



Housekeeper cum Cook (Household and Small Establishment)

QP Code: DWC/Q0101

Version: 2.0

NSQF Level: 3

Domestic Workers Sector Skill Council || A-2/19, 2nd Floor, Safdarjung Enclave
New Delhi -110029



Qualification Pack

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Qualification Pack

DWC/Q0101: Housekeeper cum Cook (Household and Small Establishment)

Brief Job Description

A Housekeeper cum Cook (Household and Small Establishment) in the informal sector is a critical operational role in the domestic worker segment providing housekeeping and cooking services. She/ he would provide basic housekeeping services – cooking, sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets and garbage disposal. Also she/ he would maintain daily, weekly, long-time cleaning schedule for the house

Personal Attributes

This job requires the individual to take full responsibility of the basic housekeeping and domestic cooking services in a domestic set up. She/ he should have physical fitness, should be adaptable and be honest. The individual should have basic communication skills, and good personal hygiene.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [DWC/N0101: Carry out basic housekeeping services](#)
2. [DWC/N0102: Carry Out Basic Laundry](#)
3. [DWC/N0103: Clean and Maintain Kitchen Premises](#)
4. [DWC/N0104: Carry out Household Cooking Services](#)
5. [DWC/N0105: Provide Basic Table Service during Meal Time](#)
6. [DWC/N9902: Display standards of hygiene and work etiquettes](#)
7. [DWC/N9903: Maintain a clean and secure working environment](#)

Qualification Pack (QP) Parameters

Sector	Domestic Workers
Sub-Sector	Housekeeping services
Occupation	Housekeeping, Housekeeping, Cooking
Country	India



Qualification Pack

NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/9111.0100
Minimum Educational Qualification & Experience	Basic Literacy and Numeracy
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	None
Minimum Job Entry Age	18 Years
Last Reviewed On	16/12/2020
Next Review Date	30/06/2025
Deactivation Date	30/06/2025
NSQF Approval Date	25/03/2021
Version	2.0
Reference code on NQR	2021/TH/DWSSC/04191
NQR Version	1

Qualification Pack

DWC/N0101: Carry out basic housekeeping services

Description

This unit is about carrying out basic housekeeping services, which involves the cleaning of all the rooms, toilets and tidying up the entire household and handling necessary equipment.

Scope

The scope covers the following :

- Cleaning the house/ work area
- Tidying up the house on regular basis
- Handling basic household products and equipment

Elements and Performance Criteria

Clean the house/ work area

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

- PC1.** sweep the floors and other surfaces with a broom
- PC2.** clean the surfaces using a vacuum cleaner.
- PC3.** mop the floors using different types of mops including spray mops, and appliances such as pick and ship spin bucket mops, etc
- PC4.** scrub surfaces with cloth/ scrubbers
- PC5.** remove dust from carpets, rugs, upholstery etc. using appropriate equipment
- PC6.** dust off appliances, furniture, upholstery and furnishings, rugs/ carpets etc
- PC7.** Collect and dispose of the household garbage.
- PC8.** make toilet items/ clean supplies available, where required within the household

Tidying up the house on regular basis

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

- PC9.** fold and stack bed linen, towels, tablecloths etc. appropriately and as required
- PC10.** make available the toilet items/ clean supplies, where required within the household
- PC11.** remove the soiled bed linen and replace them with fresh, clean ones
- PC12.** clean the used bedding by removing, dusting off and relaying the same
- PC13.** scrub, wash and clean/ dry the toilet, shower/bathtub, floor, counter and sink

Handling basic household products and equipment

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

- PC14.** operate and maintain cleaning appliances/ equipment like vacuum cleaners, scrubbers washing machine, mops, wipers etc.
- PC15.** clean/ wipe the appliances and other equipment on a daily basis as per their cleaning process

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** Sweeping/ dusting the houses manually and with appliances.
- KU2.** Scrubbing with cloth as well as mechanical scrubbers
- KU3.** Mopping the floors/ other such surfaces manually and with appliances.
- KU4.** Layout of the house and their characteristics, such as bedrooms, kitchen, living room, balcony, study rooms and toilet
- KU5.** Furnishings and how they are arranged
- KU6.** Overall safety, sanitation, working and condition of the house
- KU7.** Hygiene while performing any housekeeping task
- KU8.** Types of cleaning products and their uses
- KU9.** Operation and maintenance of all kinds of household and housekeeping equipment/ appliances and tools.
- KU10.** Different techniques of cleaning the floors, ceilings, walls, windows, doors, bathrooms and other areas of the house
- KU11.** Different techniques of bed making.
- KU12.** Systematic ways of tidying up and arranging various rooms
- KU13.** Ways to handle kitchen appliances in case of an emergency like short circuit and sparking etc

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co- workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer
- GS6.** keep house members informed about progress of tasks
- GS7.** manage relationships with employers
- GS8.** work to meet the expectations of the employer
- GS9.** identify immediate or temporary solutions to avoid delays
- GS10.** follow basic work ethics such as punctuality, discipline, and regularity
- GS11.** analyse and learn from experience
- GS12.** utilize the existing resources economically

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Clean the house/ work area</i>	8	16	-	-
PC1. sweep the floors and other surfaces with a broom	1	2	-	-
PC2. clean the surfaces using a vacuum cleaner.	1	2	-	-
PC3. mop the floors using different types of mops including spray mops, and appliances such as pick and ship spin bucket mops, etc	1	2	-	-
PC4. scrub surfaces with cloth/ scrubbers	1	2	-	-
PC5. remove dust from carpets, rugs, upholstery etc. using appropriate equipment	1	2	-	-
PC6. dust off appliances, furniture, upholstery and furnishings, rugs/ carpets etc	1	2	-	-
PC7. Collect and dispose of the household garbage.	1	2	-	-
PC8. make toilet items/ clean supplies available, where required within the household	1	2	-	-
<i>Tiding up the house on regular basis</i>	12	16	-	-
PC9. fold and stack bed linen, towels, tablecloths etc. appropriately and as required	2	2	-	-
PC10. make available the toilet items/ clean supplies, where required within the household	2	2	-	-
PC11. remove the soiled bed linen and replace them with fresh, clean ones	2	2	-	-
PC12. clean the used bedding by removing, dusting off and relaying the same	2	4	-	-
PC13. scrub, wash and clean/ dry the toilet, shower/bathtub, floor, counter and sink	4	6	-	-
<i>Handling basic household products and equipment</i>	6	12	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. operate and maintain cleaning appliances/ equipment like vacuum cleaners, scrubbers washing machine, mops, wipers etc.	3	6	-	-
PC15. clean/ wipe the appliances and other equipment on a daily basis as per their cleaning process	3	6	-	-
NOS Total	26	44	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0101
NOS Name	Carry out basic housekeeping services
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, , Housekeeping, Cleaning
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

DWC/N0102: Carry Out Basic Laundry

Description

This unit is about carrying out laundry activity appropriately according to their type.

Scope

The scope covers the following :

- Sorting, washing, drying and ironing and organising the clothes, linen, etc.

Elements and Performance Criteria

Sorting, washing, drying and ironing and organising the clothes, linen, etc.

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

- PC1.** categorize the wash as per colour, texture and fabric prior to the washing
- PC2.** wash using appropriate detergent/ whitener in separate batches
- PC3.** unload the washing unit and spread appropriately for drying
- PC4.** Wash soft clothes and stained clothes by hand or as considered proper
- PC5.** sort and fold the dried clothes, linen etc.
- PC6.** iron the clothes, and fold them properly
- PC7.** arrange clothes in the appropriate places.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different types of fabrics and their washing procedures
- KU2.** various types of washing detergents and soaps
- KU3.** operation of a washing machine: automatic and semi-automatic
- KU4.** methods of washing delicate fabrics by hands
- KU5.** types of irons and method of ironing different types of fabrics
- KU6.** cupboard organisation/ layout

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co-workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer



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- GS6.** keep house members informed about progress of tasks
- GS7.** manage relationships with employers
- GS8.** build a good rapport with the employer and his/ her family
- GS9.** identify immediate or temporary solutions to avoid delays
- GS10.** follow basic work ethics such as punctuality, discipline, and regularity
- GS11.** take decisions pertaining to the concerned area of work
- GS12.** utilise the existing resources economically

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Sorting, washing, drying and ironing and organising the clothes, linen, etc.</i>	20	30	-	-
PC1. categorize the wash as per colour, texture and fabric prior to the washing	3	4	-	-
PC2. wash using appropriate detergent/whitener in separate batches	3	5	-	-
PC3. unload the washing unit and spread appropriately for drying	3	4	-	-
PC4. Wash soft clothes and stained clothes by hand or as considered proper	3	5	-	-
PC5. sort and fold the dried clothes, linen etc.	2	4	-	-
PC6. iron the clothes, and fold them properly	3	4	-	-
PC7. arrange clothes in the appropriate places.	3	4	-	-
NOS Total	20	30	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0102
NOS Name	Carry Out Basic Laundry
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, , Housekeeping, Cleaning
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

DWC/N0103: Clean and Maintain Kitchen Premises

Description

This unit to skill and knowledge required routine cleaning and maintenance of the kitchen and kitchen items/ equipment

Scope

The scope covers the following :

- Cleaning and maintaining the kitchen and kitchen items/ equipment.
- Washing and organising utensils appropriately

Elements and Performance Criteria

Cleaning and maintaining the kitchen and kitchen items/ equipment

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

- PC1.** clear the kitchen top of the utensils, appliances etc. to prepare the same for cleaning
- PC2.** clean the kitchen in entirety (top, walls, appliances, floor, cabinets, etc.) using appropriate methods, cleaning tools and agents
- PC3.** dust and clean areas, appliances such as fridge and items such as serve ware kept in dining room, and arrange them appropriately
- PC4.** collect and dispose of the kitchen waste to maintain hygiene
- PC5.** place kitchen appliances, utensils, and other equipment appropriately after cleaning
- PC6.** use water, power and other resources economically while cleaning and washing
- PC7.** clean and maintain all the kitchen appliances such as cooking ranges, dishwashers, microwaves, etc.

Washing and organising utensils appropriately

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

- PC8.** wash utensils (cook and serve ware) manually/ using equipment
- PC9.** place washed utensils in appropriate storage areas

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different types of surfaces/ floors in kitchen
- KU2.** various types of cleaning agents and tools
- KU3.** cleaning and maintenance of appliances such as gas top, cooking ranges, food processors, oven, grill, tandoor, dishwashers, microwaves, etc.
- KU4.** kitchen cabinets organisation/ layout.
- KU5.** ways to maintain inventory of household items and maintain stock
- KU6.** appropriate techniques for waste disposal/ management



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Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co- workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer
- GS6.** keep house members informed about progress of tasks
- GS7.** build and maintain good rapport with the employer and his/ her family
- GS8.** identify immediate or temporary solutions to avoid delays
- GS9.** follow basic work ethics such as punctuality, discipline, and regularity
- GS10.** take decisions pertaining to the concerned area of work
- GS11.** utilise existing resources economically
- GS12.** plan out the given/ available tasks

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Cleaning and maintaining the kitchen and kitchen items/ equipment</i>	12	20	-	-
PC1. clear the kitchen top of the utensils, appliances etc. to prepare the same for cleaning	2	4	-	-
PC2. clean the kitchen in entirety (top, walls, appliances, floor, cabinets, etc.) using appropriate methods, cleaning tools and agents	2	4	-	-
PC3. dust and clean areas, appliances such as fridge and items such as serve ware kept in dining room, and arrange them appropriately	2	3	-	-
PC4. collect and dispose of the kitchen waste to maintain hygiene	1	2	-	-
PC5. place kitchen appliances, utensils, and other equipment appropriately after cleaning	2	3	-	-
PC6. use water, power and other resources economically while cleaning and washing	1	1	-	-
PC7. clean and maintain all the kitchen appliances such as cooking ranges, dishwashers, microwaves, etc.	2	3	-	-
<i>Washing and organising utensils appropriately</i>	3	5	-	-
PC8. wash utensils (cook and serve ware) manually/ using equipment	2	2	-	-
PC9. place washed utensils in appropriate storage areas	1	3	-	-
NOS Total	15	25	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0103
NOS Name	Clean and Maintain Kitchen Premises
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, , Housekeeping, Cooking, Cleaning
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

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DWC/N0104: Carry out Household Cooking Services

Description

This unit is about skill and knowledge for carrying out household cooking, preparation and storage of food.

Scope

The scope covers the following :

- Ensure stock of grocery
- Operate kitchen tools, equipment and appliances
- Cook for regular and special occasions
- Storing and preserving cooked food
- Maintain a safe, secure and hygienic environment in the kitchen and dining area

Elements and Performance Criteria

Ensure stock of grocery

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

- PC1.** make a list of regular grocery and food items needed in the kitchen
- PC2.** check stock levels of grocery and fresh food items and replenish them when required.

Operate kitchen tools, equipment and appliances

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

- PC3.** check and ensure that the tools, equipment and appliances are functional prior to commencement of work in kitchen
- PC4.** operate all the tools, appliances and any other equipment required for cooking

Cook for regular and special occasions

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

- PC5.** prepare the list of ingredients for different dishes
- PC6.** wash raw ingredients such as vegetables, fruits and meat
- PC7.** chop raw ingredients
- PC8.** use appropriate cooking methods and recipes to cook
- PC9.** cook breakfast, lunch, dinner, snacks and mini meals with tea, coffee and drinks
- PC10.** prepare seasoning, dressings, and sauces
- PC11.** cook special recipes for special occasions like birthdays, festivals etc.
- PC12.** assist lady of the house or senior cook when cooking
- PC13.** serve dishes in combinations making up the meal being served

Storing and preserving of cooked food

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

- PC14.** store and preserve the prepared food in appropriate containers/ fridge
- PC15.** store half cooked food/ dish (to be fully cooked later) in right containers and place

Maintain a safe, secure and hygienic environment in the kitchen and dining area

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

- PC16.** ensure that the appliances like microwave, oven, cooking range etc. are turned off after each use
- PC17.** watch for possible hazards, such as gas leakage, short circuiting, wet floors etc. and address the hazards appropriately
- PC18.** seek appropriate help in case of emergency or accident
- PC19.** disinfect waste-bins, kitchen counters, cabinets, walls, and other surfaces
- PC20.** ensure that the chimneys, exhaust fans etc. are used diligently to avoid fumes and grime on the surfaces

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** processes, timetable and the method of performance to be set up as per the requirement of the employer
- KU2.** fast moving food items in a household
- KU3.** purchasing things from a grocery/vegetable/fruit store or a supermarket
- KU4.** basic knowledge of nutrition and meal planning
- KU5.** Have accord with taste, spices and flavours as per the requirement of household
- KU6.** food standards and adulteration
- KU7.** ways to maintain hygiene in the kitchen and while cooking/ food preparation/ serving
- KU8.** ingredients that are used in different dishes
- KU9.** methods of cutting/chopping/grinding/grating, etc. of food items according to the need
- KU10.** usage of items like spices, chillies, juices, garnishing items, condiments etc.
- KU11.** cooking different types of dishes that can be served as breakfast, brunch, lunch, dinner etc.
- KU12.** baking special dishes like cakes, cookies and other delicacies for special occasions
- KU13.** various types of storage containers and their uses
- KU14.** types of cooking techniques such as boiling, roasting, shallow/deep frying, sauteing, blanching etc.
- KU15.** types of appliances, cleaning agents and their use
- KU16.** operation and maintenance of different kitchen appliances

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co- workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** chop vegetables/ meat skilfully and safely
- GS6.** perform assigned tasks efficiently, based on the priority set by the employer



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- GS7.** keep house members informed about progress of tasks
- GS8.** build and manage good rapport with the employer and his/ her family
- GS9.** identify immediate or temporary solutions to avoid delays
- GS10.** follow basic work ethics such as punctuality, discipline, and regularity
- GS11.** take decisions pertaining to the concerned area of work
- GS12.** utilise the existing resources economically
- GS13.** organise the items at relevant places
- GS14.** plan out the given/ available tasks

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure stock of grocery</i>	6	6	-	-
PC1. make a list of regular grocery and food items needed in the kitchen	3	3	-	-
PC2. check stock levels of grocery and fresh food items and replenish them when required.	3	3	-	-
<i>Operate kitchen tools, equipment and appliances</i>	7	12	-	-
PC3. check and ensure that the tools, equipment and appliances are functional prior to commencement of work in kitchen	3	6	-	-
PC4. operate all the tools, appliances and any other equipment required for cooking	4	6	-	-
<i>Cook for regular and special occasions</i>	14	25	-	-
PC5. prepare the list of ingredients for different dishes	1	2	-	-
PC6. wash raw ingredients such as vegetables, fruits and meat	1	2	-	-
PC7. chop raw ingredients	2	3	-	-
PC8. use appropriate cooking methods and recipes to cook	1	2	-	-
PC9. cook breakfast, lunch, dinner, snacks and mini meals with tea, coffee and drinks	3	5	-	-
PC10. prepare seasoning, dressings, and sauces	1	2	-	-
PC11. cook special recipes for special occasions like birthdays, festivals etc.	2	4	-	-
PC12. assist lady of the house or senior cook when cooking	2	4	-	-
PC13. serve dishes in combinations making up the meal being served	1	1	-	-
<i>Storing and preserving of cooked food</i>	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. store and preserve the prepared food in appropriate containers/ fridge	1	2	-	-
PC15. store half cooked food/ dish (to be fully cooked later) in right containers and place	1	2	-	-
<i>Maintain a safe, secure and hygienic environment in the kitchen and dining area</i>	6	10	-	-
PC16. ensure that the appliances like microwave, oven, cooking range etc. are turned off after each use	1	2	-	-
PC17. watch for possible hazards, such as gas leakage, short circuiting, wet floors etc. and address the hazards appropriately	1	2	-	-
PC18. seek appropriate help in case of emergency or accident	1	2	-	-
PC19. disinfect waste-bins, kitchen counters, cabinets, walls, and other surfaces	2	3	-	-
PC20. ensure that the chimneys, exhaust fans etc. are used diligently to avoid fumes and grime on the surfaces	1	1	-	-
NOS Total	35	57	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0104
NOS Name	Carry out Household Cooking Services
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, Housekeeping, Cooking, Cleaning
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

DWC/N0105: Provide Basic Table Service during Meal Time

Description

This unit is about preparing and setting up the table while creating a hospitable environment during meal times and managing leftover food.

Scope

The scope covers the following :

- Preparing table for service
- Serving food, maintaining a hospitable and hygienic environment
- Effectively managing the leftover food

Elements and Performance Criteria

Preparing table for service

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

- PC1.** arrange cutlery on the table, at appropriate places
- PC2.** place table mats, coasters, decorative items like candles, flower vases, etc.

Serving food, maintaining a hospitable and hygienic environment

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

- PC3.** serve the food in appropriate plates, bowls etc.
- PC4.** refill the serving dishes and glasses with drinks if required
- PC5.** maintain a friendly, warm and hospitable environment during meal service
- PC6.** ensure health and hygiene by keeping everything clean and fresh

Effectively managing the leftover food

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

- PC7.** store the leftovers in appropriate containers and keep them in the fridge
- PC8.** discard leftovers that cannot be stored

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** principles of hospitality and serving food
- KU2.** different parts of the crockery and cutlery and their use.
- KU3.** general rules of setting table for different meals: placing crockery, cutlery, mats, decorative items
- KU4.** table manners/ procedures, such as signs for commencement of meals, open and close plates
- KU5.** basic knowledge of different courses during a meal and table setting/ layout accordingly
- KU6.** procedure for serving the meals to include initial serving and refill requirements

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- KU7.** procedure for removal of used crockery and cutlery, and cleaning the dining table
- KU8.** serving food in the right type of dish and with the right type of spoon
- KU9.** the importance of maintaining health and hygiene
- KU10.** managing leftover cooked food

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co- workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer
- GS6.** keep house members informed about progress of tasks
- GS7.** build and manage good rapport with the employer and his/ her family
- GS8.** identify immediate or temporary solutions to avoid delays
- GS9.** follow basic work ethics such as punctuality, discipline, and regularity
- GS10.** take decisions pertaining to the concerned area of work
- GS11.** utilise existing resources economically
- GS12.** plan out the given/ available tasks

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparing table for service</i>	4	8	-	-
PC1. arrange cutlery on the table, at appropriate places	2	4	-	-
PC2. place table mats, coasters, decorative items like candles, flower vases, etc.	2	4	-	-
<i>Serving food, maintaining a hospitable and hygienic environment</i>	9	11	-	-
PC3. serve the food in appropriate plates, bowls etc.	2	4	-	-
PC4. refill the serving dishes and glasses with drinks if required	2	2	-	-
PC5. maintain a friendly, warm and hospitable environment during meal service	2	2	-	-
PC6. ensure health and hygiene by keeping everything clean and fresh	3	3	-	-
<i>Effectively managing the leftover food</i>	4	4	-	-
PC7. store the leftovers in appropriate containers and keep them in the fridge	2	2	-	-
PC8. discard leftovers that cannot be stored	2	2	-	-
NOS Total	17	23	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DWC/N0105
NOS Name	Provide Basic Table Service during Meal Time
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, Cooking, Cleaning
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

DWC/N9902: Display standards of hygiene and work etiquettes

Description

This OS unit is about the knowledge and skills required to behave appropriately in a work/ social environment: including etiquette, grooming and maintaining hygiene

Scope

The scope covers the following :

- Maintain behavioural etiquette
- Follow practices of hygiene
- Handle work in a professional manner

Elements and Performance Criteria

Maintain behavioural etiquette

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

- PC1.** interact in a courteous and disciplined manner with all
- PC2.** dress appropriately and maintain a well-groomed personality
- PC3.** ensure that personal behaviour and conduct takes gender into consideration
- PC4.** follow good manners in household/ workplace with a view to maintain hygiene and sanitation, such as while coughing, not spitting, belching etc.
- PC5.** recognise, acknowledge and overcome inherent biases regarding disabilities.
- PC6.** offer help to a PwD if asked
- PC7.** carry out your tasks in timely and disciplined manner

Follow practices of hygiene

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

- PC8.** follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.
- PC9.** follow social distancing in social gatherings/ workplace
- PC10.** report any personal health issues related to injury, or infectious diseases to employer

Handle work in a professional manner

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

- PC11.** establish your work requirements with the employer/ appropriate authority
- PC12.** recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace
- PC13.** report any kind of issue to the employer/ appropriate authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** social environment in the workplace.
- KU2.** telephone etiquettes and communication with visitors
- KU3.** the system, processes, timetable and performance expectations of the employer
- KU4.** the overall safety, sanitation, working and condition of the house
- KU5.** personal and workplace hygiene
- KU6.** how to prioritize work and do time management
- KU7.** basics of communication and active listening
- KU8.** ones rights and duties with respect to the workplace and safety
- KU9.** treatment and behaviour expected from employer in a household
- KU10.** importance of confidentiality at work and workplace integrity
- KU11.** how to maintain high standard/ good working environment
- KU12.** cultural acclimatisation: how to adjust oneself according to the workplace/ working environment
- KU13.** gender inclusive communication and gender empathy
- KU14.** gender differences and gender diversity.
- KU15.** gender, PwD and age sensitivity and their specific requirements
- KU16.** fundamentals of sexual harassment of women at the workplace (prevention, prohibition and redressal) act 2013
- KU17.** different types of disabilities/ life conditions leading to physical, developmental, behavioural, intellectual and sensory impairment and sensitivity to each one.
- KU18.** rudimentary knowledge of statutory rights, privileges, schemes and benefits available for PwD
- KU19.** emergency procedures, responses/ important numbers

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used to in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co- workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer
- GS6.** manage relationships with employers
- GS7.** follow basic work ethics such as punctuality, discipline, and regularity
- GS8.** take decisions pertaining to the concerned area of work
- GS9.** utilise existing resources economically
- GS10.** organise the items in all parts of the house.
- GS11.** plan out the given/ available tasks
- GS12.** respond to emergency situations/ incidents as per process
- GS13.** use inclusive, gender sensitive language
- GS14.** adjust communication styles to reflect gender sensitivity.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain behavioural etiquette</i>	10	20	-	-
PC1. interact in a courteous and disciplined manner with all	1	2	-	-
PC2. dress appropriately and maintain a well-groomed personality	2	4	-	-
PC3. ensure that personal behaviour and conduct takes gender into consideration	1	3	-	-
PC4. follow good manners in household/ workplace with a view to maintain hygiene and sanitation, such as while coughing, not spitting, belching etc.	1	3	-	-
PC5. recognise, acknowledge and overcome inherent biases regarding disabilities.	1	3	-	-
PC6. offer help to a PwD if asked	2	3	-	-
PC7. carry out your tasks in timely and disciplined manner	2	2	-	-
<i>Follow practices of hygiene</i>	6	10	-	-
PC8. follow hygiene practices at workplace, such as covering ones mouth while coughing or sneezing, washing hands regularly etc.	2	3	-	-
PC9. follow social distancing in social gatherings/ workplace	2	5	-	-
PC10. report any personal health issues related to injury, or infectious diseases to employer	2	2	-	-
<i>Handle work in a professional manner</i>	3	5	-	-
PC11. establish your work requirements with the employer/ appropriate authority	1	2	-	-
PC12. recognize indicators of harassment and discrimination based on gender, disability, caste, religion, colour, sexual orientation and culture at workplace	1	2	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. report any kind of issue to the employer/ appropriate authority	1	1	-	-
NOS Total	19	35	-	-



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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9902
NOS Name	Display standards of hygiene and work etiquettes
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services
Occupation	Housekeeping, , Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Qualification Pack

DWC/N9903: Maintain a clean and secure working environment

Description

This unit is about the knowledge and skills required to monitor work environment to make sure it meets standards of cleanliness, safety and security.

Scope

The scope covers the following :

- Follow measures of safety and security at workplace
- Manage waste and ensure cleanliness
- Adopt practices to promote well-being

Elements and Performance Criteria

Follow measures of safety and security at the workplace

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

- PC1.** identify any hazards and deal with them in safe and competent manner within the limits of one's authority
- PC2.** identify and report breaches in health, safety, and security to the designated person
- PC3.** perform basic first aid
- PC4.** respond to different emergency situations in terms of immediate action and reporting

Manage waste and ensure cleanliness

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

- PC5.** follow environment friendly practices at home/ workplace to minimise pollution of air, water and earth.
- PC6.** use appropriate cleaning gear/ PPE for waste disposal as required
- PC7.** clear, collect and segregate waste according their types
- PC8.** reduce the volume of waste through appropriate techniques.
- PC9.** throw waste in appropriate waste container/ assigned bins
- PC10.** change disposable garbage bags when full, and clean the waste bins regularly
- PC11.** keep the house/ work area clean off germs/ insects/ bugs by using appropriate environment-friendly products/ cleaning agents.

Adopt practices to promote wellbeing

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

- PC12.** clean the place of dust or any particulate matters
- PC13.** ensure ventilation in the household
- PC14.** minimise pollution to all environmental aspects such as, water, earth, air and noise.
- PC15.** conserve materials, natural resources and energy at home/ work area.

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** specific requirements with respect to the workplace/ house in terms of cleanliness, safety etc.
- KU2.** unsafe conditions and unsafe acts in households and responses and precautions thereof
- KU3.** different types of breaches in health, safety and security and how and when to report these
- KU4.** use of cleaning gear fire prevention/suppression, personal protective equipment (PPE)
- KU5.** evacuation procedures with special care for PwD and elders
- KU6.** How to reduce the emission of harmful gases
- KU7.** importance of housekeeping in keeping the workplace safe and secure
- KU8.** ways to contact medical assistance and the emergency services, where necessary
- KU9.** different emergency situations and responses thereof.
- KU10.** health, safety and accident reporting procedures
- KU11.** government agencies in the areas of safety, health and security and their norms and services
- KU12.** essential services such as water, electricity and their optimum utilisation/ conservation/ preservation
- KU13.** different categories of waste and how they should be dealt with
- KU14.** methods/ process of reduction, reuse and recycling different types of waste
- KU15.** ways to keep the areas green and lush through plantations, gardens and plant/ flower pots
- KU16.** health, safety and security practices that help to prevent and control infection
- KU17.** types of pollution, such as air, water, soil and noise etc and their control and reduction
- KU18.** ways to minimize dust, avoid spillages and address spillage
- KU19.** usage of insects/ bugs repellents/ cleaning agents/ chemicals with precaution
- KU20.** apply basic first aid in different situations including CPR

Generic Skills (GS)

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

- GS1.** communicate (read, write and speak) in the language being used in the workplace
- GS2.** discuss task lists, schedules, and work-load of the household with co- workers (if any)
- GS3.** use knowledge of numeracy
- GS4.** make decisions pertaining to the concerned area of work
- GS5.** perform assigned tasks efficiently, based on the priority set by the employer
- GS6.** manage relationships with employers/ family members
- GS7.** follow basic work ethics such as punctuality, discipline, and regularity
- GS8.** take decisions pertaining to the concerned area of work
- GS9.** utilise the existing resources economically
- GS10.** sort and organise the items in all parts of the house.
- GS11.** plan out the given/ available tasks
- GS12.** respond to emergency situations/ incidents as per process



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GS13. use inclusive, gender sensitive language

GS14. adjust communication styles to reflect gender sensitivity.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow measures of safety and security at the workplace</i>	8	10	-	-
PC1. identify any hazards and deal with them in safe and competent manner within the limits of one's authority	2	2	-	-
PC2. identify and report breaches in health, safety, and security to the designated person	2	2	-	-
PC3. perform basic first aid	2	3	-	-
PC4. respond to different emergency situations in terms of immediate action and reporting	2	3	-	-
<i>Manage waste and ensure cleanliness</i>	13	19	-	-
PC5. follow environment friendly practices at home/ workplace to minimise pollution of air, water and earth.	2	2	-	-
PC6. use appropriate cleaning gear/ PPE for waste disposal as required	2	3	-	-
PC7. clear, collect and segregate waste according their types	2	3	-	-
PC8. reduce the volume of waste through appropriate techniques.	2	3	-	-
PC9. throw waste in appropriate waste container/ assigned bins	2	3	-	-
PC10. change disposable garbage bags when full, and clean the waste bins regularly	1	2	-	-
PC11. keep the house/ work area clean off germs/ insects/ bugs by using appropriate environment-friendly products/ cleaning agents.	2	3	-	-
<i>Adopt practices to promote wellbeing</i>	7	10	-	-
PC12. clean the place of dust or any particulate matters	2	3	-	-
PC13. ensure ventilation in the household	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. minimise pollution to all environmental aspects such as, water, earth, air and noise.	2	3	-	-
PC15. conserve materials, natural resources and energy at home/ work area.	1	2	-	-
NOS Total	28	39	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	DWC/N9903
NOS Name	Maintain a clean and secure working environment
Sector	Domestic Workers
Sub-Sector	Household Services/ Housekeeping and Services, Caregiving (Non Clinical)(Caretaking)
Occupation	Housekeeping, Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	NA
Next Review Date	NA
NSQC Clearance Date	

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on 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 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 the Recommended Pass % aggregate for the QP.

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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.)

Minimum Passing % at NOS Level: 45

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DWC/N0101.Carry out basic housekeeping services	26	44	0	0	70	20
DWC/N0102.Carry Out Basic Laundry	20	30	0	0	50	10
DWC/N0103.Clean and Maintain Kitchen Premises	15	25	0	0	40	10
DWC/N0104.Carry out Household Cooking Services	35	57	0	0	92	20
DWC/N0105.Provide Basic Table Service during Meal Time	17	23	-	-	40	10
DWC/N9902.Display standards of hygiene and work etiquettes	19	35	-	-	54	10
DWC/N9903.Maintain a clean and secure working environment	28	39	-	-	67	20
Total	160	253	-	-	413	100



Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
PPE	Personal protective equipment
PwD	Persons with disabilities

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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.

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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.
Green Jobs	Green jobs are decent jobs that contribute to preserve or restore the environment, be they in traditional sectors such as manufacturing and construction, or in new, emerging green sectors such as renewable energy and energy efficiency.
Gender sensitivity	Gender sensitising is about changing behaviour and instilling empathy into the views that we hold about our own and the other genders. It helps people in examining their personal attitudes and beliefs and questioning the realities they know.
PwD Sensitivity	PwD sensitivity and inclusion covers instilling empathy, etiquette and inclusion practices for individuals, companies and organisations to interact and work with individuals, who have a disability, which could be sensory, physical and/ or intellectual.