types of waste and their characteristics
- KU15.** methods of waste segregation and disposal
- KU16.** importance of recycling
- KU17.** inventory management techniques
- KU18.** types of room and guest supplies
- KU19.** room layouts and furniture arrangements
- KU20.** methods of arranging various items in the room like stationary, vases etc.
- KU21.** importance of attention to details while attending to and cleaning a guest room
- KU22.** different areas like laundry Area, linen room, housekeeping stores, control desk
- KU23.** procedure to handle guest requests for housekeeping items like toiletries, pillows, etc. and queries on services
- KU24.** checklist and standard working condition for all room equipment/appliances
- KU25.** maintenance procedure of all housekeeping equipment

## Generic Skills (GS)

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

- GS1.** read and interpret instructions, procedures, information, and signages in the workplace
- GS2.** interpret and follow operational instructions received from housekeeping supervisors
- GS3.** follow organization's code of conduct and business etiquette
- GS4.** fill-in checklists, log sheets etc.
- GS5.** adhere to safety and security standards while cleaning
- GS6.** communicate effectively with guests and respond to their queries, if required
- GS7.** be polite and courteous at all times
- GS8.** plan, prioritize and sequence work operations to increase efficiency
- GS9.** improve and modify own work practices
- GS10.** manage time efficiently in a way to meet the timeline mentioned in the organizational SOP
- GS11.** record details on housekeeping inventory, supplies, etc.
- GS12.** coordinate with other departments to meet guest requirements
- GS13.** incorporate supervisor's feedback to enhance performance

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage inventory for cleaning and guest supplies</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> maintain adequate inventory of cleaning material like mops, brushes, cleaning agent etc.	-	-	-	-
<b>PC2.</b> check availability of adequate quantity of supplies like teabags, cookies, minibar items, water, toiletries in assigned areas	-	-	-	-
<b>PC3.</b> report any material/supply shortages to supervisor immediately	-	-	-	-
<b>PC4.</b> maintain inventory record as per specified format	-	-	-	-
<b>PC5.</b> maintain cleanliness of the store room at all times	-	-	-	-
<i>Perform pre-cleaning activities</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC6.</b> inspect the assigned area to be cleaned	-	-	-	-
<b>PC7.</b> identify the types of surfaces to be cleaned	-	-	-	-
<b>PC8.</b> identify the appropriate cleaning agent as per the requirement	-	-	-	-
<b>PC9.</b> arrange cleaning equipment required for performing cleaning operation	-	-	-	-
<b>PC10.</b> arrange protective gear like thick cleaning gloves, close toe-non slip footwear, head cover, and masks or goggles, if required	-	-	-	-
<i>Perform cleaning operations</i>	<b>15</b>	<b>20</b>	-	-
<b>PC11.</b> collect the waste carefully in proper waste disposal bags without any spillage	-	-	-	-
<b>PC12.</b> clean the waste bins regularly	-	-	-	-
<b>PC13.</b> ensure that carry bags are placed on waste bins after cleaning	-	-	-	-
<b>PC14.</b> take the trolley/bin to the assigned waste disposal area	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> carry out the cleaning procedures in the correct sequence (e.g. sweeping, dusting, mopping/vacuum cleaning, disinfecting, and air freshening)	-	-	-	-
<b>PC16.</b> handle cleaning agents without spilling in the assigned area to be cleaned	-	-	-	-
<b>PC17.</b> clean and polish the surface without causing any damage to the surfaces	-	-	-	-
<b>PC18.</b> choose correct method of clearing up the spillage in accordance with/as per the floor and the size and type of spillage	-	-	-	-
<b>PC19.</b> use appropriate signages to notify that cleaning process is on or to mark wet floors etc.	-	-	-	-
<b>PC20.</b> complete the documentation accurately	-	-	-	-
<b>PC21.</b> report damage to the supervisor, if any	-	-	-	-
<i>Perform relevant housekeeping activities</i>	<b>15</b>	<b>20</b>	-	<b>5</b>
<b>PC22.</b> ensure proper functioning of equipment/appliances like ACs, hair dryer, TV, remotes, etc. in guest rooms	-	-	-	-
<b>PC23.</b> report to manager regarding any faulty equipment	-	-	-	-
<b>PC24.</b> ensure routine service and maintenance of cleaning equipment	-	-	-	-
<b>PC25.</b> collect soiled linen and other items like towels, bathrobes, etc. in trolley bag	-	-	-	-
<b>PC26.</b> arrange the items in the assigned area like flowers, paintings, linen/towel, guest stationery as per standard procedure	-	-	-	-
<b>PC27.</b> arrange the bed and other furniture in the assigned area as per hotel's guidelines	-	-	-	-
<b>PC28.</b> make the bed with fresh linen, pillow cases, and bedside mat	-	-	-	-
<b>PC29.</b> replenish the bathroom supplies	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Attend to guest's requests</i>	<b>10</b>	<b>10</b>	-	<b>10</b>
<b>PC30.</b> handle guest requests such as extra pillows, beds, linen, towel, etc. to ensure guest satisfaction	-	-	-	-
<b>PC31.</b> contact F&B department to ensure timely service to the guests	-	-	-	-
<b>PC32.</b> report to the manager for any other requests outside of housekeeping	-	-	-	-
<b>NOS Total</b>	<b>55</b>	<b>70</b>	-	<b>25</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N0233
<b>NOS Name</b>	Perform cleaning activities
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels
<b>Occupation</b>	Housekeeping
<b>NSQF Level</b>	3
<b>Credits</b>	8
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	24/12/2023
<b>NSQC Clearance Date</b>	24/12/2020

## Qualification Pack

### THC/N9901: Communicate effectively and maintain service standards

#### Description

This OS unit is about communicating effectively, maintaining standard of etiquette at workplace and attending to specific guest requirements.

#### Scope

The scope covers the following :

- Communicate effectively with guests, colleagues and superiors
- Maintain professional etiquette
- Provide specific services as per the guests' requirements

#### Elements and Performance Criteria

##### *Communicate effectively with guests, colleagues and superiors*

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.** 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 them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately

##### *Maintain professional etiquette*

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

- 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 personal hygiene
- PC15.** respect privacy of others at the workplace

##### *Provide specific services as per the guests' requirements*

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

- 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 company standards
- PC17.** provide assistance to Persons with Disability, if required
- PC18.** follow the organisational policies specified for Persons with Disability

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**PC19.** follow gender and age sensitive service practices at all times

**PC20.** adhere to the company policies related to prevention of sexual harassment

### 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 hierarchy and reporting 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.** gender specific requirements of different types of guest

**KU10.** specific requirements of different age-groups of guests

**KU11.** age and gender specific etiquette

**KU12.** key helpline numbers

**KU13.** organizational policy with regards to Persons with disability

### Generic Skills (GS)

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

**GS1.** read job sheets, company policy, notes and comments received from the supervisor or guest, documents and information displayed at the workplace

**GS2.** interact with coworkers to work efficiently

**GS3.** communicate effectively with the guests

**GS4.** solve problem when required

**GS5.** improve work processes by incorporating guests' feedback

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with guests, colleagues and superiors</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
<b>PC2.</b> communicate with the guests in a polite and professional manner	-	-	-	-
<b>PC3.</b> clarify guest's requirements by asking appropriate questions	-	-	-	-
<b>PC4.</b> address guest's dissatisfactions and complaints effectively	-	-	-	-
<b>PC5.</b> build effective yet impersonal relationship with guests	-	-	-	-
<b>PC6.</b> inform guests on any issue/problem beforehand including any developments involving them	-	-	-	-
<b>PC7.</b> seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
<b>PC8.</b> escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
<b>PC9.</b> pass on essential information to the colleagues timely	-	-	-	-
<b>PC10.</b> report any workplace issues to the superior immediately	-	-	-	-
<i>Maintain professional etiquette</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC11.</b> report to work on time	-	-	-	-
<b>PC12.</b> follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
<b>PC13.</b> follow the dress code as per organizational policy	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. maintain personal hygiene	-	-	-	-
PC15. respect privacy of others at the workplace	-	-	-	-
<i>Provide specific services as per the guests' requirements</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
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 company standards	-	-	-	-
PC17. provide assistance to Persons with Disability, if required	-	-	-	-
PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
PC19. follow gender and age sensitive service practices at all times	-	-	-	-
PC20. adhere to the company policies related to prevention of sexual harassment	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9901
<b>NOS Name</b>	Communicate effectively and maintain service standards
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

## Qualification Pack

### THC/N9903: Maintain organisational confidentiality and respect guests' privacy

#### Description

This OS unit is about maintaining the confidentiality of the organisation and respecting the privacy of the guest.

#### Scope

The scope covers the following :

- Maintain organisational confidentiality
- Respect guest's privacy

#### Elements and Performance Criteria

##### *Maintain organisational confidentiality*

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

- 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

##### *Respect guest's privacy*

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

- PC5.** protect personal and financial information of the guest
- PC6.** refrain self from infringing upon guest's professional deals and plans

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policies on intellectual property rights and confidential information
- KU2.** IPR infringement reporting procedure
- KU3.** storage and disposal procedures for confidential information
- KU4.** importance of maintaining confidentiality for competitiveness of an organisation
- KU5.** significance of damages resulting from confidentiality infringement

#### Generic Skills (GS)

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



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- GS1.** read organisational policy documents, information displayed at the workplace, and comments received from guest and supervisor
- GS2.** communicate effectively with the guests regarding confidentiality
- GS3.** resolve conflicts related to confidentiality and privacy by reporting the issue in time

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain organisational confidentiality</i>	<b>6</b>	<b>6</b>	-	<b>3</b>
<b>PC1.</b> ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
<b>PC2.</b> comply to organizational IPR policy at all times	-	-	-	-
<b>PC3.</b> report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
<b>PC4.</b> maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
<i>Respect guest's privacy</i>	<b>4</b>	<b>4</b>	-	<b>2</b>
<b>PC5.</b> protect personal and financial information of the guest	-	-	-	-
<b>PC6.</b> refrain self from infringing upon guest's professional deals and plans	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>10</b>	-	<b>5</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9903
<b>NOS Name</b>	Maintain organisational confidentiality and respect guests' privacy
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

## Qualification Pack

### THC/N9906: Follow Health, Hygiene and Safety practices

#### Description

This OS unit is about ensuring a hazard free working environment along with maintaining health and hygiene.

#### Scope

The scope covers the following :

- Maintain personal and workplace hygiene
- Take precautionary health measures
- Follow standard safety procedure
- Follow effective waste management

#### Elements and Performance Criteria

##### *Maintain personal and workplace hygiene*

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

- 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.

##### *Take precautionary health measures*

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

- 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

##### *Follow standard safety procedure*

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

- 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

##### *Follow effective waste management*

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

- PC15.** identify and segregate recyclable, non-recyclable and hazardous waste at workplace

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- 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

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisation's policy on reporting and managing safety issues
- KU2.** procedure to maintain cleanliness standards at workplace
- KU3.** SOP on personal hygiene
- KU4.** importance of preventive health checkup and healthy living
- KU5.** procedure to report health issues
- KU6.** instructions for operating and handling equipment as per standard
- KU7.** purpose and usage of PPE
- KU8.** basic first-aid procedures
- KU9.** standard waste management policy

### Generic Skills (GS)

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

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

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal and workplace hygiene</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
<b>PC2.</b> clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
<b>PC3.</b> clean the crockery and other articles as per established standards	-	-	-	-
<b>PC4.</b> sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-
<b>PC5.</b> ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
<b>PC6.</b> use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
<b>PC7.</b> dispose of the waste as per the prescribed standards	-	-	-	-
<b>PC8.</b> maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
<i>Take precautionary health measures</i>	<b>5</b>	<b>5</b>	-	-
<b>PC9.</b> attend regular health check-ups organized by the management	-	-	-	-
<b>PC10.</b> report personal health issues related to injury, food, air and infectious disease	-	-	-	-
<b>PC11.</b> report to the concerned authority in case any coworker is unwell	-	-	-	-
<i>Follow standard safety procedure</i>	<b>5</b>	<b>10</b>	-	<b>5</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
<b>PC13.</b> follow first aid procedures appropriately	-	-	-	-
<b>PC14.</b> identify hazards at the workplace and report to the concerned person in time	-	-	-	-
<i>Follow effective waste management</i>	<b>5</b>	<b>10</b>	-	<b>5</b>
<b>PC15.</b> identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
<b>PC16.</b> segregate waste into different coloured dustbins	-	-	-	-
<b>PC17.</b> handle the waste as per SOP	-	-	-	-
<b>PC18.</b> recycle waste wherever applicable	-	-	-	-
<b>PC19.</b> dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
<b>NOS Total</b>	<b>25</b>	<b>35</b>	-	<b>15</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	THC/N9906
<b>NOS Name</b>	Follow Health, Hygiene and Safety practices
<b>Sector</b>	Tourism & Hospitality
<b>Sub-Sector</b>	Hotels/Restaurant, Tours and Travels, Facility Management, Cruise
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	31/12/2024
<b>NSQF Clearance Date</b>	31/12/2021

## Qualification Pack

### DGT/VSQ/N0101: Employability Skills (30 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

**PC1.** understand the significance of employability skills in meeting the job requirements

##### *Constitutional values - Citizenship*

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

**PC2.** identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

**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.

##### *Basic English Skills*

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

**PC4.** speak with others using some basic English phrases or sentences

##### *Communication Skills*

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

**PC5.** follow good manners while communicating with others

**PC6.** work with others in a team

## Qualification Pack

### *Diversity & Inclusion*

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

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

### *Financial and Legal Literacy*

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

**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

### *Essential Digital Skills*

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

**PC12.** operate digital devices and use its features and applications securely and safely

**PC13.** use internet and social media platforms securely and safely

### *Entrepreneurship*

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

**PC14.** identify and assess opportunities for potential business

**PC15.** identify sources for arranging money and associated financial and legal challenges

### *Customer Service*

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

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

**KU8.** different types of disabilities and appropriate communication and behaviour towards PwD

**KU9.** different types of financial products and services

## Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
<b>PC2.</b> 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	-	-
<b>PC3.</b> 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	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	1	1	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## 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).
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 50% of % aggregate marks to successfully clear the assessment.

## Qualification Pack

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

### Minimum Aggregate Passing % at QP Level : 50

(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/N0233.Perform cleaning activities	55	70	0	25	150	40
THC/N9901.Communicate effectively and maintain service standards	40	40	-	20	100	20
THC/N9903.Maintain organisational confidentiality and respect guests' privacy	10	10	-	5	25	15
THC/N9906.Follow Health, Hygiene and Safety practices	25	35	-	15	75	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>150</b>	<b>185</b>	<b>-</b>	<b>65</b>	<b>400</b>	<b>100</b>

## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>IPR</b>	Intellectual Property Rights
<b>ISO</b>	International Standards Organization
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>ISO</b>	International Standards Organization
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>IPR</b>	Intellectual Property Rights
<b>ISO</b>	International Standards Organization
<b>OH&amp;S</b>	Occupational Health and Safety
<b>PPE</b>	Personal Protective Equipment
<b>HACCP</b>	Hazard Analysis and Critical Control Points
<b>FSSAI</b>	Food Safety and Standards Authority of India
<b>ISO</b>	International Standards Organization

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.
<b>ISO</b>	The International Organization for Standardization