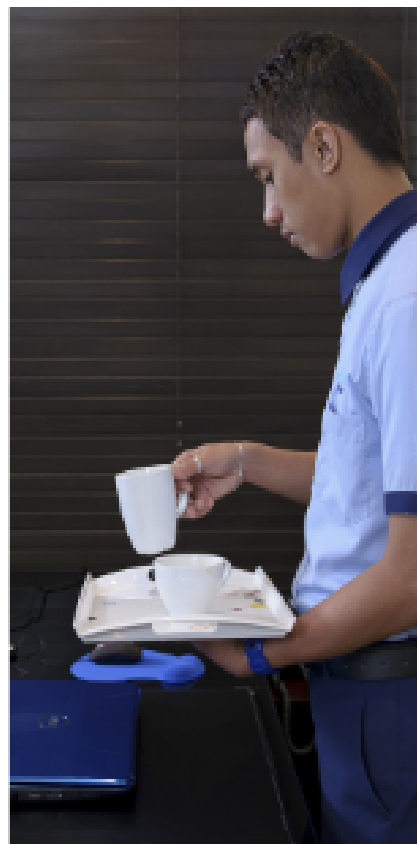
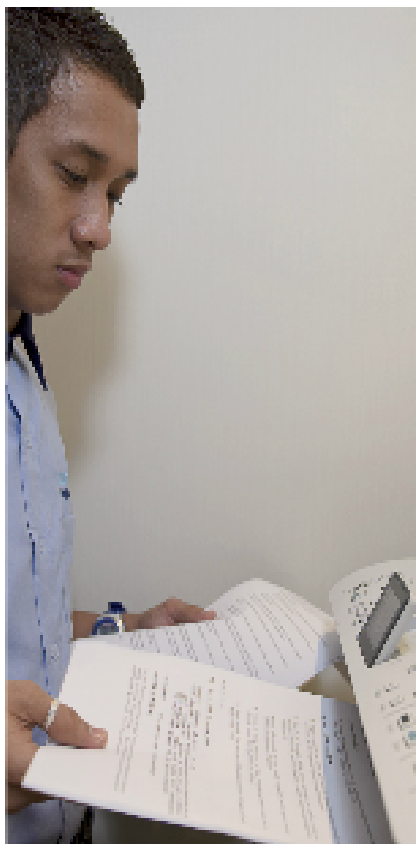
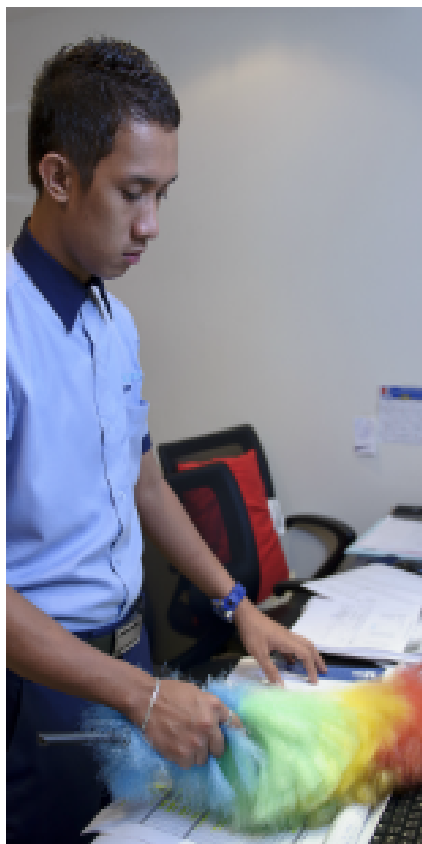


Qualification Pack



Multi-Purpose Associate

QP Code: THC/Q5808

Version: 1.0

NSQF Level: 4

Tourism and Hospitality Skill Council || 404/407 4th Floor Mercantile House, KG Marg, Connaught Place
New Delhi 110001. || email:assessment@thsc.in

Qualification Pack

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Qualification Pack

THC/Q5808: Multi-Purpose Associate

Brief Job Description

The individual at work cleans the internal and external infrastructure, furniture and installations in residential and commercial areas and run official errands.

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/N5818: Carry out office duties and basic cleaning activities in the set-up](#)
2. [THC/N5819: Perform housekeeping activities in residential and commercial areas](#)
3. [THC/N9901: Communicate effectively and maintain service standards](#)
4. [THC/N9903: Maintain organisational confidentiality and respect guests' privacy](#)
5. [THC/N9906: Follow Health, Hygiene and Safety practices](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

| | |
|--------------------------------------|--------------------------------|
| Sector | Tourism & Hospitality |
| Sub-Sector | Facility Management |
| Occupation | Property Management Operations |
| Country | India |
| NSQF Level | 4 |
| Credits | 14 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/5243.0300 |

Qualification Pack

| | |
|---|--|
| Minimum Educational Qualification & Experience | <p>11th grade pass OR Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 1-year NTC/ NAC OR 8th grade pass plus 2-year NTC plus 1 Year NAC OR 8th pass plus 1-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience OR Certificate-NSQF (level 3 Housekeeping Trainee with 2 years of relevant experience (one who has the ability to read and write))</p> |
| Minimum Level of Education for Training in School | 10th Class |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | 21/10/2020 |
| Next Review Date | 24/12/2023 |
| NSQC Approval Date | 24/12/2020 |
| Version | 1.0 |
| Reference code on NQR | 2022/TH/THSC/07098 |
| NQR Version | 1.0 |

Qualification Pack

THC/N5818: Carry out office duties and basic cleaning activities in the set-up

Description

This OS unit is about carrying out basic housekeeping and office duties like cleaning furniture and equipment, taking printouts, receiving and distributing supplies, etc., and running official errands as required.

Scope

The scope covers the following :

- Maintain cleanliness in the office
- Carry out office operations
- Run official errands

Elements and Performance Criteria

Maintain cleanliness in the office

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

- 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 standards
- PC5.** maintain all office equipment such as photocopiers, fax machines etc. as needed
- PC6.** report any repair or maintenance issues, safety hazards or observed property damage like missing fixtures, carpet damage, malfunctioning equipment, or broken furniture, etc. to supervisor

Carry out office operations

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

- 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 of the documents as per instructions
- PC10.** file papers and label the documents as instructed
- PC11.** store official 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

Qualification Pack

Run official errands

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

PC15. buy office supplies from the market as per requirement/instructions

PC16. deposit cheques or drafts in banks

PC17. buy any item like medicines, lunch, etc. as per the instructions of the office staff, if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant occupational health and safety requirements applicable at the work place

KU2. cleaning methods for different areas and surfaces

KU3. types and use of cleaning and mixing agents required for cleaning different areas or surface

KU4. inspection methods (like visual or physical) to identify damage to property

KU5. types of office errands

KU6. ways to arrange equipment and furniture as per SOP

KU7. operating procedure of office equipment like copy machine, scanner etc.

KU8. SOP for handling official documents and packages

KU9. procedure to fill deposit slips for cheques

KU10. guest service etiquette

KU11. labelling and storage methods for files and documents

Generic Skills (GS)

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

GS1. read manuals, documents, instructions, and details written on official packages and folders

GS2. communicate effectively with staff and guests

GS3. plan, prioritize and sequence work operations to increase efficiency

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Maintain cleanliness in the office</i> | 25 | 25 | - | 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 standards | - | - | - | - |
| PC5. maintain all office equipment such as photocopiers, fax machines etc. as needed | - | - | - | - |
| PC6. report any repair or maintenance issues, safety hazards or observed property damage like missing fixtures, carpet damage, malfunctioning equipment, or broken furniture, etc. to supervisor | - | - | - | - |
| <i>Carry out office operations</i> | 25 | 25 | - | 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 of the documents as per instructions | - | - | - | - |
| PC10. file papers and label the documents as instructed | - | - | - | - |
| PC11. store official 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 | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 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 | - | - | - | - |
| <i>Run official errands</i> | 10 | 10 | - | 5 |
| PC15. buy office supplies from the market as per requirement/instructions | - | - | - | - |
| PC16. deposit cheques or drafts in banks | - | - | - | - |
| PC17. buy any item like medicines, lunch, etc.as per the instructions of the office staff, if required | - | - | - | - |
| NOS Total | 60 | 60 | - | 30 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N5818 |
| NOS Name | Carry out office duties and basic cleaning activities in the set-up |
| Sector | Tourism & Hospitality |
| Sub-Sector | Facility Management |
| Occupation | Property Management Operations |
| NSQF Level | 4 |
| Credits | 5 |
| Version | 1.0 |
| Last Reviewed Date | 21/10/2020 |
| Next Review Date | 24/12/2023 |
| NSQF Clearance Date | 24/12/2020 |

Qualification Pack

THC/N5819: Perform housekeeping activities in residential and commercial areas

Description

This OS unit is about cleaning and maintaining all internal and external infrastructures including common areas such as lobbies, corridors washrooms, etc. in commercial and residential areas.

Scope

The scope covers the following :

- Prepare for housekeeping activities
- Clean reception area, elevators, and other physical infrastructure in commercial and residential areas
- Clean common washrooms

Elements and Performance Criteria

Prepare for housekeeping activities

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

- 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 cleaning equipment

Clean reception area, elevators, and other physical infrastructure in commercial and residential areas

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

- 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 and reception area
- PC8.** clean windows by applying glass cleaning solution and using a micro-fiber cloth, brush or glass scraper 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.** rearrange all the furniture after cleaning as per standard layout

Qualification Pack

- PC16.** clear and clean any trays, glassware, crockery, cigarette receptacles etc. in the common area
- 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, weed gardens or flower beds to maintain the common garden area
- 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

Clean common washrooms

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

- 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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational SOP for cleaning
- KU2.** cleaning methods for different areas/surfaces
- KU3.** types and use of cleaning and mixing agents required for cleaning different areas or surface
- KU4.** types and operating procedure of cleaning equipment
- KU5.** types of hazardous material and methods to store or dispose them
- KU6.** signages for cleaning areas
- KU7.** maintenance procedure of all housekeeping equipment
- KU8.** types of waste and their characteristics
- KU9.** garden maintenance procedures
- KU10.** minor repair techniques for sidewalks
- KU11.** types and use of landscaping tools
- KU12.** storage procedure for various 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



Qualification Pack

GS2. plan, prioritize and sequence work operations to increase efficiency

GS3. improve and modify own work practices

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Prepare for housekeeping activities</i> | 25 | 25 | - | 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 cleaning equipment | - | - | - | - |
| <i>Clean reception area, elevators, and other physical infrastructure in commercial and residential areas</i> | 20 | 20 | - | 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 and reception area | - | - | - | - |
| PC8. clean windows by applying glass cleaning solution and using a micro-fiber cloth, brush or glass scraper 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 | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC14. clear up any spillage as per the size and type of spillage | - | - | - | - |
| PC15. rearrange all the furniture after cleaning as per standard layout | - | - | - | - |
| PC16. clear and clean any trays, glassware, crockery, cigarette receptacles etc. in the common area | - | - | - | - |
| 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, weed gardens or flower beds to maintain the common garden area | - | - | - | - |
| 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 | - | 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 | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC29. check and replace toilet paper, paper towels, tissue boxes and fill up soap dispenser, as required | - | - | - | - |
| NOS Total | 60 | 60 | - | 30 |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | THC/N5819 |
| NOS Name | Perform housekeeping activities in residential and commercial areas |
| Sector | Tourism & Hospitality |
| Sub-Sector | Facility Management |
| Occupation | Property and Facility Management Operations |
| NSQF Level | 4 |
| Credits | 4 |
| Version | 1.0 |
| Last Reviewed Date | 21/10/2020 |
| Next Review Date | 24/12/2023 |
| NSQF Clearance Date | 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

Qualification Pack

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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Communicate effectively with guests, colleagues and superiors</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. 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 | - | - | - | - |
| <i>Maintain professional etiquette</i> | 10 | 10 | - | 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 | - | - | - | - |

Qualification Pack

| 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> | 10 | 10 | - | 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 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 | - | - | - | - |
| NOS Total | 40 | 40 | - | 20 |

Qualification Pack

National Occupational Standards (NOS) Parameters

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



Qualification Pack

- 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> | 6 | 6 | - | 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 | - | 2 |
| PC5. protect personal and financial information of the guest | - | - | - | - |
| PC6. refrain self from infringing upon guest's professional deals and plans | - | - | - | - |
| NOS Total | 10 | 10 | - | 5 |

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

- 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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Maintain personal and workplace hygiene</i> | 10 | 10 | - | 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 | - | - |
| 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 | - | 5 |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| 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 | - | 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 | - | - | - | - |
| NOS Total | 25 | 35 | - | 15 |

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e-mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization 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 | - | - |
| PC1. identify employability skills required for jobs in various industries | - | - | - | - |
| PC2. identify and explore learning and employability portals | - | - | - | - |
| <i>Constitutional values - Citizenship</i> | 1 | 1 | - | - |
| PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc. | - | - | - | - |
| PC4. follow environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 2 | 4 | - | - |
| PC5. recognize the significance of 21st Century Skills for employment | - | - | - | - |
| PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life | - | - | - | - |
| <i>Basic English Skills</i> | 2 | 3 | - | - |
| PC7. use basic English for everyday conversation in different contexts, in person and over the telephone | - | - | - | - |
| PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English | - | - | - | - |
| PC9. write short messages, notes, letters, e-mails etc. in English | - | - | - | - |
| <i>Career Development & Goal Setting</i> | 1 | 2 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. understand the difference between job and career | - | - | - | - |
| PC11. prepare a career development plan with short- and long-term goals, based on aptitude | - | - | - | - |
| <i>Communication Skills</i> | 2 | 2 | - | - |
| PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings | - | - | - | - |
| PC13. work collaboratively with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 2 | - | - |
| PC14. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC15. escalate any issues related to sexual harassment at workplace according to POSH Act | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 2 | 3 | - | - |
| PC16. select financial institutions, products and services as per requirement | - | - | - | - |
| PC17. carry out offline and online financial transactions, safely and securely | - | - | - | - |
| PC18. identify common components of salary and compute income, expenses, taxes, investments etc | - | - | - | - |
| PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation | - | - | - | - |
| <i>Essential Digital Skills</i> | 3 | 4 | - | - |
| PC20. operate digital devices and carry out basic internet operations securely and safely | - | - | - | - |
| PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively | - | - | - | - |
| PC22. use basic features of word processor, spreadsheets, and presentations | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Entrepreneurship</i> | 2 | 3 | - | - |
| PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research | - | - | - | - |
| PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion | - | - | - | - |
| PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity | - | - | - | - |
| <i>Customer Service</i> | 1 | 2 | - | - |
| PC26. identify different types of customers | - | - | - | - |
| PC27. identify and respond to customer requests and needs in a professional manner. | - | - | - | - |
| PC28. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 2 | 3 | - | - |
| PC29. create a professional Curriculum vitae (Résumé) | - | - | - | - |
| PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively | - | - | - | - |
| PC31. apply to identified job openings using offline /online methods as per requirement | - | - | - | - |
| PC32. answer questions politely, with clarity and confidence, during recruitment and selection | - | - | - | - |
| PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements | - | - | - | - |
| NOS Total | 20 | 30 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0102 |
| NOS Name | Employability Skills (60 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 1.0 |
| Last Reviewed Date | NA |
| 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).
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.

Qualification Pack

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/N5818.Carry out office duties and basic cleaning activities in the set-up | 60 | 60 | 0 | 30 | 150 | 25 |
| THC/N5819.Perform housekeeping activities in residential and commercial areas | 60 | 60 | 0 | 30 | 150 | 25 |
| THC/N9901.Communicate effectively and maintain service standards | 40 | 40 | 0 | 20 | 100 | 10 |
| THC/N9903.Maintain organisational confidentiality and respect guests' privacy | 10 | 10 | 0 | 5 | 25 | 15 |
| THC/N9906.Follow Health, Hygiene and Safety practices | 25 | 35 | 0 | 15 | 75 | 15 |
| DGT/VSQ/N0102.Employability Skills (60 Hours) | 20 | 30 | - | - | 50 | 10 |
| Total | 215 | 235 | - | 100 | 550 | 100 |

Qualification Pack

Acronyms

| | |
|-----------------|---|
| NOS | National Occupational Standard(s) |
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |
| SOP | Standard Operating Procedure |
| 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 |
| OH&S | Occupational Health and Safety |
| PPE | Personal Protective Equipment |
| HACCP | Hazard Analysis and Critical Control Points |
| IPR | Intellectual Property Rights |
| ISO | International Standards Organization |
| 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 |

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. |
| ISO | The International Organization for Standardization |