CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Directorate General of Training (DGT)
Government of India, Ministry of Skill Development and Entrepreneurship,
1st and 2nd Floor, CIRTES Building
Pusa Campus
New Delhi - 110012

Name and address of submitting body:

Directorate General of Training (DGT)
Government of India, Ministry of Skill Development and Entrepreneurship,
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New Delhi - 110012

Name and contact details of individual dealing with the submission

Name: Shri Deepankar Mallick

Position in the organisation: Deputy Director General (C & P)

Address if different from above:

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List of documents submitted in support of the Qualifications File

1. Competency-based curriculum (Annexure 1)

Model Curriculum to be added which will include the following:

- **Indicative list of tools/equipment to conduct the training:** Enclosed with curricula
- **Trainers qualification:** Indicated in the curriculum
- **Lesson Plan:** All NCVT curricula are designed indicating specific practical to be carried out during training along with details of trade theory. Based on this the concerned instructor prepares the Lesson Plan with support of IMPs developed by DGT.
- **Distribution of training duration into theory/practical/OJT component:** Indicated in the curriculum

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- **SUMMARY**

1	**Qualification Title**	'Housekeeper (Hotel)'
2	**Qualification Code, if any**	N/A
3	**NCO code and occupation**	5151.0101
4	**Nature and purpose of the qualification (Please specify whether qualification is short term or long term)**	National Council for Vocational Training (NCVT) (long term qualification)
5	**Body/bodies which will award the qualification**	**National Council for Vocational Training (NCVT)** affiliates the IT Is as per time to time issued guidelines.
6	**Body which will accredit providers to offer courses leading to the qualification**	National Council for Vocational Training (NCVT)
7	**Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)**	Yes. The accreditation/ affiliation norms for all training providers are as per DGT guidelines issued from time to time with approval of NCVT.
8	**Occupation(s) to which the qualification gives access**	Housekeeper (Hotel) has a wide scope of Employability ranging from self-employment, Tourism and hospitality jobs. On successful completion of this course, the candidates shall be gainfully employed in the industries for following occupations: • Housekeeper • Domestic House Keeping • Corporate Housekeeping • Institution House Keeping
9	**Job description of the occupation**	Indicated in the curriculum
10	**Licensing requirements**	N/A
11	**Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)**	N/A
12	**Level of the qualification in the NSQF**	Level 4
13	**Anticipated volume of training/learning required to**	**Sl. No.** | **Course Element** | **Total Notional**

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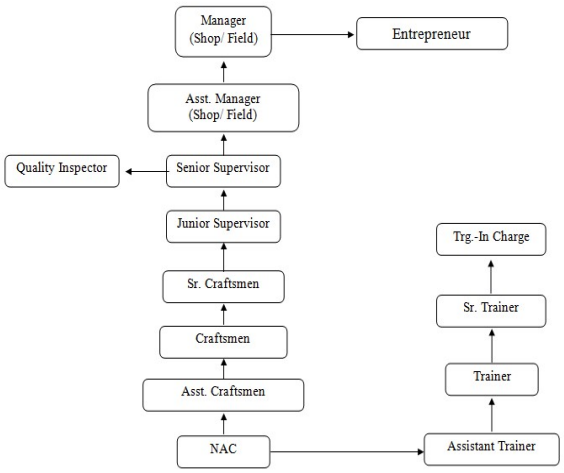
	complete the qualification	

		Training Hours
Basic Training		
1	Professional Skill (Trade Practical)	270
2	Professional Knowledge (Trade Theory)	120
3	Employability Skills	110
	Total (including Internal Assessment)	**500**
On-Job Training:-		
	Total 12months: 12months in 1st yr.	2080

14	**Indicative list of training tools required to deliver this qualification**	As per Annexure enclosed in the curriculum
15	**Entry requirements and/or recommendations and minimum age**	Passed 10th Class with Science and Mathematics under 10+2 system of education or its equivalent
16	**Progression from the qualification (Please show Professional and academic progression)**	
17	**Arrangements for the Recognition of Prior learning (RPL)**	1. Only those candidates will be allowed to appear in the Test conducted by NCVT as Private candidate who have already acquired the National Trade Certificate. 2. Three (03) years experience of the candidates wishing to appear as

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		Private candidate after obtaining NTC should be in the same trade in which he proposed to acquire the National Apprenticeship Certificate. 3. Private candidates possessing the minimum educational qualification required for engagement as an apprentice in that particular trade and the minimum experience as stated above would only be permitted. 4. Candidates are to be sponsored by an establishment and should not be entertained directly. 5. Only, the experience acquired by the candidate in an establishment implementing the Apprentices Act, 1961 should be considered and such certificate should be issued by the Officer In-charge of Training of that establishment.	
18	**International comparability where known (research evidence to be provided)**	1. Existence of any official document suggesting the comparability of the qualification with the qualifications in other countries is not known. 2. However, NAC holder trainees are getting employment in many Gulf countries, European countries, Australia, New Zealand, Singapore etc.	
19	**Date of planned review of the qualification.**	March 2023	
20	**Formal structure of the qualification** **Mandatory components**		
	Title of component and identification code/NOSs/Learning outcomes	**Estimated size (learning hours)**	**Level**
	Block-I		
1.	Understand and apply high standards of cleanliness are maintained throughout the hotel, all guest rooms and areas.	145	4

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2.	Understand all hotel services and activities.	145	4
3.	Demonstration on allocation of areas cleaning on a daily basis fairly, in accordance with hotel procedures and hotel business.	150	5
4.	Ensure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures, charges are raised and documentation completed for hotel audit procedures.	150	5
5.	Fully aware of linen procedures and assist with linen stock takes as required.	145	4
6.	Order, receive and issue cleaning materials and carry out stock takes as required.	145	4
7.	Ensure the correct use of cleaning agents on all surfaces.	150	4
8.	The periodic cleaning of areas as requested.	150	4
9.	Fully aware of, and strictly adhere to, security procedures laid down by the hotel and company. This to include keys, stock, cash and property.	150	4
10.	Record and report all faults and damage arising to Maintenance.	150	4
11.	Ensure all housekeeping equipment is used safely and effectively.	150	4
12.	Ensure on all occasions you observe safe and hygienic working practices in order to satisfy Health and Safety at Work and other statutory legislation.	150	4
13.	Record, report and process lost property according to hotel procedures.	150	4

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14.	The training of team members in order to encourage and obtain maximum commitment. This to include recording of training, Induction and National Vocational Qualifications.	150	5
15.	Aware of and strictly adhere to fire procedure precautions and bomb threat procedures as laid down by the hotel and company in order to satisfy statutory legislation.		
16.	Comply with your responsibilities under the Regulatory Reform (Fire Safety) Order 2005 as detailed in the QMH Fire Safety Management System, a copy of which can be found in the hotel or accessed on the intranet.		
17.	Fully aware of and adhere to Health and Safety and fire procedures.		
18.	Fully aware of and comply with hotel and company rules and regulations as identified in the team member handbook.		
19.	Fully aware of all hotel services and activities.		
	Total (Block-I)	2080	
	Basic Training, internal assessment and Examination	500	
	Sub Total (A)	**2580**	
	Optional components	**N/A (All components are compulsory)**	
	Title of component and identification code/NOSs/ Learning outcomes	**Estimated size (learning hours)**	**Level**
	Sub Total (B)		

Total (A+B)		

SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** National Council for Vocational Training (NCVT)
22	**How will RPL assessment be managed and who will carry it out?** 1. Only those candidates will be allowed to appear in the Test conducted by NCVT as Private candidate who have already acquired the National Trade Certificate. 2. Three (03) years experience of the candidates wishing to appear as Private candidate after obtaining NTC should be in the same trade in which he proposed to acquire the National Apprenticeship Certificate. 3. Private candidates possessing the minimum educational qualification required for engagement as an apprentice in that particular trade and the minimum experience as stated above would only be permitted. 4. Candidates are to be sponsored by an establishment and should not be entertained directly. 5. Only, the experience acquired by the candidate in an establishment implementing the Apprentices Act, 1961 should be considered and such certificate should be issued by the Officer In-charge of Training of that establishment. Based on above Eligible candidates will appear in the AITT conducted by NCVT.
23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.** **(1) Assessment process:** The assessment for the block-based qualification is carried out by conducting formative assessments, and final examinations. The internal assessments for theory subjects and practical are conducted by the concerned instructors for evaluating the knowledge and skill acquired by trainees and the behavioural transformation of the trainees. This internal assessment is primarily carried out by collecting evidence of competence gained by the trainees by evaluating them at work based on assessment criteria, asking questions and initiating formative discussions to assess understanding and by evaluating records and reports, and sectional marks are awarded to them. Theory is conducted in Trade theory, and Employability Skills along with practical examinations. The question papers for the theory Examinations contain objective type questions. Trade practical examinations are conducted by the local board constituted as the

defined rule. However, the question papers for the Trade practical are prepared by NCVT.
The marking pattern and distribution of marks for the qualification are as per NCVT approved structure issued from time to time.

(2) Minimum pass marks:

The minimum pass percentage for Practical is 60% & minimum pass percentage for Theory subjects is 40%.

(3) Testing and certifications for the course:

- Online examination conducted for all theory papers.

A panel of expert paper setters, who are graduates in the concerned field with minimum 5-7 years experience, is prepared for setting question papers for the Trade. The panel is vetted by the Member Secretary, NCVT.

- Paper setters are appointed from the panel after the approval of the competent authority for setting the question paper.
- The question papers are then moderated by the Board of Moderation to see if the paper is set as per the requirement and syllabus.
- An Examination Board consisting of representatives of industry/Employer/State Government are set up to supervise and monitor the conduct of Examinations at every Centre.
- Theory and practical Examinations are carried out with invigilators/examiners with the overall supervision of the Examination Board.
- Examiners called for evaluation of practical should have minimum technical qualification of a Diploma in the respective engineering field. However, when diploma holders not available, the qualification is suitably relaxed.
- Examiners for practical Examinations are appointed preferably from Polytechnics/ Engineering colleges/ expert from establishment/ Government Departments or from retired qualified personnel possessing requisite qualifications and sufficient experience in the trade/discipline.

Testing centre located in ITI

Local board of examiners will be constituted in respect of every centre by the State Director in-charge of Training/State Apprenticeship Adviser in consultation with the State council for Vocational Training for conducting and evaluating the Trade test on the spot. The local Board of examiners will consist of the following:

- State Director in-charge of Training/State Apprenticeship Adviser (Secretary, State council for Vocational Training) or his nominees

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(who must be a duly qualified technical person) as Chairman.
- Suitable Experts from various industries/Institutions depending on the trades in which Test will be conducted at the Centre.

Testing centre located in the establishment coming under the purview of State Governments

Local board of examiners will be constituted in respect of every centre by the State Director in-charge of Training/State Apprenticeship Adviser in consultation with the State council for Vocational Training for conducting and evaluating the Trade test on the spot. The local Board of examiners will consist of the following:

- State Director in-charge of Training/State Apprenticeship Adviser (Secretary, State council for Vocational Training) or his nominees (who must be a duly qualified technical person) as Chairman.
- Suitable Experts from various industries/Institutions depending on the trades in which Test will be conducted at the Centre.

Testing centre located in the establishment coming under the purview of Central Governments

Local board of examiners will be constituted in respect of every centre by the Regional Directors (RDAT) in consultation for conducting and evaluating the Trade test on the spot. The local Board of examiners will consist of the following:

- Chairman appointed by the employer in whose establishment Trade Testing Centre is located
- Suitable Experts from various industries/Institutions depending on the trades in which Test will be conducted at the Centre.

- Flying squads from State Governments as well as the Central Government are constituted to check malpractices during the conduct of Examinations.
- Evaluation of every practical examination is carried out by the concerned examiner (from industry/ polytechnics) with the overall supervision of the Examination Board in a free and fair manner as per the assessment criteria.
- The marks compiled by the Regional Directors/State Apprenticeship Advisers as per NCVT guidelines and the results were declared by the State Governments and RDATs
- The successful trainees are awarded National Apprenticeship Certificates.

Overall assessment strategy:

Assessment of the qualification evaluates trainees to show that they can integrate knowledge, skills and values for carrying out relevant tasks as per the defined assessable outcomes and assessment criteria. The trainees may choose the preferred language for assessment. The underlying principle of assessment is fairness and transparency. While assessing the trainee, assessor is directed to assess as per the defined assessment criteria against the assessable outcomes. The evidence of the competence acquired by the trainees can be obtained by conducting theory and practical examinations, observing the trainees at work, asking questions and initiating formative discussions to assess understanding and evaluating records and reports. The ultimate objective of the assessment is to assess the candidates as per the defined assessment criteria for the assessable/ learning outcomes.

Specific Arrangements for assessment:

- Assessment is outcome-based.
- There are formative and summative assessments in Theory and Practical.
- Assessment is carried out in Trade theory, Trade Practical, and Employability Skills.
- While Trade Theory and Trade Practical are used for assessing Trade-related jobs, is used to test trainee's numerical skills, Drawing is used to test the ability of the trainee to draw and read sketches and Employability skills is used to test the communication and language skills of the trainee.
- In addition to demonstration of theory and practical knowledge, trainees get a chance to present total personality.

Quality assurance activities:

- Question papers are set by external paper setters
- Evaluation of Theory Examinations is done online.
- Trade Practical is examined by External Examiner (as explained above).

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in "Formal structure of the the qualification" in the Summary.

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NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Title of Component: Housekeeper (Hotel)

GENERIC LEARNING/ ASSESSABLE OUTCOME:

Outcomes to be assessed/NOSs to be assesed	Assessment criteria for the outcome
1. Recognize & comply with safe working practices, environment regulation and housekeeping.	1.1 Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements.
	1.2 Recognize and report all unsafe situations according to site policy.
	1.3 Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	1.4 Identify, handle and store/ dispose of dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements.
	1.5 Identify and observe site policies and procedures in regard to illness or accident.
	1.6 Identify safety alarms accurately.
	1.7 Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	1.8 Identify and observe site evacuation procedures according to site policy.
	1.9 Identify Personal Productive Equipment (PPE) and use the same as per related working environment.
	1.10 Identify basic first aid and use them under different circumstances.
	1.11 Identify different fire extinguisher and use the same as per requirement.
	1.12 Identify environmental pollution & contribute to avoidance of same.
	1.13 Take opportunities to use energy and materials in an environmentally friendly manner.

	1.14 Avoid waste and dispose waste as per procedure.
	1.15 Recognize different components of 5S and apply the same in the working environment.
2. Explain energy conservation, global warming, and pollution and contribute in day-to-day work by optimally using available resources.	2.1 Explain the concept of energy conservation, global warming, pollution and utilize the available resources optimally & remain sensitive to avoid environment pollution.
	2.2 Dispose waste following standard procedure.
3. Explain personnel finance, entrepreneurship and manage/ organize related task in day-to-day work for personal & societal growth.	3.1 Explain personnel finance and entrepreneurship.
	3.2 Explain role of various schemes and institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non-financing support agencies to familiarize with the policies/ programmes, procedure & the available scheme.
	3.3 Prepare Project report to become an entrepreneur for submission to financial institutions.
4. Plan and organize the work related to the occupation.	4.1 Use documents, drawings and recognize hazards in the work site.
	4.2 Plan workplace/ assembly location with due consideration to operational stipulation.
	4.3 Communicate effectively with others and plan project tasks.
	4.4 Assign roles and responsibilities of the co-trainees for execution of the task effectively and monitor the same.

Specific Assessable Outcome:

SPECIFIC OUTCOME
Block-I (Section:10)
*Assessment Criteria i.e. the standard of performance, for each specific learning outcome mentioned under **block – I** (section: 10) must ensure that the trainee achieves well developed skill with clear choice of procedure in familiar context. Assessment criteria should broadly cover the aspect of **Planning** (Identify, ascertain, estimate etc.); **Execution** (perform, illustration, demonstration etc. by applying 1) a range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools, materials and information 2) Knowledge of facts, principles, processes, and general concepts, in a field of work or study 3)Desired Mathematical Skills and some skill of collecting and organizing information, communication) and **Checking/ Testing** to ensure*

functionality during the assessment of each outcome. The assessments parameters must also ascertain that the candidate is responsible for own work and learning and some responsibility for other's work and learning.

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Means of assessment 1

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Means of assessment 2

Add boxes as required.

Pass/Fail

The minimum pass percentage is 40% for each Theory Examination and 60% marks for each Trade practical Examination.

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			**Level: 4**
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
Process	**Familiar, Predictable, Routine Situations of Clear Choice** • Understand and apply high standards of cleanliness are maintained throughout the hotel, all guest rooms and areas. • Understand all hotel services and activities. • Demonstration on allocation of areas cleaning on a daily basis fairly, in accordance with hotel procedures and hotel business. • Ensure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures, charges are raised and documentation completed for hotel audit procedures. • Fully aware of linen procedures and assist with linen stock takes as required.	In all the learning outcomes for example 'Demonstration on allocation of areas cleaning on a daily basis fairly, in accordance with hotel procedures and hotel business.' and 'Order, receive and issue cleaning materials and carry out stock takes as required.' the learner will be required to choose appropriate method, tools, cleaning materials as per the requirement of the job. The work will however be done within a familiar, predictable and routine range of situations. Thus the learner requires to demonstrate ability to work in familiar, predictable, routine, situation of clear choice. And the NSQF level as per this descriptor will be 4.	4

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	• Order, receive and issue cleaning materials and carry out stock takes as required. • Ensure the correct use of cleaning agents on all surfaces. • The periodic cleaning of areas as requested. • Fully aware of, and strictly adhere to, security procedures laid down by the hotel and company. This to include keys, stock, cash and property. • Record and report all faults and damage arising to Maintenance. • Ensure all housekeeping equipment is used safely and effectively. • Ensure on all occasions you observe safe and hygienic working practices in order to satisfy Health and Safety at Work and other statutory legislation. • Record, report and process lost property according to hotel procedures. • The training of team members in order to encourage and obtain maximum		

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	commitment. This to include recording of training, Induction and National Vocational Qualifications. • Aware of and strictly adhere to fire procedure precautions and bomb threat procedures as laid down by the hotel and company in order to satisfy statutory legislation. • Comply with your responsibilities under the Regulatory Reform (Fire Safety) Order 2005 as detailed in the QMH Fire Safety Management System, a copy of which can be found in the hotel or accessed on the intranet. • Fully aware of and adhere to Health and Safety and fire procedures. • Fully aware of and comply with hotel and company rules and regulations as identified in the team member handbook. • Fully aware of all hotel services and activities.		
Professional knowledge	**Knowledge of facts in a field of work or study**	The learner requires demonstrating knowledge of facts, principles, processes and general	4

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	• Introduction to housekeeping industry /Hotel industry. • An orientation programme on the course and related job opportunities by the industry expert / instructor • Introduction to hygiene and healthful living. Concept of health and disease. • Personal hygiene. (Care of skin, hair, hand, teeth and feet.) **Knowledge of Principles and general concepts in a field of work or study** • Basic knowledge of stain removing agents and its technique on different surface. • Removal of stain of common occurrence from various surfaces. • Familiarization of cleaning procedure of various metals. • Awareness of terrorism threats conducting mock drill. **Knowledge of processes in a field of work or study**	concepts, in a field of work or to order, receiving and issue cleaning materials and carries out stock takes as required. And ensure the correct use of cleaning agents on all surfaces and to assist with the periodic cleaning of areas as requested. Fully aware of, and strictly adhere to, security procedures laid down by the hotel and company. This to include keys, stock, cash and property. aware of and strictly adhere to fire procedure precautions and bomb threat procedures as lay down by the hotel and company in order to satisfy statutory legislation. Hence NSQF Level is 4 for this descriptor.	

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)		Level: 4	
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	• Knowledge of cleaning methods of food and food contacting areas. • Describe classification, characteristics, type and importance of linen in office premises. • To know about the Security, safety, control • Periodical checklist for the daily, weekly and the monthly activities.		
Professional skill	**Recall and demonstrate practical skill, routine and repetitive in narrow range of application using appropriate rule and tool** • Understand and apply high standards of cleanliness are maintained throughout the hotel, all guest rooms and areas. • Understand all hotel services and activities. • Demonstration on allocation of areas cleaning on a daily basis fairly, in accordance with hotel procedures and hotel business. • Ensure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures, charges are raised and documentation	The learner after the trainer will be able to work independently and recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool as per the job given to them. The learner also be responsible for safe and hygienic working practices in order to satisfy Health and Safety at Work and other statutory legislation and to record, report and process lost property according to hotel procedures. Hence NSQF Level is 4 for this descriptor.	4

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	completed for hotel audit procedures. • Fully aware of linen procedures and assist with linen stock takes as required. • Order, receive and issue cleaning materials and carry out stock takes as required. • Ensure the correct use of cleaning agents on all surfaces. • The periodic cleaning of areas as requested. • Fully aware of, and strictly adhere to, security procedures laid down by the hotel and company. This to include keys, stock, cash and property. • Record and report all faults and damage arising to Maintenance. • Ensure all housekeeping equipment is used safely and effectively. • Ensure on all occasions you observe safe and hygienic working practices in order to satisfy Health and Safety at Work and other statutory legislation. • Record, report and process lost property		

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	according to hotel procedures. • The training of team members in order to encourage and obtain maximum commitment. This to include recording of training, Induction and National Vocational Qualifications. • Aware of and strictly adhere to fire procedure precautions and bomb threat procedures as laid down by the hotel and company in order to satisfy statutory legislation. • Comply with your responsibilities under the Regulatory Reform (Fire Safety) Order 2005 as detailed in the QMH Fire Safety Management System, a copy of which can be found in the hotel or accessed on the intranet. • Fully aware of and adhere to Health and Safety and fire procedures. • Fully aware of and comply with hotel and company rules and regulations as identified in the team member handbook. • Fully aware of all hotel services and		

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)		Level: 4	
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	activities.		
Core skill	**Understanding of social/political** • Understand and explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to improve productivity & quality. • Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources. • Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth. **Organising information and communication** Interpret & use company and technical communication • Conduct appropriate and target oriented discussions with higher authority and	In all the learning outcomes the learner requires language to Communicate written or oral, with required clarity to Understand and explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to improve productivity & quality language to communicate written or oral, with required clarity, skill to basic Arithmetic and algebraic principles, basic understanding of social political and natural environment for Housekeeping Industry. Hence NSQF Level is 4 for this descriptor.	4

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	within the team. • Present facts and circumstances, possible solutions &use English special terminology. • Resolve disputes within the team Conduct written communication.		
Responsibility	• Understand and apply high standards of cleanliness are maintained throughout the hotel, all guest rooms and areas. • Understand all hotel services and activities. • Demonstration on allocation of areas cleaning on a daily basis fairly, in accordance with hotel procedures and hotel business. • Ensure all guest and team members' laundry and dry cleaning is processed in accordance with hotel procedures, charges are raised and documentation completed for hotel audit procedures. • Fully aware of linen procedures and assist with linen stock takes as required. • Order, receive and issue cleaning	The Housekeeper (Hotel) has to perform all the learning outcomes independently and as per requirements of the job, hence is responsible for own work and learning. Hence NSQF Level is 4 for this descriptor.	4

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	materials and carry out stock takes as required. • Ensure the correct use of cleaning agents on all surfaces. • The periodic cleaning of areas as requested. • Fully aware of, and strictly adhere to, security procedures laid down by the hotel and company. This to include keys, stock, cash and property. • Record and report all faults and damage arising to Maintenance. • Ensure all housekeeping equipment is used safely and effectively. • Ensure on all occasions you observe safe and hygienic working practices in order to satisfy Health and Safety at Work and other statutory legislation. • Record, report and process lost property according to hotel procedures. • The training of team members in order to encourage and obtain maximum commitment. This to include recording of		

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	training, Induction and National Vocational Qualifications. • Aware of and strictly adhere to fire procedure precautions and bomb threat procedures as laid down by the hotel and company in order to satisfy statutory legislation. • Comply with your responsibilities under the Regulatory Reform (Fire Safety) Order 2005 as detailed in the QMH Fire Safety Management System, a copy of which can be found in the hotel or accessed on the intranet. • Fully aware of and adhere to Health and Safety and fire procedures. • Fully aware of and comply with hotel and company rules and regulations as identified in the team member handbook. • Fully aware of all hotel services and activities. • Recognize & comply safe working practices, environment regulation and housekeeping.		

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Title/Name of qualification/component: HOUSEKEEPER (HOTEL)			Level: 4
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
	• Select and ascertain measuring instrument and measure dimension of components and record data. • Explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to improve productivity & quality. • Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources. • Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth. • Plan and organize the work related to the occupation.		

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OPTION B

Title/Name of qualification/component: Housekeeper (Hotel) number			**Level: 4**
NSQF Domain	**Key requirements of the job role**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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SECTION 3
EVIDENCE OF NEED

26 **What evidence is there that the qualification is needed? What is the estimated uptake of this qualification and what is the basis of this estimate?**

Basis	In case of SSC	In case of other Awarding Bodies (Institutes under Central Ministries and states departments)
Need of the qualification		The proposed qualification is running in the system for last few decades and passed out candidates are engaged in various related industries.
Industry Relevance		The job role defined for the qualification is as per the National Qualification of Occupation 2015 which is developed by Employment Directorate under the ministry of Labour and Employment in collaboration with different industry partners and as per ILO guidelines. Moreover the training is imparted in industry where such requirement is available. This justifies the qualification is very much relevance for industry.
Usage of the qualification		The Proposed qualification is running in Apprentice system across the country successfully over the period of time.
Estimated uptake		The present seating capacity is approximately 61

27 **Recommendation from the concerned Line Ministry of the Government/Regulatory Body. To be supported by documentary evidences.**

This qualification is run by Ministry of Skill Development and Entrepreneurship and different industries under the related line ministry are also generally consulted before finalizing the curricula.

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28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification** The qualification is originally designed and approved by NCVT for the Apprenticeship Training Scheme and is in existence for more than 50 years. NCVT has been entrusted with the responsibilities of prescribing standards and curricula for Apprenticeship training, advising the Government of India on the overall policy and programmes, conducting All India Trade Tests and awarding National Apprenticeship Certificates.
29	**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here** • Mentor Council (MC) for the Tourism and Hospitality sector was formed in 2014 to review the curriculum of this qualification under the sector. • CSTARI, the research wing of DGT, reviews and updates the qualification, in consultation with industries and other stakeholders, on a regular basis by conducting trade committee meetings. • DGT will keep on doing continuous comparative study in the trade by referring to relevant upcoming qualifications in the National Qualifications Register (NQR) and relevant sectors.

Please attach most relevant and recent documents giving further information about any of the topics above.
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4
EVIDENCE OF PROGRESSION

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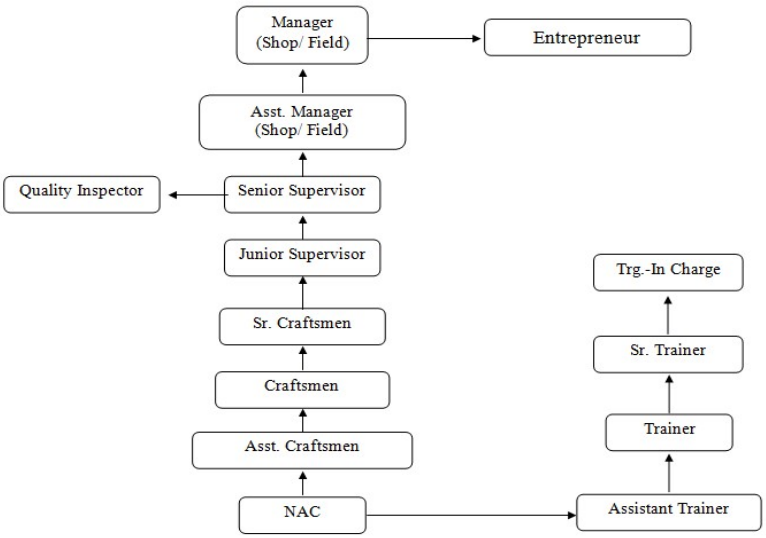
30	**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?** ***Show the career map here to reflect the clear progression*** • Qualifying trainee will obtain an NCVT Certificate in Fitter trade which gives the following options of progression to the trainee: 

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