



QUALIFICATION FILE

Housekeeping Assistant

- 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: 3

Submitted By:

Tourism and Hospitality Skill Council

#1216-1220, 12th Floor, Naurang House, Kasturba Gandhi Marg, Connaught Place

New Delhi – 110001, Landline # 011-41608056/8057 Ext.1102

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Table of Contents

| | |
|---|----|
| Section 1: Basic Details | 3 |
| Section 2: Module Summary | 6 |
| NOS/s of Qualifications | 6 |
| Mandatory NOS/s: | 6 |
| Assessment - Minimum Qualifying Percentage | 7 |
| Section 3: Training Related | 7 |
| Section 4: Assessment Related | 7 |
| Section 5: Evidence of the need for the Qualification | 8 |
| Section 6: Annexure & Supporting Documents Check List | 8 |
| Annexure: Evidence of Level | 9 |
| Annexure: Tools and Equipment (Lab Set-Up) | 14 |
| Annexure: Industry Validations Summary | 15 |
| Annexure: Training & Employment Details | 17 |
| Annexure: Detailed Assessment Criteria | 19 |
| Annexure: Assessment Strategy | 23 |
| Annexure: Acronym and Glossary | 24 |

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Section 1: Basic Details

| 1. | Qualification Name | Housekeeping Assistant | | | | | | | | | | | | | | | | |
|--------|---|---|---|--------|--|---|----|-----------------------------|--|----|----------------------------|-------------------------------|----|----------------------------|-----------------------------|----|-----------------------|----------------------------|
| 2. | Sector/s | Tourism and Hospitality | | | | | | | | | | | | | | | | |
| 3. | Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM | NQR Code & version of existing/previous qualification: 2020/ TH/THSC/03999 | Qualification Name of existing/previous version: Housekeeping Trainee | | | | | | | | | | | | | | | |
| 4. | a. OEM Name b. Qualification Name (Wherever applicable) | | | | | | | | | | | | | | | | | |
| 5. | National Qualification Register (NQR) Code &Version (Will be issued after NSQC approval) | QG-03-TH-02018-2024-V1-THSC | 6. NCrF/NSQF Level: 3 | | | | | | | | | | | | | | | |
| 7. | Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exits also & provide details in annexure) | Certificate | | | | | | | | | | | | | | | | |
| 8. | Brief Description of the Qualification | The individual at work keeps all rooms and assigned areas clean and tidy to ensure that guests have a memorable experience at the hotel. The person also needs to carry out other housekeeping activities as required. | | | | | | | | | | | | | | | | |
| 9. | Eligibility Criteria for Entry for Student/Trainee/Learner/Employee | a. Entry Qualification & Relevant Experience: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">S. No.</th> <th style="width: 60%;">Academic/Skill Qualification (with Specialization - if applicable)</th> <th style="width: 30%;">Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Grade 10 pass or equivalent</td> <td></td> </tr> <tr> <td>2.</td> <td>9th grade pass</td> <td>1.5 years relevant experience</td> </tr> <tr> <td>3.</td> <td>8th grade pass</td> <td>3 years relevant experience</td> </tr> <tr> <td>4.</td> <td>Previous NSQF Level 2</td> <td>3-year relevant experience</td> </tr> </tbody> </table> <p>b. Age– 14 years</p> | | S. No. | Academic/Skill Qualification (with Specialization - if applicable) | Required Experience (with Specialization - if applicable) | 1. | Grade 10 pass or equivalent | | 2. | 9 th grade pass | 1.5 years relevant experience | 3. | 8 th grade pass | 3 years relevant experience | 4. | Previous NSQF Level 2 | 3-year relevant experience |
| S. No. | Academic/Skill Qualification (with Specialization - if applicable) | Required Experience (with Specialization - if applicable) | | | | | | | | | | | | | | | | |
| 1. | Grade 10 pass or equivalent | | | | | | | | | | | | | | | | | |
| 2. | 9 th grade pass | 1.5 years relevant experience | | | | | | | | | | | | | | | | |
| 3. | 8 th grade pass | 3 years relevant experience | | | | | | | | | | | | | | | | |
| 4. | Previous NSQF Level 2 | 3-year relevant experience | | | | | | | | | | | | | | | | |

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| 10. | Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF)) | 12 | 11. Common Cost Norm Category (I/II/III) (wherever applicable): II | | | | | | | | | | | | | | | | |
|-------------------------|--|---|---|---------------|-------------------------|----------------|-------------------|-----------------------|---------------|---------------------|--|--------|-------|--------|--------|--------|--|--|--------|
| 12. | Any Licensing requirements for Undertaking Training on This Qualification (wherever applicable) | NA | | | | | | | | | | | | | | | | | |
| 13. | Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification) | <input type="checkbox"/> Offline <input type="checkbox"/> Online <input checked="" type="checkbox"/> 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>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td></td> <td>165:00</td> <td>90:00</td> <td>255:00</td> </tr> <tr> <td>Online</td> <td>105:00</td> <td></td> <td></td> <td>105:00</td> </tr> </tbody> </table> (Refer Blended Learning Annexure for details) | | | Training Delivery Modes | Theory (Hours) | Practical (Hours) | OJT Mandatory (Hours) | Total (Hours) | Classroom (offline) | | 165:00 | 90:00 | 255:00 | Online | 105:00 | | | 105:00 |
| Training Delivery Modes | Theory (Hours) | Practical (Hours) | OJT Mandatory (Hours) | Total (Hours) | | | | | | | | | | | | | | | |
| Classroom (offline) | | 165:00 | 90:00 | 255:00 | | | | | | | | | | | | | | | |
| Online | 105:00 | | | 105:00 | | | | | | | | | | | | | | | |
| 14. | Aligned to NCO/ISCO Code/s (if no code is available mention the same) | NCO-2015/5151.0101 | | | | | | | | | | | | | | | | | |
| 15. | Progression path after attaining the qualification (Please show Professional and Academic progression) | Guest Service Associate (Housekeeping) | | | | | | | | | | | | | | | | | |
| 16. | Other Indian languages in which the Qualification & Model Curriculum are being submitted | Hindi | | | | | | | | | | | | | | | | | |
| 17. | Is similar Qualification(s) available on NQR-if yes, justification for this qualification | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications: | | | | | | | | | | | | | | | | | |
| 18. | Is the Job Role Amenable to Persons with Disability | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", specify applicable type of Disability: SHI and LD | | | | | | | | | | | | | | | | | |
| 19. | How Participation of Women will be Encouraged | The inclusion of women in the workplace is important as there is an increase in the number of educated women. Despite progress in some areas, women still face significant challenges and barriers to their full participation in the workforce. This can be addressed by formulating policy measures on skilling, job creation and support services. To increase the proportion of women in the workforce, various support measures like childcare facilities, close proximity to the workplace, safe transportation, gender acceleration plans and return to work (allowing women to re-join the workforce after motherhood) should be provided. Organisations should provide flexible work arrangements like part-time or remote work options. This not only helps the organisation to retain talented women employees, but it also helps women to balance work and family responsibilities. | | | | | | | | | | | | | | | | | |
| 20. | Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it) | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No THC/N9906.Follow Health, Hygiene and Safety practices | | | | | | | | | | | | | | | | | |
| 21. | Is Qualification Suitable to be Offered in Schools/Colleges | Schools <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Colleges <input type="checkbox"/> Yes <input type="checkbox"/> No | | | | | | | | | | | | | | | | | |

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|------------|--|---|--|
| 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: Dr. Sunita Badhwar Email: sunita.badhwar@thsc.in Contact No.: 011-41608056/8057 Ext.1102 Website: www.thsc.in | |
| 23. | Final Approval Date by NSQC: 31/01/2024 | 24. Validity Duration: 3 years | 25. Next Review Date : 31/01/2027 |

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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/N SQF 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 Cleaning Activities | THC/N0233 & v2.0 | Core | 3 | 8 | 48 | 102 | 0 | 90 | 240 | 55 | 70 | 0 | 25 | 150 | 40 | |
| 2. | Communicate Effectively and Maintain Service Standards | THC/N9901 & v2.0 | Non-Core | 3 | 1 | 15 | 15 | 0 | 0 | 30 | 40 | 40 | 0 | 20 | 100 | 20 | |
| 3. | Maintain Organizational Confidentiality and Respect Customers' Privacy | THC/N9903 & v2.0 | Non-Core | 3 | 1 | 15 | 15 | 0 | 0 | 30 | 10 | 10 | 0 | 5 | 25 | 15 | |
| 4. | Follow Health, Hygiene and Safety practices | THC/N9906 & v2.0 | Non-Core | 3 | 1 | 15 | 15 | 0 | 0 | 30 | 25 | 35 | 0 | 15 | 75 | 20 | |
| 5. | Employability Skills (30 Hours) | DGT/VSQ/N0101 & v1.0 | Non-Core | 2 | 1 | 12 | 18 | 0 | 0 | 30 | 20 | 30 | 0 | 0 | 50 | 5 | |
| Duration (in Hours) / Total Marks | | | | | | 12 | 105 | 165 | 0 | 90 | 360 | 150 | 185 | 0 | 65 | 400 | 100 |

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Assessment - Minimum Qualifying PercentagePlease 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: % (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) | Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry and 1 year as a trainer |
| 2. | Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines) | NA |
| 3. | Tools and Equipment Required for Training | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure) |
| 4. | In Case of Revised Qualification, Details of Any Upskilling Required for Trainer | NA |

Section 4: Assessment Related

| | | |
|----|---|--|
| 1. | Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) | Diploma / Degree / Postgraduate in Hotel/ Hospitality / QSR with 5 years' experience in the industry |
| 2. | Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) | NA |
| 3. | Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines) | NA |
| 4. | Assessment Mode (Specify the assessment mode) | Blended |
| 5. | Tools and Equipment Required for Assessment | <input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No (details to be provided in Annexure-if it is different for Assessment) |

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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): No |
| 2. | Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No |
| 3. | Government /Industry initiatives/ requirement (Yes/No): Yes |
| 4. | Number of Industry validation provided: 21 |
| 5. | Estimated nos. of persons to be trained and employed: 2790 |
| 6. | Evidence of Concurrence/Consultation with Line Ministry/State Departments: No If "No", why: |

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>) | <i>Attached</i> |
| 2. | Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>) | <i>Attached</i> |
| 3. | Annexure: Detailed Assessment Criteria (<i>Mandatory</i>) | <i>Attached</i> |
| 4. | Annexure: Assessment Strategy (<i>Mandatory</i>) | <i>Attached</i> |
| 5. | Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is "Blended Learning"</i>) | <i>Attached</i> |
| 6. | Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>) | <i>Attached</i> |
| 7. | Annexure: Acronym and Glossary (<i>Optional</i>) | <i>Attached</i> |
| 8. | Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>) | <i>Attached</i> |
| 9. | Supporting Document: Career Progression (<i>Mandatory - Public view</i>) | <i>Attached</i> |
| 10. | Supporting Document: Occupational Map (<i>Mandatory</i>) | <i>Attached</i> |
| 11. | Supporting Document: Assessment SOP (<i>Mandatory</i>) | <i>Attached</i> |
| 12. | Any other document you wish to submit: | - |

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Annexure: 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 |
|---|--|---|--------------------------------------|
| Professional Theoretical Knowledge/Process | Range of knowledge <ul style="list-style-type: none"> • Basic facts, process and principle applied in trade of employment. • Relevant occupational health and safety requirements applicable in the workplace • Organization's policy on reporting and documentation • Organizational SOP for housekeeping • Organization's policy on waste management • Importance and proper usage of PPE during cleaning operations • Inspection methods of housekeeping assigned area • Cleaning methods for different areas/surfaces • Types and use of cleaning and mixing agents, required for cleaning different areas/surface • Types and operating procedure of cleaning equipment • Room cleaning procedures and checklists • Methods of bed making • Signages for cleaning areas • Types of rooms, available facilities, and other service areas in the organization • Types of waste and their characteristics • Methods of waste segregation and disposal • Importance of recycling • Inventory management techniques • Types of room and guest supplies • Room layouts and furniture arrangements • Methods of arranging various items in the room like stationary, vases etc. • Importance of attention to details while attending to and cleaning a guest room | <ul style="list-style-type: none"> • A Housekeeping Assistant should know legislation, standards, policies, regulations and procedures, SOP on personal hygiene, organizational SOP for housekeeping, usage of PPE, room layouts and furniture arrangements. These are all trade related basic facts, process and principles. • Hence Level 3 | <p style="text-align: center;">3</p> |

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|--|--|--|--|
| | <ul style="list-style-type: none"> • Different areas like laundry Area, linen room, housekeeping stores, control desk • Procedure to handle guest requests for housekeeping items like toiletries, pillows, etc. and queries on services • Checklist and standard working condition for all room equipment/appliances • Maintenance procedure of all housekeeping equipment • organizational policies on behavioural etiquette and professionalism • Organizational policies on gender sensitive service practices at workplace • Organizational hierarchy and reporting structure • Documentation policy and procedures of the organization • Service quality standards as per organizational policies • Complaint handling policy and procedures • SOP on personal hygiene • Procedure of giving and receiving feedback positively • Gender specific requirements of different types of guest • Specific requirements of different age-groups of guests • Age and gender specific etiquette • Key helpline numbers • Organizational policy with regards to Persons with disability • Organisation's policies on intellectual property rights and confidential information • IPR infringement reporting procedure • Storage and disposal procedures for confidential information • Importance of maintaining confidentiality for competitiveness of an organisation • Significance of damages resulting from confidentiality infringement | | |
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|--|---|--|----------|
| | <ul style="list-style-type: none"> • Organisation's policy on reporting and managing safety issues • Procedure to maintain cleanliness standards at workplace • SOP on personal hygiene • Importance of preventive health check-up and healthy living • Procedure to report health issues • Instructions for operating and handling equipment as per standard • Purpose and usage of PPE • Basic first-aid procedures • Standard waste management policy | | |
| <p>Professional and Technical Skills/ Expertise/ Professional Knowledge</p> | <p>Range of technical skills</p> <ul style="list-style-type: none"> • Plan, prioritize and sequence work operations to increase efficiency • Improve and modify own work practices • Solve problem when required • Improve work processes by incorporating guests' feedback received from guest and supervisor • Resolve conflicts related to confidentiality and privacy by reporting the issue in time displayed at the • Fill in relevant forms, formats and checklist accurately • Analyze the impact of not adhering to the health and safety procedures • Record details on housekeeping inventory, supplies, etc. • Coordinate with other departments to meet guest requirements • Incorporate supervisor's feedback to enhance performance • documents and information displayed at the workplace • Interact with co-workers to work efficiently • Read and interpret instructions, procedures, information, signages in the workplace, job sheets, company policy, | <ul style="list-style-type: none"> • Housekeeping Assistant needs to follow established service standards, Communication etiquette, written and oral, with minimum required clarity. • Hence Level 3 | <p>3</p> |

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| | <p>notes and comments received from the supervisor or guest,</p> <ul style="list-style-type: none"> • Interpret and follow operational instructions received from housekeeping supervisors • Follow organization's code of conduct and business etiquette • Adhere to safety and security standards while cleaning • Communicate effectively with guests and respond to their queries, if required • Be polite and courteous at all times • Manage time efficiently in a way to meet the timeline mentioned in the organizational SOP | | |
| Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill | <p>Team readiness & Enterpreurial Readiness</p> <ul style="list-style-type: none"> • Communicate effectively using appropriate language • Behave politely and appropriately with all • Perform basic calculations • Solve problems effectively • Be careful and attentive at work • Ue time effectively • Maintain hygiene and sanitisation to avoid infection | <ul style="list-style-type: none"> • A Housekeeping Assistant should have good oral and writtem communication skills, Intermediate literacy and numeracy skills, basic self-employment/ entrepreneurial Mind-set, etc. | 3 |
| Broad Learning Outcomes/Core Skill | <p>Carry out Range of tasks and may provide range of solutions</p> <ul style="list-style-type: none"> • Perform cleaning activities • Communicate effectively and maintain inclusive service standards • Maintain organisational confidentiality and respect guests' privacy • Follow Health, Hygiene and Safety practices | <ul style="list-style-type: none"> • A Housekeeping Assistant is responsible for performing cleaning activities, dispose of the waste and maintain cleaning supplies as per the organizational service standards. This requires limited range of routine and predictable activities. • Hence Level 3 | 3 |
| Responsibility | <p>Accountable/ responsible - Jr. Technician & Technician</p> | <ul style="list-style-type: none"> • A Housekeeping Assistant is responsible for keeping all rooms and assigned areas clean and tidy | 3 |

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|--|---|---|--|
| | <ul style="list-style-type: none"> • Understand the job role and follow the organisational policy • Record and report about the work status • Follow safety regulations at workplace • Work along with colleagues • Communicate effectively with guests, colleagues and superiors • Maintain professional etiquette • Provide specific services as per the guests' requirement • Maintain organisational confidentiality • Respect guest's privacy • Maintain personal and workplace hygiene • Take precautionary health measures • Follow standard safety procedure • Follow effective waste management | <p>to ensure that guests have a memorable experience at the hotel. This person should know to take responsibility for own work within defined limit and work under supervision.</p> <ul style="list-style-type: none"> • Hence Level 3 | |
|--|---|---|--|

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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

| S. No. | Tool / Equipment Name | Specification | Quantity for specified Batch size |
|--------|---|---------------|-----------------------------------|
| 1. | Cleaning material and equipment | Standard | 01 |
| 2. | Guest supplies | Standard | 01 |
| 3. | Inventory format | Standard | 01 |
| 4. | Protective gear | Standard | 01 |
| 5. | Signages | Standard | 01 |
| 6. | Sample of escalation matrix | Standard | 01 |
| 7. | Organisation structure | Standard | 01 |
| 8. | Handouts of IPR guidelines and regulations | Standard | 01 |
| 9. | Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit | Standard | 01 |
| 10. | Standard Operating Procedures | Standard | 01 |
| 11. | Sample reports | Standard | 01 |

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Flip Chart
2. Duster
3. Projector
4. Projector screen
5. Computer/ Laptop with charger
6. Power Point Presentation
7. Laptop External Speakers
8. Training kit (Trainer guide, Presentations)
9. Participant Handbook and Related Standard Operating Procedures
10. Markers
11. Chalk

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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) |
|-------|---------------------------------|---------------------|---------------------------|--|------------------|-----------------------------------|---------------------------------|
| 1. | Barbeque Nation | Jayanta Soha | Sr. Manger HR | Barbeque Nation Hospitality Limited,601 Doddakannalli Village, Varthur Hobli,. Sarjapur Road, Bengaluru – 560035 | 9330430689 | Jayanta.s@barbequenation.com | - |
| 2. | Best Western | Amit Sharma | Corp. Training Manager | Bestwestern India,Jasola , New Delhi | 8377833382 | Amit.shama@bhindia.in | - |
| 3. | Bikaji Foods International | Vineet Manocha | President-Culinary | Bikaji Foods International Ltd , Karni Industrial Area,Bikaner 334001 | 7738930777 | Vineetmanocha@hotmail.com | |
| 4. | Bottle lab technologies pvt ltd | Jyoti Dhaundiyal | City Head (Operations) | HTC aspire, 4th Floor (401) No. 19, Ali Askar Road, Bangalore, Karnataka - 560052 | 9634678540 | jyoti.dhaundiyal@thesmartq.com | |
| 5. | Devyani International Limited | Kirti Bhushan | Associate General Manager | F-2/7, Okhla Industrial Area Phase - 1, New Delhi, 110020 | 7738074059 | kirti.bhushan@dil-rjcorp.c | |
| 6. | The Fern Residency | Avani Kulshreshtha | Human Resources | The Fern Residency, Noida Link Road Sec 100, Hazipur Secto104 Noida, Uttar Pradesh 20130 | 8929079713 | hr.fr.noida@fernhotels.com | |
| 7. | Holiday Inn | Mukesh Kumar | Director-Human Resource | Asset Area 12 Hospitality District, Aerocity, New Delhi, Delhi 110037 | 8826996447 | Mukesh.kumar1@ihg.com | |
| 8. | Hotel CK Internatinal | Hoshiar Singh | General Manager | | 9805091617 | gm@hoteckinternational | |
| 9. | Hotel KC Cross Roads Panchula | Ravi Chauhan | FOM | Hotel KC Cross Roads Panchula Site No.1 Sector 10. Opp Bus Stand Panchkula-134113 | 7573415785 | reservation.kchotelsandresort.com | |

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| 10. | HPDC-Hotel Peterof , Chaura Maidan | NandLal Sharma | Dy. Genral Manager | HPDC-Hotel Peterof , Chaura Maidan- Near All India Radio , Shimla -171004 | 9818455077 | chefnandlal@gmail.com | |
| 11. | IHHR Hospitlity | N Satish Mohan | AGM Operations and Audit | Plot 9 D Block, Samalka, New Delhi, Delhi 110037 | 9891834909 | Satish.mohan@ihhrhospitality.in | |
| 12. | LiteBite Foods Pvt.Ltd. | Supreet Kaur | HR Manager | LiteBite Foods Pvt.Ltd. 317 Udyog Vihar Phase IV | 8130595480 | Supreet.kaur@LBF.co.in | |
| 13. | Mc Donalds | Achyut Vats | Shift Manager | Mc Donalds Crown Interior Mall,Faridabad 121003 | 8252931845 | Achyut.vats@gmai.com | |
| 14. | Orange Tiger Hospitality | Bharat Alagh | VP Operations and Culinary | Orange Tiger Hospitality Pvt Ltd. | 9811118705 | Bharat.alagh@othpl.com | |
| 15. | PSIL | Dharmendra Patil | | Property Solutions (India) Pvt. Ltd. Unit no 11,Ground floor, Kalpataru Square, Off. Andheri Kurla Road, KondivitaLane, Andheri (E), Mumbai 400059. | 9898049090 | dharmendra.patil@psipl.co.in | |
| 16. | Ritz Hotel | Piyush Kapoor | General Manager | Raja Motels Pvt Ltd , 45 , the Mall, Amritsar | 9872855208 | info@ritzhotel.in | |
| 17. | Royal; Caribbean Cruise Lines | Jai Kumar | Executive Chef | Royal; Caribbean Cruise Lines 1050 Miami Florida | 9873461253 | jaikumarbhasin@yahoo.com | |
| 18. | Serene Suites | Aman Mahajan | Managing Partner | - | 9816466999 | Serensuites@gmail.com | |
| 19. | Shilton Hotels | Santosh Kr. G | Assistant General Manager | Shilton Hospitality LLP, Office 2, Ulsoor Road, Bangalore | 9972471542 | santhoshkumar@shiltonhospitality.com | |
| 20. | The Grand Hotel, ND | Sudershan Singh Bhandari | Executive Chef | The Grand New Delhi, Nelson Mandela Road, Vasant Kunj. New Delhi. | 9810911114 | ld:ssb.ssb@outlook.com | |
| 21. | Hotel Twin Tower | Ramesh Dogra | General Manager - Sales | Hotel Twin Tower New Kufri, Shimla | 9816325865 | sales@hoteltwintowers.com | |

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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 |
| 2023-2024 | 2200 | 2530 | 220 | 253 | NA | NA |
| 2024-2025 | 2420 | 2783 | 242 | 278 | NA | NA |
| 2025-2026 | 2662 | 3062 | 267 | 306 | NA | NA |

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 |
| v2.0 | | 1816 | 1538 | 1384 | 1011 | NA | NA | NA | NA | NA | NA | NA | NA |

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. NAPS
2. Industry funded STT
3. Govt. funded STT

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: English and Hindi

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Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

| S. No. | Select the Components of the Qualification | List Recommended Tools – for all Selected Components | Offline : Online Ratio |
|--------|---|--|------------------------|
| 1 | <input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge | <ul style="list-style-type: none"> • Books/ e-books • Presentations • Reference Material • Audio / Video Modules | |
| 2 | <input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners | <ul style="list-style-type: none"> • Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content | |
| 3 | <input type="checkbox"/> Showing Practical Demonstrations to the learners | <ul style="list-style-type: none"> • Video Content • E-Resource library • AR/ VR/ XR | |
| 4 | <input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training | <ul style="list-style-type: none"> • Training tools (tools list attached) • Video Play • Presentations | |
| 5 | <input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice | <ul style="list-style-type: none"> • Online Question Bank • Mobile Quick test app • MCQ based tests | |
| 6 | <input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations | <ul style="list-style-type: none"> • Assessment engine for Essays • Up-loadable file examinations • Mock test sessions | |
| 7 | <input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training | <ul style="list-style-type: none"> • Online tests • Offline assessments | |

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Annexure: Detailed Assessment Criteria

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

| NOS/Module Name | Assessment Criteria for Performance Criteria/Learning Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|---|---------------------|------------------------|----------------------|-------------------|
| THC/N0233: Perform cleaning activities | <i>Manage inventory for cleaning and guest supplies</i> | 10 | 10 | 0 | 5 |
| | PC1. maintain adequate inventory of cleaning material like mops, brushes, cleaning agent etc. | - | - | - | - |
| | PC2. check availability of adequate quantity of supplies like teabags, cookies, minibar items, water, toiletries in assigned areas | - | - | - | - |
| | PC3. report any material/supply shortages to supervisor immediately | - | - | - | - |
| | PC4. maintain inventory record as per specified format | - | - | - | - |
| | PC5. maintain cleanliness of the store room at all times | - | - | - | - |
| | <i>Perform pre-cleaning activities</i> | 5 | 10 | 0 | 5 |
| | PC6. inspect the assigned area to be cleaned | - | - | - | - |
| | PC7. identify the types of surfaces to be cleaned | - | - | - | - |
| | PC8. identify the appropriate cleaning agent as per the requirement | - | - | - | - |
| | PC9. arrange cleaning equipment required for performing cleaning operation | - | - | - | - |
| | PC10. arrange protective gear like thick cleaning gloves, close toe-non slip footwear, head cover, and masks or goggles, if required | - | - | - | - |
| | <i>Perform cleaning operations</i> | 15 | 20 | 0 | 0 |
| | PC11. collect the waste carefully in proper waste disposal bags without any spillage | - | - | - | - |
| | PC12. clean the waste bins regularly | - | - | - | - |
| | PC13. ensure that carry bags are placed on waste bins after cleaning | - | - | - | - |
| | PC14. take the trolley/bin to the assigned waste disposal area | - | - | - | - |
| | PC15. carry out the cleaning procedures in the correct sequence (e.g. sweeping, dusting, mopping/vacuum cleaning, disinfecting, and air freshening) | - | - | - | - |
| | PC16. handle cleaning agents without spilling in the assigned area to be cleaned | - | - | - | - |
| | PC17. clean and polish the surface without causing any damage to the surfaces | - | - | - | - |
| | PC18. choose correct method of clearing up the spillage in accordance with/as per the floor and the size and type of spillage | - | - | - | - |
| | PC19. use appropriate signages to notify that cleaning process is on or to mark wet floors etc. | - | - | - | - |
| | PC20. complete the documentation accurately | - | - | - | - |
| | PC21. report damage to the supervisor, if any | - | - | - | - |
| | <i>Perform relevant housekeeping activities</i> | 15 | 20 | 0 | 5 |
| PC22. ensure proper functioning of equipment/appliances like ACs, hair dryer, TV, remotes, etc. in guest rooms | - | - | - | - | |
| PC23. report to manager regarding any faulty equipment | - | - | - | - | |
| PC24. ensure routine service and maintenance of cleaning equipment | - | - | - | - | |
| PC25. collect soiled linen and other items like towels, bathrobes, etc. in trolley bag | - | - | - | - | |

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|---|---|-----------|-----------|----------|-----------|
| | PC26. arrange the items in the assigned area like flowers, paintings, linen/towel, guest stationery as per standard procedure | - | - | - | - |
| | PC27. arrange the bed and other furniture in the assigned area as per hotel's guidelines | - | - | - | - |
| | PC28. make the bed with fresh linen, pillow cases, and bedside mat | - | - | - | - |
| | PC29. replenish the bathroom supplies | - | - | - | - |
| | <i>Attend to guest's requests</i> | 10 | 10 | 0 | 10 |
| | PC30. handle guest requests such as extra pillows, beds, linen, towel, etc. to ensure guest satisfaction | - | - | - | - |
| | PC31. contact F&B department to ensure timely service to the guests | - | - | - | - |
| | PC32. report to the manager for any other requests outside of housekeeping | - | - | - | - |
| | Total Marks | 55 | 70 | 0 | 25 |
| THC/N9901: Communicate effectively and maintain service standards | <i>Communicate effectively with guests, colleagues and superiors</i> | 20 | 20 | 0 | 10 |
| | PC1. greet the guests promptly and appropriately as per organization's procedure | - | - | - | - |
| | PC2. communicate with the guests in a polite and professional manner | - | - | - | - |
| | PC3. clarify guest's requirements by asking appropriate questions | - | - | - | - |
| | PC4. address guest's dissatisfactions and complaints effectively | - | - | - | - |
| | PC5. build effective yet impersonal relationship with guests | - | - | - | - |
| | PC6. inform guests on any issue/problem beforehand including any developments involving them | - | - | - | - |
| | PC7. seek feedback from the guests and incorporate that to improve the guest experience | - | - | - | - |
| | PC8. escalate any negative feedback from the guests to immediate reporting authority on high priority | - | - | - | - |
| | PC9. pass on essential information to your colleagues timely | - | - | - | - |
| | PC10. report any workplace issues to the superior immediately | - | - | - | - |
| | <i>Maintain professional etiquette</i> | 10 | 10 | 0 | 5 |
| | PC11. report to work on time | - | - | - | - |
| | PC12. follow proper etiquette while interacting with colleagues and superiors | - | - | - | - |
| | PC13. follow the dress code as per organizational policy | - | - | - | - |
| | PC14. maintain good personal hygiene | - | - | - | - |
| | PC15. respect privacy of others at the workplace | - | - | - | - |
| | <i>Provide specific services as per the guests' requirements</i> | 10 | 10 | 0 | 5 |
| | PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age group as per organisation standards | - | - | - | - |
| | PC17. provide assistance to Persons with Disability, if required | - | - | - | - |
| | PC18. follow gender and age sensitive service practices at all times | - | - | - | - |
| PC19. follow the organisational policies specified for Persons with Disability | - | - | - | - | |
| PC20. adhere to the company policies related to prevention of sexual harassment, both physical and verbal | - | - | - | - | |
| | Total Marks | 40 | 40 | 0 | 20 |

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|---|---|-----------|-----------|-----------|----------|
| THC/N9903: Maintain organisational confidentiality and respect guests' privacy | <i>Maintain organisational confidentiality</i> | 6 | 6 | 0 | 3 |
| | PC1. ensure not leaving any confidential information visible and unattended on the workstation | - | - | - | - |
| | PC2. comply to organizational IPR policy at all times | - | - | - | - |
| | PC3. report any infringement of IPR observed by anyone in the company to the concerned person | - | - | - | - |
| | PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal | - | - | - | - |
| | <i>Respect guest's privacy</i> | 4 | 4 | 0 | 2 |
| | PC5. protect personal and financial information of the guest | - | - | - | - |
| | PC6. refrain self from infringing upon guest's professional deals and plans | - | - | - | - |
| Total Marks | 10 | 10 | 0 | 5 | |
| THC/N9906: Follow Health, Hygiene and Safety practices | <i>Maintain personal and workplace hygiene</i> | 10 | 10 | 0 | 5 |
| | PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers | - | - | - | - |
| | PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended | - | - | - | - |
| | PC3. clean the crockery and other articles as per established standards | - | - | - | - |
| | PC4. sanitize all tools and equipment requiring touch points at regular intervals | - | - | - | - |
| | PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule | - | - | - | - |
| | PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment | - | - | - | - |
| | PC7. dispose of the waste as per the prescribed standards | - | - | - | - |
| | PC8. maintain good personal hygiene by brushing teeth regularly, washing and sanitizing hands, wearing clean clothes, following a healthy diet etc. | - | - | - | - |
| | <i>Take precautionary health measures</i> | 5 | 5 | 0 | 0 |
| | PC9. attend regular health check-ups organized by the management | - | - | - | - |
| | PC10. report personal health issues related to injury, food, air and infectious disease | - | - | - | - |
| | PC11. report to the concerned authority in case any coworker is unwell | - | - | - | - |
| | <i>Follow standard safety procedure</i> | 5 | 10 | 0 | 5 |
| | PC12. follow safety procedures while handling materials, tools, equipment etc. | - | - | - | - |
| | PC13. follow first aid procedures appropriately | - | - | - | - |
| | PC14. identify hazards at the workplace and report to the concerned person in time | - | - | - | - |
| | <i>Follow effective waste management</i> | 5 | 10 | 0 | 5 |
| | PC15. identify and segregate recyclable, non-recyclable and hazardous waste at workplace | - | - | - | - |
| | PC16. segregate waste into different coloured dustbins | - | - | - | - |
| PC17. handle the waste as per SOP | - | - | - | - | |
| PC18. recycle waste wherever applicable | - | - | - | - | |
| PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste | - | - | - | - | |
| Total Marks | 25 | 35 | 0 | 15 | |

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|--|--|------------|----------|-----------|---|
| DGT/VSQ/N0101 - Employability Skills (30 hours) | <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| | PC1. understand the significance of employability skills in meeting the job requirements | - | - | - | - |
| | <i>Constitutional values – Citizenship</i> | 1 | 1 | - | - |
| | PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices | - | - | - | - |
| | <i>Becoming a Professional in the 21st Century</i> | 1 | 3 | - | - |
| | PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc. | - | - | - | - |
| | <i>Basic English Skills</i> | 2 | 3 | - | - |
| | PC4. speak with others using some basic English phrases or sentences | - | - | - | - |
| | <i>Communication Skills</i> | 1 | 1 | - | - |
| | PC5. follow good manners while communicating with others | - | - | - | - |
| | PC6. work with others in a team | - | - | - | - |
| | <i>Diversity & Inclusion</i> | 1 | 1 | - | - |
| | PC7. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| | PC8. report any issues related to sexual harassment | - | - | - | - |
| | <i>Financial and Legal Literacy</i> | 3 | 4 | - | - |
| | PC9. use various financial products and services safely and securely | - | - | - | - |
| | PC10. calculate income, expenses, savings etc. | - | - | - | - |
| | PC11. approach the concerned authorities for any exploitation as per legal rights and laws | - | - | - | - |
| | <i>Essential Digital Skills</i> | 4 | 6 | - | - |
| | PC12. operate digital devices and use its features and applications securely and safely | - | - | - | - |
| | PC13. use internet and social media platforms securely and safely | - | - | - | - |
| <i>Entrepreneurship</i> | 3 | 5 | - | - | |
| PC14. identify and assess opportunities for potential business | - | - | - | - | |
| PC15. identify sources for arranging money and associated financial and legal challenges | - | - | - | - | |
| <i>Customer Service</i> | 2 | 2 | - | - | |
| PC16. identify different types of customers | - | - | - | - | |
| PC17. identify customer needs and address them appropriately | - | - | - | - | |
| PC18. follow appropriate hygiene and grooming standards | - | - | - | - | |
| <i>Getting ready for apprenticeship & Jobs</i> | 1 | 3 | - | - | |
| PC19. create a basic biodata | - | - | - | - | |
| PC20. search for suitable jobs and apply | - | - | - | - | |
| PC21. identify and register apprenticeship opportunities as per requirement | - | - | - | - | |
| Total Marks | 20 | 30 | - | - | |
| Grand Total | 150 | 185 | 0 | 65 | |

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Annexure: Assessment Strategy

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

Mention the detailed assessment strategy in the provided template.

<1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on 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

2. Testing Environment:

- Check the Assessment location, date and time
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME
- Questions are mapped to the specified assessment criteria
- Assessor must be ToA certified & trainer must be ToT Certified

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

5. Method of verification or validation:

- Surprise visit to the assessment location

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Housekeeping Assistant) will be assessed separately.
2. The candidate must score 50% in each module to successfully complete the OJT.
3. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
 -
4. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers

- >
- Understand the working of various tools and equipment
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Annexure: Acronym and Glossary

Acronym

| Acronym | Description |
|---------|--|
| AA | Assessment Agency |
| AB | Awarding Body |
| ISCO | International Standard Classification of Occupations |
| NCO | National Classification of Occupations |
| NCrF | National Credit Framework |
| NOS | National Occupational Standard(s) |
| NQR | National Qualification Register |
| NSQF | National Skills Qualifications Framework |
| OJT | On the Job Training |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |
| FSSAI | Food Safety and Standards Authority of India |
| HACCP | Hazard Analysis and Critical Control Points |
| SOP | Standard Operating Procedure |
| OH&S | Occupational Health and Safety |
| PPE | Personal Protective Equipment |
| ISO | International Standards Organization |
| IPR | Intellectual Property Rights |

Glossary

| Term | Description |
|--|--|
| National Occupational Standards (NOS) | NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do. |
| Qualification | A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards |
| Qualification File | A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification. |
| Sector | A grouping of professional activities on the basis of their main economic function, product, service or technology. |
| Long Term Training | Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf |