



Model Curriculum

QP Name: Multi-Purpose Associate

QP Code: THC/Q5808

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 2.0

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Perform office duties and cleaning operations in the office set up
- Describe the housekeeping activities in residential and commercial areas
- Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, Hygiene, and safety practices at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N5818 – Carry Out Office Duties and Basic Cleaning Activities in the Set-up NOS Version No. 1.0 NSQF Level 4	30:00	30:00	60:00	00:00	120:00
Module 1: Introduction to the Facility Management and Housekeeping Activities	06:00	00:00	00:00	00:00	06:00
Module 2: Perform Cleaning Activities and Office Operations in the Office Set-up	24:00	30:00	60:00	00:00	114:00
THC/N5819 – Perform Housekeeping Activities in Residential and Commercial Areas NOS Version No. 1.0 NSQF Level 4	30:00	30:00	90:00	00:00	150:00
Module 3: Maintain Cleanliness in the Residential and Commercial Areas	30:00	30:00	90:00	00:00	150:00

THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3	15:00	15:00	00:00	00:00	30:00
Module 4: Maintain Effective Communication and Service Standard	15:00	15:00	00:00	00:00	30:00
THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 3	18:00	12:00	00:00	00:00	30:00
Module 5: Organizational Confidentiality and Customer Privacy	18:00	12:00	00:00	00:00	30:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	15:00	15:00	00:00	00:00	30:00
Module 6: Basic Health and Safety Standards	15:00	15:00	00:00	00:00	30:00
DGT/VSQ/N0102: Employability Skills (60 Hours)	24:00	36:00	00:00	00:00	60:00
Module 7. Introduction to Employability Skills	0:30	01:00	00:00	00:00	01.30
Module 8. Constitutional values - Citizenship	0:30	01:00	00:00	00:00	01.30
Module 9. Becoming a Professional in the 21st Century	01:00	01:30	00:00	00:00	02.30
Module 10. Basic English Skills	04:00	06:00	00:00	00:00	10:00
Module 11. Career Development & Goal Setting	01:00	01:00	00:00	00:00	02:00
Module 12. Communication Skills	02:00	03:00	00:00	00:00	05:00
Module 13. Diversity & Inclusion	01:00	01:30	00:00	00:00	02.30
Module 14. Financial and Legal Literacy	02:00	03:00	00:00	00:00	05:00



Module 15. Essential Digital Skills	04:00	06:00	00:00	00:00	10:00
Module 16. Entrepreneurship	03:00	04:00	00:00	00:00	07:00
Module 17. Customer Service	02:00	03:00	00:00	00:00	05:00
Module 18. Getting Ready for Apprenticeship & Jobs	03:00	05:00	00:00	00:00	08:00
Total Duration	132.00	138.00	150.00	0.00	420.00

Module 2: Perform Cleaning Activities and Office Operations in the Office Set-up

Mapped to THC/N5818 v 1.0

Terminal Outcomes:

- Explain how to maintain cleanliness in the office set up
- Perform various office operations
- Explain how to greet and serve office staff and visitors
- Describe the ways to file papers and other documents

Duration: 24:00	Duration: 45:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Elaborate various types of surfaces and fixtures in an office set-up, and appropriate cleaning equipment and agents required to clean them • Explain the importance of organizing and maintaining the office equipment and furniture • Describe different types of inspection methods to identify damage to the property • Explain the importance of maintaining guest service etiquette in the office setup • Elaborate the filing, labelling and storage method of office documents and files • Discuss various official errands like buying office supplies/medicines/lunch for the staffs, deposit checks/drafts in the bank, etc. 	<ul style="list-style-type: none"> • Apply appropriate practices to identify appropriate cleaning agent for various areas or types of surfaces • Demonstrate the procedures for cleaning office floors, carpet, walls, ceiling, windows, fixtures, and other interior areas/surfaces • Perform cleaning and sanitisation procedures at all workstations • Demonstrate the general maintenance and operating procedures of various office equipment like photocopier, fax machine, scanner, etc. • Prepare sample report to update the Supervisor regarding the cleaning status and damaged items of the assigned area • Role play how to greet guests and visitors • Role play to serve water, tea/coffee to guests, visitors, and office staffs • Demonstrate the preparation procedures of tea/coffee both manually and using vending machine • Demonstrate how to file papers and label the documents • Demonstrate how to handle office packages, internal/external mails, etc. • Show how to manage different official errands efficiently, like buying office supplies/medicines/lunch for the staffs, deposit checks/drafts in the bank, etc.

Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures

Tools, Equipment and Other Requirements

Various cleaning chemicals and mixing agent, Cleaning equipment. Electronic and Electrical equipment like vending machines, Photocopier, scanner, printer, etc. File, Cleaning status and damage report

Module 3: Maintain Cleanliness in the Residential and Commercial Areas

Mapped to THC/N5819 v 1.0

Terminal Outcomes:

- Explain the use of appropriate cleaning agents and equipment for cleaning activities
- Perform cleaning activities in the correct sequence

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Explain various tools and equipment for housekeeping • List different housekeeping signages • Describe various cleaning methods for different areas/surfaces • Discuss the correct sequence of cleaning and sanitising activities • Explain specific methods of cleaning spillage • Discuss the importance of rearranging the furniture after cleaning • Elaborate various types of insecticides/fumigants for internal as well as external infrastructure • Describe the types and operations of landscaping tools • Explain the procedure to maintain the garden area 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Employ appropriate practices to identify appropriate cleaning agent and equipment for the surface to be cleaned • Demonstrate the operating, sanitising, general maintenance, and storage procedures of various cleaning equipment • Show the ways to clean and sanitise different areas/surfaces • Demonstrate furniture and fixture cleaning procedures in the correct sequence • Employ appropriate techniques to clean the spillage according to the size and type of spillage • Employ appropriate practices to maintain garden area • Perform the cleaning of different areas in correct sequence
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Various cleaning chemicals, equipment, and accessories, Signages, Waste bins	

Module 7: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 8: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. • Read and interpret text written in basic English. • Write a short note/paragraph / letter/e - mail using basic English.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Career Development & Goal Setting

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Understand the importance of career development & goal setting

Duration: 01:00	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of career development & goal setting 	<ul style="list-style-type: none"> • Create a career development plan with well-defined short- and long-term goals
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of escalating sexual harassment issues as per POSH act. 	<ul style="list-style-type: none"> Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the role of digital technology in today's life • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely. • Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely. 	<ul style="list-style-type: none"> • Create sample word documents, excel sheets and presentations using basic features. • Utilize virtual collaboration tools to work effectively.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the types of entrepreneurships and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: On-the-Job Training

Mapped to Multi-Purpose Associate

Mandatory Duration: 150:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Perform cleanliness in the office as per organizations standard operating procedures • Apply professional practices to maintain all the office equipment • Demonstrate the procedure to report any issues to the supervisor • Apply standard operating procedures to attend guests and visitors • Demonstrate the professional ways to serve water, tea/coffee to the staff and guests/visitors • Perform appropriate operation of vending machines • Demonstrate the procedure to run official errands • Demonstrate the procedure of filing, storage, and retrieval of documents/ register • Perform cleaning activities in residential and commercial areas • Dramatize how to collect waste from all areas and dispose of in appropriate containers • Employ appropriate ways to identify and segregate recyclable, non-recyclable and hazardous waste at workplace • Demonstrate how to maintain landscapes and garden area • Demonstrate the operating, sanitising, maintenance, and storage of equipment's • Perform the inventory management of the cleaning agents and equipment's • Apply standard operating procedure to store chemicals and equipment as per the organization • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Demonstrate sensitization towards different age groups, gender and persons with disabilities • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Demonstrate how to maintain personal hygiene at workplace • Role play on identifying hazards at workplace and reporting to the supervisor 	

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch

- Random audit of any candidate
6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

