



Model Curriculum

QP Name: Housekeeping Trainee

QP Code: THC/Q0209

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 2.0

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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel
Occupation	Housekeeping
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5151.0101
Minimum Educational Qualification and Experience	Grade 10 OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 2year relevant experience OR 5th grade pass with 5-year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	24/12/2020
Next Review Date	24/12/2023
NSQC Approval Date	24/12/2020
QP Version	2.0
Model Curriculum Creation Date	24/12/2020
Model Curriculum Valid Up to Date	24/12/2023
Model Curriculum Version	2.0
Minimum Duration of the Course	330 Hours, 0 Minutes (including 30 Hrs. Employability Skills & OJT)
Maximum Duration of the Course	330 Hours, 0 Minutes (including 30 Hrs. Employability Skills & OJT)

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Describe cleaning operations and relevant housekeeping activities
- Employ appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0233 – Perform Cleaning Activities NOS Version No. 1.0 NSQF Level 3	90.00	90.00	00.00	150.00	180.00
Module 1: Introduction to the Hotel Industry and Housekeeping Activities	6.00	0.00	0.00	0.00	6.00
Module 2: Manage Inventory for Cleaning and Guest Supplies	24.00	30.00	0.00	30.00	54.00
Module 3: Perform Cleaning Operations	24.00	30.00	0.00	60.00	54.00
Module 4: Perform Relevant Housekeeping Activities and Attend to Guest's Requests	36.00	30.00	0.00	60.00	66.00
THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 3	15.00	15.00	0.00	0.00	30.00
Module 5: Maintain Effective Communication and Service Standard	15.00	15.00	0.00	0.00	30.00

THC/N9903- Maintain Organizational Confidentiality and Respect Customers' Privacy NOS Version No. 2.0 NSQF Level 3	15.00	15.00	0.00	0.00	30.00
Module 6: Organizational Confidentiality and Customer Privacy	15.00	15.00	0.00	0.00	30.00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 3	15.00	15.00	0.00	0.00	30.00
Module 7: Basic Health and Safety Standards	15.00	15.00	0.00	0.00	30.00
DGT/VSQ/N0101: Employability Skills (120 Hours)	12:00	18:00	00:00	00:00	120:00
Module 8: Introduction to Employability Skills	00:30	00:30	00:00	00:00	01:00
Module 9: Constitutional values - Citizenship	00:30	00:30	00:00	00:00	01:00
Module 10: Becoming a Professional in the 21st Century	00:30	00:30	00:00	00:00	01:00
Module 11: Basic English Skills	01:00	01:00	00:00	00:00	02:00
Module 12: Communication Skills	01:30	02:30	00:00	00:00	04:00
Module 13: Diversity & Inclusion	00:30	00:30	00:00	00:00	01:00
Module 14: Financial and Legal Literacy	01:30	02:30	00:00	00:00	04:00
Module 15: Essential Digital Skills	01:00	02:00	00:00	00:00	03:00
Module 16: Entrepreneurship	02:30	04:30	00:00	00:00	07:00
Module 17: Customer Service	01:30	02:30	00:00	00:00	04:00
Module 18: Getting ready for apprenticeship & Jobs	01:00	01:00	00:00	00:00	02:00
Total Duration	105.00	165.00	90.00	0.00	360.00

Module Details

Module 1: Introduction to the Hotel Industry and Housekeeping Activities

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the Hospitality Industry
- Define the roles and responsibilities of a Housekeeping Trainee
- Explain the scope of work for a Housekeeping Trainee

Duration: 02:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of Hotel and Housekeeping department of different star categories • Discuss the role and responsibilities of a housekeeping trainee • Describe the attributes required for a Housekeeping Trainee • Elaborate various job opportunities for a Housekeeping Trainee in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Marker, Duster, Projector, Laptop, PowerPoint Presentation	
Tools, Equipment and Other Requirements	
NA	

Module 2: Manage Inventory for Cleaning and Guests Supplies

Mapped to THC/N0233 v 2.0

Terminal Outcomes:

- Explain various cleaning agents, equipment, and guest supplies
- Describe effective inventory management procedures
- Prepare relevant inventory records

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List different types of cleaning agents and equipment • Classify different types of guest supplies • Explain the storage procedure of cleaning and guest supplies as per instructions • Discuss the importance of cleaning of the storage area • Explain the importance of maintaining an adequate inventory of cleaning and guest supplies • List various inventory control techniques • Discuss the significance of timely reporting of the shortage of supplies to the supervisor • Elaborate the steps of maintaining the inventory record as per the specified format 	<ul style="list-style-type: none"> • Demonstrate the process of maintaining inventory for cleaning material and guest supplies • Demonstrate the process of cleaning the storage area • Prepare a report to inform the shortage of cleaning inventory and guest supplies
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Cleaning material and equipment, Guest supplies, Inventory format	

Module 3: Perform Cleaning Operations

Mapped to THC/N0233 v 2.0

Terminal Outcomes:

- Describe the procedure to clean different surfaces
- Perform cleaning activities in the correct sequence
- Perform maintenance activities for all the relevant documents

Duration: 18:00	Duration: 72:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the types of rooms, available facilities, and other service areas in a hotel • Explain the importance of inspecting the assigned area to be cleaned • Elaborate various types of surfaces and appropriate cleaning equipment, and agents required for each surface • List various cleaning methods for different surfaces • Explain specific methods of cleaning spillage • Discuss the correct sequence of cleaning activities. • Discuss the significance of using Personal Protective Equipment during the cleaning activities • List different housekeeping signages. • Discuss the importance of paying attention to the detail while cleaning guests' rooms • Explain waste management techniques 	<ul style="list-style-type: none"> • Apply appropriate practices to interpret the layout of housekeeping department • Employ appropriate practices to identify appropriate cleaning agent and equipment for the surface to be cleaned • Demonstrate the operating procedures of various cleaning equipment • Role play on how to follow standard operating procedures to check the assigned housekeeping area before cleaning • Demonstrate the procedures for cleaning different areas/surfaces • Demonstrate room cleaning procedure in the correct sequence • Employ appropriate techniques to clean-the spillage according to the floor type, size, and type of spillage • Prepare a sample checklist to ensure proper room cleaning • Prepare a report to update the Supervisor regarding the cleaning status and damaged items of the assigned area
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Different cleaning agents, Equipment, Protective gear, Signages, Related Standard Operating Procedures (SOPs)	

Module 4: Perform Relevant Housekeeping Activities and Attend to Guest's Requests

Mapped to THC/N0233 v 2.0

Terminal Outcomes:

- Perform housekeeping activities apart from cleaning
- Explain the ways to handle guests' requests for housekeeping
- Apply appropriate documentation practices for housekeeping

Duration: 18:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss different room layouts, standard arrangement of furniture and other items like stationeries, vases, etc. in the room • List the equipment and appliances available in a guest room • Discuss the importance of routine service and maintenance of cleaning equipment • Categorize the types of linen used in housekeeping activities • Discuss various methods of bed making • Explain the significance of replenishing the guests' supplies in the guestroom • List the various loan items like extra pillow, bed, linen, etc. offered to guests • Discuss the procedures to handle guests' requests and connect with different departments to ensure timely service to the guest • Elaborate the types of reports and records required for the housekeeping operations 	<ul style="list-style-type: none"> • Apply appropriate practices to check the operational readiness of the equipment and appliances in the guestroom • Employ proper practices to use the checklist for checking the functioning of the appliances and equipment in all the rooms • Dramatize how to arrange for various items, like, flower, paintings, etc. • Show the ways to collect the soiled linens and other items (Bathrobe, towels, etc.) in the trolley bag as per the specification • Demonstrate the procedure to make the bed • Dramatize how to handle guests' request appropriately • Prepare reports to record the housekeeping operations
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Different cleaning agents, Equipment, Protective gear, Signages, Related Standard Operating Procedures (SOPs)	

Module 5: Maintain Effective Communication and Service Standard

Mapped to THC/N9901 v 2.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication with customers, colleagues, and superiors
- Describe the ways to show sensitization towards different age groups, gender and persons with disabilities

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Discuss the importance of effective communication • Explain the importance of customer satisfaction and customer feedback • Outline the procedure of receiving feedback and complaints constructively • Describe various ways to handle customer complaints • Discuss different ways to improve the customer experience • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the customers • Discuss the specific needs of People with Disabilities • Discuss the importance of reporting Sexual harassment at workplace • Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the customers • Dramatize appropriate communication skills and etiquette while interacting with customers, colleagues, and superiors • Role play a situation on how to handle customer complaints effectively • Role play appropriate behavioural etiquette towards all ages, genders and differently abled people as per specification
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure	

Module 6: Organizational Confidentiality and Customer's Privacy

Mapped to THC/N9903 v 2.0

Terminal Outcomes:

- Explain how to maintain the confidentiality of the organization
- Describe the protocols related to the privacy of customer information

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of maintaining organizational confidentiality and customer privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and customer privacy • Explain the procedures to report the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to use, store and dispose of the organizational and customer information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines and regulations	

Module 7: Basic Health and Safety Standard

Mapped to THC/N9906 v 2.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace
- Apply precautionary health measures
- Employ effective waste management practices

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss best practices to maintain personal hygiene • Explain the ways to clean and sanitize the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • Describe the causes of risks and potential hazards in the workplace and ways to prevent them • List different safety warning signs and labels at workplace • Discuss ways to identify hazards at the workplace • List the components of the first-aid kit Explain the procedure to report accident and other health related issues as per SOP 	<ul style="list-style-type: none"> • Demonstrate the procedure of routine cleaning and sanitization of tools, equipment, and other articles • Employ different ways to keep work area clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Perform basic first-aid procedures • Dramatize a situation on mock safety drills for emergency situations • Perform waste disposal procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security breaches to the supervisor • Prepare a sample incident report
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures and Sample reports	

Module 8: Introduction to Employability Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries. 	<ul style="list-style-type: none"> • List different learning and employability related GOI and private portals and their usage.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 9: Constitutional values - Citizenship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: 00:30	Duration: 01:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 10: Becoming a Professional in the 21st Century

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss importance of relevant 21st century skills 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 11: Basic English Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic English speaking.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss need of basic English skills 	<ul style="list-style-type: none"> • Show how to use appropriate basic English sentences/phrases while speaking
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 12: Communication Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Practice basic communication skills

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the importance of active listening for effective communication 	<ul style="list-style-type: none"> • Demonstrate how to communicate in a well-mannered way with others. • Demonstrate working with others in a team
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 13: Diversity & Inclusion

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe PwD and gender sensitization

Duration: 01:00	Duration: 01:30
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> • Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 14: Financial and Legal Literacy

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Discuss the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Demonstrate how to carry out offline and online financial transactions, safely and securely.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 15: Essential Digital Skills

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 04:00	Duration: 06:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> • Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 16: Entrepreneurship

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 03:00	Duration: 04:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> • Create a sample business plan, for the selected business opportunity.
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 17: Customer Service

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: 02:00	Duration: 03:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Differentiate between types of customers • Explain the significance of identifying customer needs and addressing them • Discuss the significance of maintaining hygiene and dressing appropriately 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Demonstrate how to deal with different customers and their needs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 18: Getting ready for Apprenticeship & jobs

Mapped to: DGT/VSQ/N0102

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: 03:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of dressing up neatly and maintaining hygiene for an interview Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> Create a biodata Use various sources to search and apply for jobs
Classroom Aids	
LCD Projector for PPT and Video Presentation, Speakers, and Whiteboard & marker	
Tools, Equipment and Other Requirements	

Module 19: On-the-Job Training

Mapped to Housekeeping Trainee

Mandatory Duration: 90:00	Recommended Duration: 00:00
Location: On Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Demonstrate cleaning activities at various places like guest rooms, washrooms, public areas and back areas • Apply professional expertise to make the bed as per the standard operating procedure • Dramatize on how to collect soiled linen and take it to the laundry and bring fresh linen • Employ proper practices to stack the linen appropriately in pantry and linen storeroom • Demonstrate how to replenish supplies in guest room and washroom • Perform the tasks to maintain inventory record as per the format and report any material/supply shortages to the supervisor • Role play on how to bring supplies/material from main storeroom • Apply appropriate Inspection method to identify whether any maintenance is required in the guest rooms, public areas and back areas • Demonstrate how to attend guests queries as per organizations standard operating procedures • Dramatize on collect waste from all areas and dispose of in appropriate containers • Demonstrate the operating, sanitising, maintenance, and storage of equipment's • Perform the activities for maintaining the inventory of the cleaning agents and equipment's • Apply appropriate skills to store chemicals and equipment's per the organization standard operating procedure • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Demonstrate sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy • Demonstrate how to maintain personal hygiene at workplace • Role play on identifying hazards at workplace and report to the supervisor • Demonstrate strong Communication skills and workplace etiquette to achieve a smooth workflow • Perform basic activities to apply gender and age-sensitive service practices • Demonstrate the process of maintaining confidentiality of the organizational information and guests' privacy 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate/Diploma/Degree	Hotel/ Hospitality Management/ Housekeeping	5	Hotel/ Hospitality Management/ Housekeeping	1	Hotel/ Hospitality Management/ Housekeeping	

Trainer Certification	
Domain Certification	Platform Certification
“Housekeeping Trainee”, “THC/Q0209, V2.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, V1” with a scoring of minimum 80%

Assessor Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Certificate/Diploma/Degree	Hotel/ Hospitality Management/ Housekeeping	5	Hotel/ Hospitality Management/ Housekeeping	1	Hotel/ Hospitality Management/ Housekeeping	

Trainer Certification	
Domain Certification	Platform Certification
“Housekeeping Trainee”, “THC/Q0209, V2.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1” with the scoring of minimum 80%

Assessment Strategy

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

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDSM/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
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME should be verified by the other subject Matter Experts along with the approval required from THSC
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified
- Assessment agency must follow the assessment guidelines to conduct the assessment

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
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training .
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module . A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Technical and Vocational Education and Training
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
FSSAI	Food Safety and Standards Authority of India
ISO	International Standards Organization
IPR	Intellectual Property Rights
WHO	World Health Organization
ICAO	International Civil Aviation Organization