

QUALIFICATION FILE

Hospitality Associate (Divyangjan)- ID

- ☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship
☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA
☒ General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☐ Future Skills ☐ OEM ☐

NCrF/NSQF Level: 2

Submitted By:

Skill Council for Persons with Disability
501, City Centre, Plot No 5, Sector -12
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Section 1: Basic Details

1.	Qualification Name	Hospitality Associate (Divyangjan)- ID							
2.	Sector/s	Persons with Disability							
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of existing/previous qualification: QG-02-PWD-01713-2023-V1.1-SCPWD V1.0	Qualification Name of existing/previous version: Hospitality Associate (Divyangjan)- ID V1.0						
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>								
5.	National Qualification Register (NQR) Code &Version <i>(Will be issued after NSQC approval)</i>	QG-02-PD-046322025-V2-SCPWD	6. NCrF/NSQF Level: 2						
7.	Award (Certificate/Diploma/Advance Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate							
8.	Brief Description of the Qualification	The individual at work performs housekeeping activities such as cleaning of external and internal areas of the premises, collecting clothes, uniforms, and fabrics for laundry and delivering them, assisting the cook in keeping the area and utensils clean and also receiving and distributing store supplies.							
9.	Eligibility Criteria for Entry for Studllent/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Ability to read and write</td> <td>No experience</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1	Ability to read and write	No experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)							
1	Ability to read and write	No experience							
10.	Credits Assigned to this Qualification, Subject to Assessment <i>(as per National Credit Framework (NCrF))</i>	16	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable)-II</i>						

12.	Any Licensing requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	Not applicable																							
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	☐ Offline ☐ Online ☒ Blended																							
		<table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (online)</td> <td>175 (Including ES 70)</td> <td></td> <td></td> <td></td> <td>550</td> </tr> <tr> <td>Offline</td> <td></td> <td>315</td> <td>60</td> <td>-</td> <td></td> </tr> </tbody> </table>						Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (online)	175 (Including ES 70)				550	Offline		315	60	-	
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																				
Classroom (online)	175 (Including ES 70)				550																				
Offline		315	60	-																					
14.	Aligned to NCO/ISCO Code/s <i>(if no code is available mention the same)</i>	NCO-2015/5151.0101																							
15.	Progression path after attaining the qualification <i>(Please show Professional and Academic progression)</i>	Vertical Progression: Housekeeping trainee (THC/Q0209) Level 3 & Laundry Associate (THC/Q0204) Level 3																							
16.	Other Indian languages in which the Qualification & Model Curriculum are being submitted	English & Hindi																							
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications: Non duplication has been ensured by the Domain SSC.																							
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability: Intellectual Disability (ID)																							
19.	How Participation of Women will be Encouraged	Involvement of Women with disabilities in learning skills is not just about addressing their needs; it's about recognizing their potential, strengths and contributions to the Society. The Council endeavors to create safe & collaborative inclusive learning environments which can address their unique challenges and needs. Counselling support is provided so that they can set their own goals, make preferences and participate in learning like their male counterparts. The staff of such organizations is sensitized to the needs of the women with disabilities as they face dual challenges-of gender bias in addition to their disability.																							

20.	Are Greening/ Environment Sustainability Aspects Covered <i>(Specify the NOS/Module which covers it)</i>	☒ Yes ☐ No	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☐ No Colleges ☒ Yes ☐ No	
22.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Mr. Ravindra Singh Email: ravindra.singh@scpwd.in Contact No.: + 91-011-2808558-59 Website: www.scpwd.in	
23.	Final Approval Date by NSQC: 7/10/2025	24. Validity Duration: 3 years	25. Next Review Date : 7/10/2028

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**-Project

S.No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/ NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT- Man.	OJT- Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Bridge Module PwD	PWD/M/ID/04 V1.0	Non core	2	-	30	180	-	-	210	-	-	-	-	-	-
2.	Perform cleaning and housekeeping activities	PWD/N7201 V2.0	Core	2	3	30	60	--	-	90	12	28	0	0	40	40
3.	Follow health, safety and hygiene practices	PWD/N9901 V1.0	Core	2	2.5	30	45	-	-	75	20	30	0	0	50	10
4.	Communicate with others effectively	PWD/N9902 V1.0	Core	2	1.5	15	30	-	-	45	26	38	0	10	74	10
5.	Employability Skills for Persons with Disabilities (70 hours)	PWD/N0501 V1.0	Non-core	4	2	70	-	-	-	70	40	60	0	0	100	10
6.	OJT	-	Core	2	2	-	-	60	-	60	0	0	0	0	0	0
Duration (in Hours) / Total Marks			-		11	175	315	60	-	550	98	156	0	10	264	70

Elective NOS/s 1: ***Kitchen Helper***

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Maintain cleanliness in the kitchen NSQF	PWD/N7202 V2.0	Core	2	2.5	15	30	30	-	75	9	16	0	0	25	15
2.	Maintain kitchen supplies and material	PWD/N7203 V2.0	Core	2	2.5	15	30	30	-	75	9	16	0	0	25	15
Duration (in Hours) / Total Marks					5	30	60	60	-	150	18	32	-	-	50	30

Elective 2: ***Laundry Valet***

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Maintain cleanliness in the kitchen NSQF	PWD/N7204 V2.0	Core	2	5	30	60	60	-	150	13	22	-	-	35	30
Duration (in Hours) / Total Marks					5	30	60	60	-	150	13	22	-	-	35	30

Optional Modules

Elective 3: Toilet Cleaning

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Maintain cleanliness in the toilets and washroom	PWD/N7205 V2.0	Core	2	4	30	60	30	-	120	11	24	-	-	35	10
Duration (in Hours) / Total Marks					4	30	60	30	-	120	11	24	-	-	35	10

Elective 4: Perform Laundry Operations

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Perform laundry operations	PWD/N7206 V2.0	Core	2	4	30	60	30	-	120	9	26	-	-	35	10
Duration (in Hours) / Total Marks					4	30	60	30	-	120	9	26	-	-	35	10

Assessment - Minimum Qualifying Percentage

Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: 50 _____% (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: 50 _____% (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)		Trainer Prerequisites						
2.	Master Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)		Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
3.	Tools and Equipment Required for the Training				Years	Specialization	Years	Specialization	
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer		12 th pass/ Certificate/ diploma/degree	Travel and Tourism	1	Housekeeping/ Kitchen department	1	On the Job or Departmental Trainer	Experience in working with Persons with Intellectual Disability as Trainers or Assistant
			Trainer Certification						
			Domain Certification		Platform Certification				
			Certified for training for Job Role: “Hospitality Associate” mapped to QP: “PWD/Q7201 V2.0” with minimum passing score of 50%		“Trainer”, “MEP/Q2601,v1.0” with a scoring of minimum 80%		The Inclusive Trainer should be certified in Disability Specific Top Up Training PWD/Q0101,v1.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.		

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Assessor Prerequisites						
		Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessmet Experience		Remarks
				Year s	Specialization	Years	Specialization	
		12 th pass/ Certificate/ diploma/degree	Travel and Tourism	1	Housekeeping /Kitchen department	1	On the Job or Departmental Trainer	Experience in working with Persons with Intellectual Disability as Trainers or Assistant
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) wherever applicable							
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) wherever applicable							
4.	Assessment Mode (Specify the assessment mode)							
		Assessor Certification						
		Domain Certification		Platform Certification				

5.	Tools and Equipment Required for Assessment	Certified for training for Job Role: "Housekeeping" mapped to QP: "THC/Q0209 Housekeeping Trainer" and QP: "THC/Q3303 Kitchen Helper" and QP: "THC/Q0204 Laundry Valet" with minimum passing score of 70%	Certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701,v1.0", with a minimum score of 80%.	The Inclusive Assessor should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.
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Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): N/A
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): N/A
3.	Government /Industry initiatives/ requirement (Yes/No): N/A
4.	Number of Industry validation provided: 1
5.	Estimated nos. of persons to be trained and employed: 75
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes If "No", why: Yes Attached

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting
document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	Annexure 1-Evidence of level
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	Annexure 2-Tools and Equipment
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	Annexure 3
4.	Annexure: Assessment Strategy <i>(Mandatory)</i>	Yes
5.	Annexure: Blended Learning <i>(Mandatory, in case selected Mode of delivery is “Blended Learning”)</i>	Yes
6.	Annexure: Multiple Entry-Exit Details <i>(Mandatory, in case qualification has multiple Entry-Exit)</i>	NA
7.	Annexure: Acronym and Glossary <i>(Optional)</i>	NA
8.	Supporting Document: Model Curriculum <i>(Mandatory – Public view)</i>	Model Curriculum- Hospitality Associate (Divyangjan)- ID
9.	Supporting Document: Career Progression <i>(Mandatory - Public view)</i>	Yes (As per Domain) – SCPwD being horizontal follows the same Career Progression
10.	Supporting Document: Occupational Map <i>(Mandatory)</i>	Yes (As per Domain) – SCPwD being horizontal follows the same Occupational Map
11.	Supporting Document: Assessment SOP <i>(Mandatory)</i>	NA (As per Domain)
12.	Any other document you wish to submit:	NA (As per Domain)

Annexure 1: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Process	The job holder is expected to perform the housekeeping activities and also provide assistance in laundry and kitchen	Since the job holder is expected to perform work of familiar, predictable and routine nature with little application of understanding, more of practice so can be placed at Level 2.	2
Professional knowledge	knowledge of types of cleaning process and methods followed in the organisation, different types of cleaning agents, kitchen tools and equipment, laundry process etc.	Since this role requires limited knowledge of field tools, machineries etc. so it can be place at level 2	2
Professional skill	The job holder is expected to carry out routine and repetitive activities in a narrow range of application of professional skills	The job holder is expected to apply limited professional skills and provide assistance in professional work so can eb places at level 2	2
Core skill	The job holder is expected to communicate with clarity, receive and transmit oral message and will maintain hygiene and sanitation	Since the person have oral and communication skills so can be placed at level 2	2
Responsibility	No responsibility; works under instruction and close supervision	Since the work involves No responsibility so can be placed at level 2	2

Annexure 2: Tools and Equipment (Lab Set-Up)**List of Tools and Equipment Batch Size: 10**

S no	Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)	Is this a mandatory Equipment to be available at the Training Center (Yes/No)
1	Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations, PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Visual Schedule, Picture Cards, Flashcards, Me Books, LCD TV, Projector, Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD, Cleaning	per batch of 10 trainees	Yes
2	Agents – Toilet cleanser, vinegar, bleach and liquid detergent	per batch of 10 trainees	Yes
3	Cleaning Equipment – Bucket, mop, brush, squeegee, duster, broom, floor wiper	per batch of 10 trainees	Yes
4	PPE - Gloves, and safety goggles Cleaning equipment – bucket, mop, brush, squeegee, duster, broom, cleaning agents, gloves, and safety goggles, room inventory (towels, clean glass, etc.), Cleaning agents, guest room supplies, visual checklist Cleaning equipment (squeegee, sponge, towel) and agents Different types of utensils/dishes (spoon, ladle, pan, tumbler, fork) made of different material (stainless steel, glass, wooden,) Perishable and non-perishable food items, condiments, storage containers, storing cabinets, Different type of laundry items, and laundry bins Sample uniforms of hotel staff (if possible) Different types of laundry items Pile of clothes which are torn, faded, crumpled, etc. Bins/trolley to deliver the fresh laundry items	per batch of 10 trainees	Yes

Classroom Aids The aids required to conduct sessions in the classroom are:

1. Computer/Laptop
2. Projector
3. Whiteboard
4. Marker
5. Worktable

Annexure: Industry Validations Summary

Provide the summary information of all the industry validations in table. This is not required for OEM qualifications.

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
	SAI SWAYAM SOCIETY FOR THE HEARING IMPAIRED	Ms. Meera Chetan Bhatia	CEO& Founder	Vikaspuri, New Delhi-110018		www.saiswayamsociety9.org	NA

Annexure: Training & Employment Details**Training and Employment Projections:**

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2025 - 2026	25				25	
2026 - 2027	25				25	
2027 - 2028	25				25	

Data to be provided year-wise for next 3 years

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
1.0	2022-23	0	0	0	0	0	0	0	0	0	0	0	0
	2023-24	17	16	16	0	0	0	0	0	17	16	16	14
	2024-25	30	29	29	0	2	1	1	0	30	29	29	0

Applicable for revised qualifications only, data to be provided year-wise for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1.

Content availability for previous versions of qualifications:
☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:
Languages in which Content is available: No**Annexure: Blended Learning****Blended Learning Estimated Ratio & Recommended Tools:****Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:**

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐ Theory/ Lectures - Imparting theoretical and conceptual knowledge	NA	NA
2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	NA	NA
3	☐ Showing Practical Demonstrations to the learners	NA	NA
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	NA	NA
5	☐ Tutorials/ Assignments/ Drill/ Practice	NA	NA
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations	NA	NA
7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	NA	NA

Annexure 3 : Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform pre-cleaning activities	5	10	-	-
PC1. inspect the area and the types of surfaces to be cleaned	2	2	-	-
PC2. identify the appropriate cleaning agent required for the area to be cleaned	1	2	-	-
PC3. identify all the cleaning equipment required for performing cleaning operations	1	2	-	-
PC4. identify the appropriate method of cleaning for the surface to be cleaned	1	2	-	-
PC5. carry the cleaning agents and equipment to the area to be cleaned without spilling	-	2	-	-
Perform cleaning operation	2	6	-	-
PC6. wear cleaning gloves and head gear	1	2	-	-
PC7. place boards outside the cleaning area to notify others that the cleaning process is going on	1	2	-	-

PC8. follow the instructions carefully while using the cleaning equipment	-	2	-	-
Perform housekeeping activities in the rooms	3	8	-	-
PC9. check that room supplies in guest rooms are present in adequate quantity and are clean	1	2	-	-
PC10. keep the furniture and other items in the room at the designated place	1	2	-	-
PC11. fold linen and other materials carefully in the room	1	2	-	-
PC12. ensure that room is properly arranged before guest check-in	-	2	-	-
Maintain cleaning supplies	2	4	-	-
PC13. ensure that an adequate inventory of cleaning material and room supplies are maintained	1	2	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. report any material/supply shortages to the supervisor immediately	1	2	-	-
NOS Total	12	28	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain personal and workplace hygiene	8	10	-	-
PC1. wash and sanitize hands at regular intervals using hand wash and alcohol-based sanitizers	2	4	-	-
PC2. clean the workplace with an appropriate cleaning solution and disinfectants as recommended	1	2	-	-
PC3. sanitize all tools and equipment requiring touch points at regular intervals	1	2	-	-
PC4. check that the trash cans are cleared regularly following the cleanliness and maintenance schedule	1	-	-	-
PC5. use appropriate Personal Protective Equipment (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	1	2	-	-
PC6. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc	2	-	-	-
Take precautionary health measures	2	6	-	-
PC7. attend regular health check-ups organized by the management	-	2	-	-

PC8. report personal health issues related to injury, food, air and infectious disease	1	2	-	-
PC9. report to the concerned authority in case any coworker is unwell	1	2	-	-
Follow standard safety procedure	3	6	-	-
PC10. follow safety procedures while handling materials, tools, equipment etc	1	2	-	-
PC11. follow first aid procedures appropriately	1	2	-	-
PC12. identify hazards at the workplace and report to the concerned person in time	1	2	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow effective waste management	7	8	-	-
PC13. identify and segregate recyclable, non- recyclable and hazardous waste at workplace	2	-	-	-
PC14. segregate waste into different coloured dustbins	-	2	-	-
PC15. recycle waste wherever applicable	1	2	-	-
PC16. dispose off the waste as per the prescribed standards	2	2	-	-
PC17. dispose off PPEs in a plastic bag, sealed and labelled as infectious waste	2	2	-	-
NOS Total	20	30	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Work effectively with colleagues and superiors	14	26	-	5
PC1. follow job order and instructions received from reporting superior	1	3	-	-
PC2. deliver quality work and report reasons for delay	2	2	-	-
PC3. escalate unresolved problems or complaints to the relevant senior	1	2	-	-
PC4. incorporate feedback to improve the performance	2	2	-	-
PC5. trust, support and respect to colleagues and superiors	2	3	-	-
PC6. seek assistance from colleagues and superior when required	2	2	-	-
PC7. follow workplace etiquette while interacting with colleagues and superiors e.g., polite language, disciplined	2	3	-	-
PC8. offer friendly, courteous and hospitable service to others	-	3	-	-
PC9. provide assistance whenever required with a sincere attitude	-	2	-	-
PC10. use standard phrases in appropriate situations	2	2	-	-
PC11. avoid interrupting others while they talk	-	2	-	-

Practice inclusive behaviour	6	4	-	5
PC12. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	3	2	-	-
PC13. report incidents of harassment and discrimination to appropriate authority	3	2	-	-
Digital Literacy	6	8	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. operate and use common features of phones/smartphones correctly Operate: Start and shutdown, securing a device, charging the device, manage files and folders, apps, Use messaging service to send and receive messages, delete messages/files for restoring memory Common phone feature: Clock, calculator, calendar, alarm, radio, camera	2	2	-	-
PC15. follow effective safety and security measures related to information sharing on digital devices and platforms	1	-	-	-
PC16. connect with the internet on the phone, using the phone or other available network through Bluetooth, Wi-Fi, etc.	1	2	-	-
PC17. use relevant and common social media platforms and their basic features	1	2	-	-

PC18. create a personal email account, send and process received messages as per requirement	1	2	-	-
NOS Total	26	38	-	10
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Clean equipment and appliances	2	4	-	-
PC1. dust / clean kitchen equipment and appliances like the mixer, juicer, meat slicer, refrigerators, stoves and burners etc	1	2	-	-
PC2. place cleaned equipments and appliances safely in the proper storage area	1	2	-	-
Wash dishes	2	4	-	-
PC3. wash and clean dishes, glasses, utensils, pots and pans etc. manually	1	2	-	-
PC4. place cleaned utensils safely in the proper storage area	1	2	-	-
Clean the kitchen	5	8	-	-
PC5. clean and sanitize work surfaces, wall and floor of the kitchen according to cleaning schedules and procedures	1	2	-	-
PC6. collect dirt and debris using a dustpan and empty it in the garbage	1	2	-	-
PC7. sort bottles and break/discard disposable ones	1	1	-	-

PC8. clean bins, cupboards and other storage places	1	2	-	-
PC9. collect and launder all soiled kitchen linen like dishcloths, tea towels, etc	1	1	-	-
NOS Total	9	16	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Receive supplies and materials	5	6	-	-
PC1. unload deliveries of provisions, supplies and daily consumables sent by the supplier(s) after getting the instructions from the cook	2	3	-	-
PC2. check quantity and quality of supplies received	2	2	-	-
PC3. inform supervisor/cook in case of any discrepancy in the quantity or damaged supplies	1	1	-	-
Distribute and store supplies, materials and food	4	10	-	-
PC4. sort provisions, supplies and daily consumables for proper storing and distribution	1	2	-	-
PC5. distribute supplies and daily consumables to the kitchen staff	1	2	-	-
PC6. re-fill kitchen condiment bottles and shakers	-	2	-	-

PC7. store non-distributed provisions, supplies and daily consumables in cupboards, refrigerators etc. as per the instructions of the cook	1	2	-	-
PC8. store semi-cooked food in containers / in the fridge or freezer	1	2	-	-
NOS Total	9	16	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Collect and handle items for laundry processing	5	8	-	-
PC1. collect table cloth, napkins, etc. from the food and beverage section	1	2	-	-
PC2. collect linens, bed sheets, etc. from the housekeeping department	1	2	-	-
PC3. collect uniform from the staff after day's duty	1	1	-	-
PC4. inform the supervisor of any special requirement such as stain removal, alteration, tailoring, steam pressing, etc. and the expected delivery of laundry items	1	2	-	-
PC5. return any valuables/items found in the cloth to the respective department supervisor /buddy	1	1	-	-
Deliver the laundry items after processing	8	14	-	-
PC6. gather the laundered clothes from laundry operator/supervisor for delivery	1	2	-	-

PC7. ensure all requirement such as stain removal, tailoring, alteration are met	1	2	-	-
PC8. sort and fold//pack the clothes as per colour, labels, type of dress etc. for easy identification	2	3	-	-
PC9. arrange the staff uniforms in the dust free storage places using hangers/accessories	1	2	-	-
PC10. deliver the appropriate laundry items according to each department	1	1	-	-
PC11. get the confirmation on receipt of clothes	1	2	-	-
PC12. take note of additional/next laundry requirement and arrange for it	1	2	-	-
NOS Total	13	22	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Clean toilets and washrooms	9	20	-	-
PC1. follow procedures for entering the toilets and washrooms	1	3	-	-
PC2. collect the equipment and cleaning agents that are suitable for the surface	1	3	-	-
PC3. clean basins, tabs, inside and outside of the toilets to remove dirt and marks	2	3	-	-
PC4. check that flush and drainage is working properly	1	3	-	-
PC5. clean and sanitize the fixtures and fittings	1	3	-	-

PC6. Identify and dispose of waste as per SOP	2	3	-	-
PC7. report any faults and problems to the supervisor	1	2	-	-
Replenishing supplies in the toilets and washrooms	2	4	-	-
PC8. replace and refill supplies as per checklist and instructions	1	2	-	-
PC9. report any stock shortages to the buddy	1	2	-	-
NOS Total	11	24	-	-
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Remove stains from fabric	1	5	-	-
PC1. make note of any special laundry requirement such as stain removal, etc. before washing	1	1	-	-
PC2. segregate fabrics that require special attention such as stained clothes	-	2	-	-
PC3. apply detergent over the stained area and pat with brush/sponge to remove stains	-	2	-	-
Perform washing operations	2	9	-	-
PC4. load the uncleaned fabrics in the washing machine as per it's capacity	1	2	-	-

PC5. put the required quantity of detergents and solvents in the washing machine compartment	-	3	-	-
PC6. set controls and parameters in the washing machine	-	1	-	-
PC7. monitor the washing process and set controls as per requirement at different stages	-	1	-	-
PC8. schedule the washing time appropriately	-	1	-	-
PC9. ensure no damage on the fabric while washing	1	1	-	-
Operate Dryer	4	5	-	-
PC10. make note of the drying requirements and sort the fabrics based on that	1	2	-	-
PC11. load the dryer with clothes	1	1	-	-
PC12. set appropriate temperature based on the type of fabric loaded	1	1	-	-
PC13. control the temperature during stages of the drying process as instructed	1	1	-	-
Complete washing process	2	7	-	-
PC14. check the fabrics are washed and dried properly	1	2	-	-
PC15. fold/pack the fabrics as per instruction	-	2	-	-

PC16. store fabrics in the allotted cabin for delivery	1	2	-	-
PC17. save electricity, water, resources, etc by effective usage and following standard procedure	-	1	-	-
NOS Total	9	26	-	-

Employability Skills for Persons with Disabilities (70 hours) PWD/N0501				
Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	2	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	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	-	-	-	-
Becoming a Professional in the 21st Century	2	3	-	-
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	6	9	-	-
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	-	-	-	-
Communication Skills	4	6	-	-
PC10. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC11. recognize how to eliminate barriers to effective communication	-	-	-	-
PC12. work collaboratively with others in a team	-	-	-	-
Essential Digital Skills	4	6	-	-
PC13. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-

PC14. use e- mail and social media platforms, search engines and virtual collaboration tools to work effectively	-	-	-	-
PC15. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
PC16. identify popular sites for learning & career growth	-	-	-	-
Diversity & Inclusion	1	2	-	-
PC17. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC18. explain business benefits of inclusive workplace	-	-	-	-
PC19. identify common barriers to Diversity & Inclusion	-	-	-	-
PC20. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	2	4	-	-
PC21. select financial institutions, products, and services as per requirement	-	-	-	-
PC22. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC23. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC24. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Career Development & Goal Setting	4	6	-	-

PC25. understand the difference between job and career	-	-	-	-
PC26. prepare a career development plan with short- and long-term goals, based on aptitude, interest & explain steps involved in conducting a market scan	-	-	-	-
Customer Service	4	6	-	-
PC27. identify different types of customers	-	-	-	-
PC28. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC29. Elaborate types and importance of closing techniques during customer interface	-	-	-	-
Getting ready for apprenticeship & Jobs	4	6	-	-
PC30. follow appropriate hygiene and grooming standards	-	-	-	-
PC31. identify four stages of action to prepare for employment	-	-	-	-
PC32. identify common workplace solutions for better output	-	-	-	-
PC33. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC34. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC35. apply to identified job openings using offline /online methods as per requirement	-	-	-	-

PC36. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC37. evaluate failures and rejections for future opportunities	-	-	-	-
PC38. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
Disability Specific Skills	4	6	-	-
PC39. identify the requirements and challenges of employment in terms of one's limitations and strengths	-	-	-	-
PC40. apply four stages of action for employment	-	-	-	-
PC41. apply solutions for challenges associated with one's disability at workplace	-	-	-	-
PC42. discuss significance of workplace challenges for the Persons with Disability	-	-	-	-
PC43. describe importance and impact of independent functioning for a person with disability at home, work place or community at large	-	-	-	-
PC44. illustrate skills like independent mobility, note taking and communication.	-	-	-	-
PC45. discuss ways to break barriers with colleagues owing to one's disability	-	-	-	-
PC46. use positive language to communicate about one's disability and possible intervention	-	-	-	-
Entrepreneurship	2	4	-	-
PC47. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-

PC48. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC49. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
NOS Total	40	60	-	-

Annexure 4: Assessment Strategy

Criteria for assessment of each Qualification Pack will be created by the Skill Council for Persons with Disability (SCPwD). 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. The assessment for the theory part will be based on the knowledge bank of questions created by the SCPwD.

Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training centre.

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

To pass the Qualification Pack assessment, every trainee should score a minimum of 40% of aggregate marks to successfully clear the assessment. Minimum Aggregate Passing % at QP Level: 40

Assessment Strategy of

SCPwD

Pre-Assessment Phase-

1. Batch allocated to the Assessment Agency by SCPwD through Portal/ Email.
2. Assessment Agency to connect with Training Provider and communicate/confirm the date of assessment through email.
3. Assessment Agency to share requisite lab infrastructure & checklist with TP and discuss about the availability through email.
4. Assessment Agency aligns the Assessor for the assessment (Assessor should be Dual Certified by the Domain SSC as well as SCPwD, and the certification should be valid).
5. Prepare the Assessment link, formats and share with the Assessor over an email.
6. Share the Assessment demo link with the Training Partner over an email

Assessment Phase-

1. The Assessor verifies the identity and disability through Aadhar Card and Disability Certificate and reports to SCPwD in-case of any

discrepancy [*In case of J&K and NEVoter ID & Pan Card also allowed for Candidates Identification*].

2. The candidates are briefed on the assessment process (Prior to starting of the assessment).
3. The Assessor verifies the lab equipment and reports to SCPwD in-case of any variance.
4. Post validation of photo Id proof for each candidate, attendance of candidate is captured according to the scheme's requirement. i.e., under PMKVY, attendance of the candidates is captured through Aadhar Enabled Assessor Application, however, under other schemes candidates sign the attendance sheet.
5. The candidates attempt the assessment on TAB/Computer System.
6. The Assessor takes the photos and videos of respective activities and completes the documentation formalities.

Post Assessment Phase-

1. The Assessment Agency prepares the result based on responses captured in the server.
2. The Assessment Agency shares the result with SCPwD in the prescribed format.

Annexure 5: Acronym and Glossary**Acronym**

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards

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.