QUALIFICATION FILE

Guest Service Executive (Housekeeping)

☒ **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: 4.5

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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Section 1: Basic Detail

1.	**Qualification Name**	Guest Service Executive (Housekeeping)	
2.	**Sector/s**	Tourism and Hospitality	
3.	**Type of Qualification:** ☐ **New** ☒ **Revised** ☐ **Has Electives/Options** ☐**OEM**	**NQR Code & version of existing/previous qualification:** 2021/TH/THSC/04311	**Qualification Name of existing/previous version:** Housekeeping Supervisor
4.	a. **OEM Name** b. **Qualification Name** (*Wherever applicable*)		
5.	**National Qualification Register (NQR) Code &Version** (*Will be issued after NSQC approval*)	QG-4.5-TH-02020-2024-V1-THSC	**6. NCrF/NSQF Level:** 4.5
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 maintains inventory for housekeeping activities, assigns duties, monitors, and inspects work of housekeeping personnel to ensure a clean, orderly, and attractive workplace.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:** b. **Age- 20** years	

a. **Entry Qualification & Relevant Experience:**

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)
1.	Completed UG Certificate in relevant field	3 years of relevant experience including apprenticeship
2.	Completed 2-year diploma after 12th	2 years of relevant experience including apprenticeship
3.	Completed 3 year diploma after 10th in the relevant field	3 years of experience including apprenticeship
4.	Previous relevant qualification of NSQF Level 4	1.5 years of experience including apprenticeship.

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10.	**Credits Assigned to this Qualification, Subject to Assessment** *(as per National Credit Framework (NCrF))*	18		**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)*	☐Offline ☐Online ☒Blended (see table below)		
14.	**Aligned to NCO/ISCO Code/s** *(if no code is available mention the same)*	NCO-2015/5151.9900		
15.	**Progression path after attaining the qualification** *(Please show Professional and Academic progression)*	/Guest Service Executive (Housekeeping)--> Laundry Supervisor /Housekeeping Manager-->Executive Housekeeper--Corporate Housekeeper		
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**	☒ Yes ☐ No URLs of similar Qualifications:		
18.	**Is the Job Role Amenable to Persons with Disability**	☐ Yes ☒ No **If "Yes", specify applicable type of Disability:**		
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)*	☒ Yes ☐ No THC/N9907. Monitor and maintain health, hygiene and safety at the workplace		
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	**Schools** ☐ Yes ☐ No **Colleges** ☒ Yes ☐ No		

Row 13 table:

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	Total (Hours)
Classroom (offline)		296:00	60:00	356:00
Online	184:00			184:00

(Refer Blended Learning Annexure for details)

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22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**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/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.	Manage Housekeeping Staff and Inventory	THC/N0242 &v2.0	Core	4.5	6	57	108	15	0	180	40	40	0	20	100	30
2.	Supervise Housekeeping Operations	THC/N0243 &v2.0	Core	4.5	7	58	107	45	0	210	40	45	0	15	100	30
3.	Ensure Effective Communication and Service Standard at Work Place	THC/N9902 &v2.0	Non-Core	4.5	1	15	15	0	0	30	40	40	0	20	100	10
4.	Ensure to Maintain Organizational Confidentiality and Guest's Privacy	THC/N9910 &v4.0	Non-Core	4.5	1	15	15	0	0	30	10	5	0	5	20	10
5.	Monitor and Maintain Health, Hygiene and Safety at Workplace	THC/N9907 &v2.0	Non-Core	4.5	1	15	15	0	0	30	30	35	0	15	80	15
6.	Employability Skills (60 Hours)	DGT/VSQ/ N0102 &v1.0	Non-Core	4	2	24	36	0	0	60	20	30	0	0	50	5
Duration (in Hours) / Total Marks					**18**	**184**	**296**	**60**	**0**	**540**	**180**	**195**	**0**	**75**	**450**	**100**

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Assessment - Minimum Qualifying Percentage
*Please specify **any one** of the following:*

Minimum Pass Percentage – Aggregate at qualification level: 70% *(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.)*

<div align="center">Section 3: Training Related</div>

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**	☒Yes ☐No (*If "Yes", details to be provided in Annexure*)
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

<div align="center">Section 4: Assessment Related</div>

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

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4.	**Assessment Mode** *(Specify the assessment mode)*	Blended
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

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:** 4250
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 *(Mandatory)*	*Attached*
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	*Attached*
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	*Attached*
4.	**Annexure:** Assessment Strategy *(Mandatory)*	*Attached*
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is "Blended Learning")*	*Attached*
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	*Attached*
7.	**Annexure:** Acronym and Glossary *(Optional)*	*Attached*
8.	**Supporting Document:** Model Curriculum *(Mandatory – Public view)*	*Attached*
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	*Attached*

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10.	**Supporting Document:** Occupational Map *(Mandatory)*	*Attached*
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	*Attached*
12.	**Any other document you wish to submit:**	-

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	**Multidisciplinary and specialized knowledge** • SOPs for housekeeping • Staff scheduling and rostering procedures • Performance monitoring methods • Procedure to record staff attendance • Human resource management procedure • Conflict resolution strategies • Effective team handling techniques • Procedure to record employee information • Inventory management process • Procedure to inspect storage of housekeeping equipment • Procedure to inspect the housekeeping equipment • Various records and reports prepared by the housekeeping department • Workplace training methods • Housekeeping inspection checklists • Method to prepare work plan • Procedure to prepare cleaning schedules • Resource management process • Cleaning agents, their types and characteristics • Operating procedure of various cleaning equipment • Material requisition/indent process • Method to store material and equipment safely • How to inspect cleaning equipment and tools • Room inspection methods and checklists • Cleaning schedule	• A Guest Service Executive (Housekeeping) should be well acquainted with the principles, processes and general concepts of the housekeeping department like standards, policies, regulations and procedures policy, and SOP to managing housekeeping staff, inventory and operations, etc. • Hence Level 4.5	4.5

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| | Different layout and arrangements for furniture and other items in hotel areas Organisational operational standards and procedures for the housekeeping department Lost & found procedures Various feedback collection techniques Ways to handle guest complaints Organizational policies on behavioural etiquette and professionalism Organizational policies on gender sensitive service practices at workplace Organizational reporting and hierarchy 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 Specific requirements of different age-groups of guests Age and gender specific etiquette Organizational policy with regards to Persons with disability Significance of professional etiquette and behaviour Basics of IPR Laws, Trademark Laws, Patent Laws, etc. in the country, and penalties associated with them Organisation's policies on intellectual property rights and confidential information Organisation's product, service or design patents How Intellectual property protection is important for competitiveness of an organisation Guidelines for crafting effective SOPs regarding IPR Procedure for disposal of confidential documents Confidential data protection methods | | |

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	• Organizational policies on safety procedures at workplace • Procedure to maintain cleanliness standards at workplace • Compliance norms for established health and hygiene procedures at workplace • Importance of preventive health check-up and healthy living • Purpose and usage of PPE such as gloves, protective goggles, masks, etc. • Basic first aid procedures • Methods to minimize accidental risks • The significance of safe handling of chemicals, acids, etc. for cleaning • Instructions for operating and handling equipment as per standard • Emergency procedures to be followed in case of a mishappening such as fire accidents, etc.		
Professional and Technical Skills/ Expertise/ Professional Knowledge	Range of skills along with specialized domain skills • Analyse resource requirement at workplace like materials, equipment, etc. • Discuss task lists, schedules, and workloads with co-workers • Complete documentation related to housekeeping in the workplace • Plan and prioritize tasks to ensure smooth functioning of the organisation • Identify immediate solutions to resolve delays • Spot and report potential areas of disruption to work process proactively • Improve work processes by incorporating guest feedback • Motivate self and colleagues to work effectively • Fill up documentation pertaining to job requirement	• A Guest Service Executive (Housekeeping) applies as understanding of social skills, health, and hygiene and safety at workplace. The person should also have good communication and organization skills to deal with the guests and staff. • Hence Level 4.5	4.5

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	- Manage communication regarding IPR infringement, prevention, and management - Identify measures that can prevent potential infringements within the team - Evaluate organisation policies and procedures and assess its robustness to prevent IPR infringements - Analyse the impact of IPR infringement on the guests and the organization - Fill in relevant forms, formats and checklist accurately - Analyze importance of personal hygiene - Analyze the impact of not adhering to the health and safety procedures - Read job sheets, organization policy documents, information displayed at the workplace, SOP, and comments received from the supervisor or guest - Communicate effectively with guest, co-workers and other departments - Interact with team members to work efficiently - Read and follow IPR and related information documents		
Employment Readiness & Entrepreneurship **Skills & Mind-set/Professional Skill**	**Entrepreneurial mindset, self- management** - Read and write different types of documents/instructions/correspondence - Communicate effectively using appropriate language in formal and informal settings - Behave politely and appropriately with all - How to work in a virtual mode - Perform calculations efficiently - Solve problems effectively - Pay attention to details - Manage time efficiently - Maintain hygiene and sanitization to avoid infection	A Guest Service Executive (Housekeeping) should have good oral and writtem communication skills, advanced literacy and numeracy skills, organisation and time management skills, good understanding of social, political and work environment, etc.	4.5

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Broad Learning Outcomes/Core Skill	**Judgement / decision making – specialized** • Manage housekeeping staff and inventory • Supervise Housekeeping Operations • Ensure effective communication and service standards at workplace • Ensure to maintain organisational confidentiality and guest's privacy • Monitor and maintain health, hygiene and safety at workplace	• A Guest Service Executive (Housekeeping) is responsible for managing staff and inventory and supervising housekeeping operation. The person requires well developed skills to manage housekeeping operation of the organization. • Hence Level 4.5	4.5
Responsibility	**Team leader – Junior technical supervisor,** • Monitor and train housekeeping Staff • Manage housekeeping Inventory • Prepare for housekeeping services • Monitor housekeeping activities • Perform administrative duties • Promote effective communication • Maintain professional etiquette • Ensure rendering of specific services as per the guests' requirements • Ensure organisational confidentiality • Ensure guests' privacy • Ensure personal and workplace hygiene • Maintain safe and secure working environment • Follow effective waste management and recycling practices at workplace	• Guest Service Executive (Housekeeping) is responsible for monitoring and training the staff, managing the inventory, etc. This requires help of the other subordinates too. So, this person takes responsibility for his own work and but also takes some responsibility of the other's work to achieve quality service as per standards. • Hence Level 4.5	4.5

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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.	Sample duty roster	Standard	1
2.	Sample format of staff attendance record	Standard	1
3.	Sample performance report	Standard	1
4.	Sample reports regarding working hours	Standard	As per required
5.	Payrolls	Standard	As per required
6.	Employee information	Standard	As per required
7.	Sample requisition form	Standard	As per required
8.	Sample stock record	Standard	As per required
9.	Different cleaning equipment	Standard	1
10.	Different linen and cleaning material	Standard	1
11.	Sample inventory report	Standard	1
12.	Abrasives	Standard	1
13.	Housekeeping Trolleys	Standard	1
14.	Brushes	Standard	1
15.	Mops	Standard	1
16.	Spray bottles	Standard	1
17.	Cleaning and Polishing machines	Standard	1
18.	Dustpans	Standard	1
19.	Cleaning solutions and chemicals	Standard	1
20.	Different linen	Standard	1
21.	Sample Material Indent Sheet	Standard	1
22.	Different cleaning agents and equipment	Standard	1
23.	Designated uniform	Standard	1
24.	Required linen	Standard	1
25.	Inspection checklist	Standard	As per required
26.	Sample feedback form	Standard	As per required
27.	Sample of escalation matrix	Standard	1
28.	Organisation structure	Standard	1
29.	Handouts of IPR guidelines and regulations	Standard	1
30.	Safety glasses	Standard	1
31.	Head protection	Standard	1
32.	Rubber gloves	Standard	1
33.	Safety footwear	Standard	1
34.	Warning signs and tapes	Standard	1
35.	Fire extinguisher	Standard	1

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| 36. | First aid kit | Standard | 1 |
| 37. | Relevant Standard Operating Procedures | Standard | 1 |

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Whiteboard
2. Flip Chart
3. Duster
4. Projector
5. Projector screen
6. Computer/ Laptop with charger
7. Power Point Presentation
8. Laptop External Speakers
9. Training kit (Trainer guide, Presentations)
10. Participant Handbook and Related Standard Operating Procedures
11. Markers
12. 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@hotmailcom	
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 Algah	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	Id: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	2750	3850	275	385	NA	NA
2024-2025	3025	4235	300	420	NA	NA
2025-2026	3330	4660	330	465	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		2358	1967	1770	1297	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. Govt. funded RPL
2. 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:

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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	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge	• Books/ e-books • Presentations • Reference Material • Audio / Video Modules	
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners	• Self-Learning Videos • Broadcasts • Mobile Learning • Curated Digital content	
3	☐Showing Practical Demonstrations to the learners	• Video Content • E-Resource library • AR/ VR/ XR	
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training	• Training tools (tools list attached) • Video Play • Presentations	
5	☐Tutorials/ Assignments/ Drill/ Practice	• Online Question Bank • Mobile Quick test app • MCQ based tests	
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations	• Assessment engine for Essays • Up-loadable file examinations • Mock test sessions	
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training	• 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
	Monitor and train housekeeping Staff	**20**	**20**	**-**	**10**
	PC1. ensure availability of adequate staff toperform housekeeping activities	-	-	-	-
	PC2. screen job applicants, and hire newemployees as per requirement	-	-	-	-
	PC3. prepare work schedule of housekeepingstaff	-	-	-	-
	PC4. roster staff according to workplace needs,anticipated peaks, and dip in occupancy	-	-	-	-
	PC5. allocate staff and brief them on duties andrelevant procedures	-	-	-	-
	PC6. check staff workload and assist staff toprioritize workloads according to work requirements	-	-	-	-
	PC7. monitor the attendance of the staff	-	-	-	-
	PC8. resolve staff conflict, whenever it arises	-	-	-	-
	PC9. arrange for backup in case of unplannedleaves of any employee	-	-	-	-
	PC10. identify training needs and implement thestaff training plan	-	-	-	-
	PC11. report to the senior as per escalation matrix in case of tough situations and irreconcilable issues among the team members	-	-	-	-
	PC12. maintain required records of work hours,payrolls, and other employee information	-	-	-	-
<THC/N0242: Manage housekeeping staff and inventory>	PC13. evaluate employee performance andrecommend personnel actions, such as promotions, transfers, and dismissals	-	-	-	-
	Maintain housekeeping inventory	**20**	**20**	**-**	**10**
	PC14. estimate the quantity of materials that willbe required for cleaning	-	-	-	-
	PC15. prepare weekly/ daily requisition toprocure stock from the store	-	-	-	-
	PC16. check the received stocks from the storesfor quantity against requisition	-	-	-	-
	PC17. perform the stock rotation of materials, linen, and other consumable stock and return theold stock for reprocessing as per organizational policies	-	-	-	-
	PC18. maintain stock records of the items in theinventory	-	-	-	-
	PC19. ensure that all housekeeping equipmentand supplies are stored properly	-	-	-	-
	PC20. ensure upkeep and maintenance of tools,equipment, or machinery required for housekeeping duties	-	-	-	-
	PC21. maintain appropriate levels of PAR (Periodic Automatic Replenishment) Stock of Linen & consumables in housekeeping pantry	-	-	-	-
	PC22. maintain discards percentages	-	-	-	-
	PC23. prepare month-end inventory records	-	-	-	-
	Total Marks	**40**	**40**	**-**	**20**
	Prepare for housekeeping services	**15**	**15**	**-**	**5**
	PC1. obtain housekeeping requirements from themanager as per SOP	-	-	-	-

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<THC/N0243: Supervise housekeeping operations>	PC2. prepare a work plan and estimate resource requirement including materials, equipment, andother consumables	-	-	-	-
	PC3. ensure availability of various cleaning agents, tools, equipment, and machinery requiredfor specific housekeeping activities	-	-	-	-
	PC4. prepare material indent sheet as per the requirement of the area to be cleaned and pre-determined quantity levels	-	-	-	-
	PC5. check all equipment for proper functioning,cleanliness, and sanitization	-	-	-	-
	PC6. coordinate with the engineering departmentregarding any repair of the faulty equipment or tools	-	-	-	-
	PC7. ensure the material collected from the housekeeping store is as per the material indentsheet	-	-	-	-
	PC8. distribute cleaning supplies, consumables to be replenished and tools and equipment requiredfor the job to the housekeeping staff	-	-	-	-
	PC9. ensure that the clean linen is transported toappropriate locations using required equipment and safe handling techniques	-	-	-	-
	PC10. store and secure the excess or reservematerial and equipment as per workplace procedures	-	-	-	-
	PC11. issue floor keys to guest room attendants	-	-	-	-
	Monitor housekeeping activities	**15**	**20**	**-**	**5**
	PC12. make sure appropriate material and equipment are used as per the requirement of thearea to be cleaned	-	-	-	-
	PC13. ensure cleanliness, sanitization, and safetyof the workplace as per organisational quality standards	-	-	-	-
	PC14. ensure that the staff wears appropriateuniform as per organizational standards	-	-	-	-
	PC15. inspect the rooms and common areas forcleanliness and sanitization	-	-	-	-
	PC16. supervise the handling of soiled linen to laundry department and placing requisition forfresh linen	-	-	-	-
	PC17. ensure that housekeeping service meetsthe guest needs and expectations	-	-	-	-
	PC18. ensure the cleaning schedule is followed atall times	-	-	-	-
	PC19. ensure that furniture and other items arearranged as per organisational standard	-	-	-	-
	PC20. supervise spring cleaning activities	-	-	-	-
	PC21. ensure equipment and materials in thehousekeeping area are used as per SOP	-	-	-	-
	Perform administrative duties	**10**	**10**	**-**	**5**
	PC22. establish and implement operational standards and procedures (SOPs) for variousactivities of the housekeeping department	-	-	-	-
	PC23. prepare and implement cleaning schedules	-	-	-	-
	PC24. maintain lost & found records as perorganisation policies	-	-	-	-
	PC25. coordinate with the engineering department for preventive maintenance	-	-	-	-
	PC26. maintain and control floor key & master keyrecords	-	-	-	-
	PC27. collect guest feedback regularly	-	-	-	-

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	PC28. check & implement any special requesthighlighted in guest history	-	-	-	-
	PC29. investigate complaints about service and equipment, and take corrective action	-	-	-	-
	Total Marks	**40**	**45**	**-**	**15**
THC/N9902: Ensure effective communication and service standards at workplace	*Promote effective communication*	**20**	**20**	**-**	**10**
	PC1. greet the guests promptly and appropriately as per organization's procedure	-	-	-	-
	PC2. communicate with the guests in a politeand professional manner	-	-	-	-
	PC3. build effective yet impersonal relationshipwith guests	-	-	-	-
	PC4. identify guests' dissatisfactions and addresscomplaints effectively	-	-	-	-
	PC5. inform guests of any issue/problem well inadvance	-	-	-	-
	PC6. seek feedback from the guests andincorporate them to improve the guest experience	-	-	-	-
	PC7. ensure essential information is passed on ina timely manner	-	-	-	-
	PC8. ensure team members to maintain etiquette while interacting with each other	-	-	-	-
	PC9. ensure the team members providefeedback to their peers	-	-	-	-
	Maintain professional etiquette	**10**	**10**	**-**	**5**
	PC10. ensure self and team members report towork on time	-	-	-	-
	PC11. use the guests' names as many times aspossible during the conversation with proper salutation	-	-	-	-
	PC12. maintain personal integrity & ethicalbehaviour	-	-	-	-
	PC13. make sure personal hygiene is maintainedby self and others at all times	-	-	-	-
	PC14. ensure self and team members adhere tothe dress code as per organizational policy	-	-	-	-
	PC15. respect privacy of others at the workplace	-	-	-	-
	Ensure rendering of specific services as per theguests' requirements	**10**	**10**	**-**	**5**
	PC16. provide assistance to Persons withDisability, if asked	-	-	-	-
	PC17. ensure self and team members comply to the organizational policies towards Persons withDisability	-	-	-	-
	PC18. make sure gender and age sensitiveservice practices are followed at all times	-	-	-	-
	PC19. ensure compliance to the organizational policies related to prevention of sexual harassment, both physical and verbal by self andteam members	-	-	-	-
	PC20. support PwD team members in overcoming any challenges faced at work	-	-	-	-
	PC21. make sure the workplace is accessible for the Persons with Disability	-	-	-	-
	Total Marks	**40**	**40**	**-**	**20**
THC/N9910: Ensure to maintain organisational confidentiality and guest's privacy	*Maintain organisational confidentiality*	**6**	**3**	**-**	**3**
	PC1. prevent leak of new plans and designs tocompetitors	-	-	-	-
	PC2. ensure protection of employee information	-	-	-	-
	PC3. prevent leak of organisation's policies likepricing strategies, revenue management policies, marketing plans etc.	-	-	-	-

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	PC4. take immediate and appropriate action incase of any IPR violation	-	-	-	-
	PC5. make sure that the subordinates report any infringement observed by anyone in the organisation to the immediate supervisor	-	-	-	-
	PC6. protect sensitive data with strong passwords and change passwords on a regular basis	-	-	-	-
	PC7. ensure policies around confidential information are followed by all staff members	-	-	-	-
	Maintain guests' privacy	4	2	-	2
	PC8. ensure the team refrains from infringingupon guest's professional deals and plans	-	-	-	-
	PC9. make sure guest's personal informationand financial data is protected all times	-	-	-	-
	PC10. ensure proper disposal of guest's information like booking details, credit card slips etc.	-	-	-	-
	Total Marks	10	5	-	5
THC/N9907: Monitor and maintain health, hygiene and safety at workplace	*Ensure personal and workplace hygiene*	15	15	-	5
	PC1. ensure that self and team's work area isclean and tidy	-	-	-	-
	PC2. ensure washing and sanitizing hands at regular intervals using hand wash & alcohol- based sanitizers by self as well as team members	-	-	-	-
	PC3. make sure workplace is cleaned with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC4. ascertain cleaning of the crockery and otherarticles as per established standards	-	-	-	-
	PC5. monitor sanitization of all tools, equipmentand machine touch-points at regular intervals	-	-	-	-
	PC6. ensure that the trashcans are clearedregularly following the cleanliness and maintenance schedule	-	-	-	-
	PC7. maintain personal hygiene and ensure theteam members do the same	-	-	-	-
	PC8. report to the concerned authority in caseany co-worker is unwell	-	-	-	-
	PC9. report personal health issues related to injury, food, air and infectious disease and avoidgoing to work if unwell	-	-	-	-
	Maintain safe and secure working environment	10	10	-	5
	PC10. ensure safety procedures are followed while handling materials, tools, acids etc. andlifting or moving equipment and supplies	-	-	-	-
	PC11. ensure use of appropriate PPE (gloves,three layered masks, long gown, headwear, glasses, goggles, footwear, etc.) by self and others at all times	-	-	-	-
	PC12. make sure first aid procedures are followedappropriately	-	-	-	-
	PC13. identify hazards at the workplace andreport to the concerned person in time	-	-	-	-
	Follow effective waste management and recyclingpractices at workplace	5	10	-	5
	PC14. identify and segregate recyclable, non-recyclable and hazardous waste at workplace	-	-	-	-
	PC15. segregate waste into different coloureddustbins	-	-	-	-
	PC16. handle waste as per SOP	-	-	-	-
	PC17. recycle waste wherever applicable	-	-	-	-

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	PC18. dispose of PPEs in a plastic bag, sealed andlabelled as infectious waste	-	-	-	-
	Total Marks	**30**	**35**	**-**	**15**
DGT/VSQ/N0102: Employability Skills (60 Hours)	*Introduction to Employability Skills*	1	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	4	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
	Basic English Skills	2	3	-	-
	PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC9. write short messages, notes, letters, e-mails etc. in English				
	Career Development & Goal Setting	1	2	-	-
	PC10. understand the difference between job and career	-	-	-	-
	PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
	Communication Skills	2	2	-	-
	PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
	PC13. work collaboratively with others in a team	-	-	-	-
	Diversity & Inclusion	1	2	-	-
	PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC15. escalate any issues related to sexual harassment at workplace according to	-	-	-	-

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	POSH Act				
	Financial and Legal Literacy	2	3	-	-
	PC16. select financial institutions, products and services as per requirement	-	-	-	-
	PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
	PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
	PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
	Essential Digital Skills	3	4	-	-
	PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
	PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
	PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
	Entrepreneurship	2	3	-	-
	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	Customer Service	1	2	-	-
	PC26. identify different types of customers	-	-	-	-
	PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	2	3	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline	-	-	-	-

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	/online methods as per requirement				
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
Total Marks		20	30	-	-
Grand Total		180	195	-	75

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

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- Hard copies of the documents are stored

On the Job:

1. Each module (which covers the job profile of Guest Service Executive (Housekeeping) will be assessed separately.
2. The candidate must score 70% 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

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
O&HS	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights
QP	Qualifications Pack

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

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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.

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