

Model Curriculum

1. Housekeeper cum Cook

SECTOR: Domestic Workers
SUB-SECTOR: Housekeeping Services
OCCUPATION: Housekeeping
REF ID: DWC/Q0101, V1.0
NSQF LEVEL: 3



Certificate

COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

DOMESTIC WORKERS SECTOR SKILL COUNCIL

for

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/ Qualification Pack: 'Housekeeper cum Cook' QP No. 'DWC/ Q 0101 NSQF'

Date of Issuance: October 10th, 2016
Valid up to*: October 9th, 2018

*Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above (whichever is earlier)


Authorised Signatory

(Domestic Workers Sector Skill Council)

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Housekeeper cum Cook

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “**Housekeeper cum Cook**”, in the “**Domestic Workers**” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Housekeeper cum Cook		
Qualification Pack Name & Reference ID. ID	DWC/Q0101, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	5th Standard passed (preferable)		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Carryout basic housekeeping services: Sweeping, dusting, mopping, washing utensils, tidying up rooms and arranging articles at their appropriate place, handling basic household products and equipment etc. • Carry out basic laundry and making beds: Sorting, washing, drying, ironing, folding and organising the clothes, linen and upholstery, making beds etc. • Prepare and maintain routine cleaning of the kitchen: Cleaning the kitchen countertop, cabinets and appliances, cleaning and organising the refrigerator, kitchen safety • Garbage disposal and clean environment: Identifying and sorting of household waste, safely dispose of the household waste, keep the house bugs free • Carry out basic domestic cooking services for the house: Purchase & store grocery for the kitchen, Preparing ingredients & method to cook, Tools, equipment & appliances, Storing and preserving food after cooking, Maintaining Safety and hygiene • Provide basic table service during meal time: Preparing table for service, Serving food, maintaining a hospitable and hygienic environment, Effectively managing the leftover food • Maintain healthy, safe and positive relationship at workplace: Understand basic healthcare issue and their treatment, basic emergencies at home and how to deal with them, ethical behaviour and time management • Create a positive impression of oneself in the household: Effective communication and conduct with the employer, how to bridge cultural difference • Managing self, money and dignity at workplace: Awareness about health and hygiene, managing personal finances, maintain self-respect and dignity at workplace etc. 		

This course encompasses 9 out of 9 National Occupational Standards (NOS) of “Housekeeper cum Cook” Qualification Pack issued by “Domestic Workers Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 04:00 Practical Duration (hh:mm) 05:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> State the objectives of the program Discuss Domestic Workers Sector in India Explain the categorisation of domestic workers in India Understand the reasons for the growth of Domestic Workers Sector in India Discuss the emerging trends in Domestic Workers Sector in India Understand the roles and responsibilities of Housekeeper cum Cook 	Laptop, white board, marker, projector
2	Carry out basic housekeeping services Theory Duration (hh:mm) 12:00 Practical Duration (hh:mm) 25:00 Corresponding NOS Code DWC/N0101	<ul style="list-style-type: none"> Describe different areas of a house Recognise the common household appliances & furniture Sweeping, Dusting and Mopping of the house Washing and placing kitchen utensils in their respective places Tidying up rooms and arranging articles appropriately 	Laptop, white board, marker, projector, brooms, various cleaning brushes, mops, dusters, cleaning agents, Vacuum Cleaner, Housekeeping Products, Dishwashing gel, Scrubs and sponges, utensils etc.
3	Carry out basic laundry and making beds Theory Duration (hh:mm) 12:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code DWC/N0102	<ul style="list-style-type: none"> Understand purpose of washing the clothes Explain different methods of laundry Describe various types of fabrics and their washing procedures Understand different types of detergents and soaps Operate washing machine Understand the instructions for washing Learn how to dry different clothes as per their fabric Know how to iron different clothes Find out how to fold different clothes properly Understand how to make bed 	Laptop, white board, marker, projector, Washing Machine, Detergent Powder, liquid, bars, brush, different types of clothes, clothesline or drying stand, clothespins, bedsheets, pillow covers etc.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4	<p>Prepare and maintain routine cleaning of the kitchen</p> <p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS Code DWC/N0103</p>	<ul style="list-style-type: none"> Explain how to clean the kitchen walls and ceiling Understand how to clean kitchen countertop and floor Know cleaning and organising the kitchen cabinets Describe how to clean the kitchen appliances Explain how to clean and organise the refrigerator Understand how to keep kitchen safe 	Laptop, white board, marker, projector, kitchen cleaning agents, and other kitchen items
5	<p>Garbage disposal and clean environment</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code DWC/N0104</p>	<ul style="list-style-type: none"> Identify different types of waste material in a house Categorise waste in multiple heads like Dry, Wet, Hazardous Understand the procedure of safely disposing of each type of waste Understand the importance of keeping the house bug free Learn different techniques available to keep the house bug free 	Laptop, white board, marker, projector, Garbage bins of various colours, garbage bags, insecticides etc.
6	<p>Carry out basic domestic cooking services for the house</p> <p>Theory Duration (hh:mm) 14:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code DWC/N0105</p>	<ul style="list-style-type: none"> Basics of Cooking like various vegetables, fruits, pulses & grains and flours Purchase and Store Grocery for the Kitchen Tools, Equipment and Appliances to be used to cook Preparing Ingredients and various methods to cook different dishes Storing and Preserving Food after Cooking Maintain safety and hygiene 	Laptop, white board, marker, projector, Cooking Gas Stove & Cylinder, Kitchen Utensils – Cookware, Serve-ware, Grocery items – Pulses, Flours, Grains, Spices, Fruits, Vegetables, Meat etc., Containers and Canisters to store grocery and cooked food, Aprons

Sr. No.	Module	Key Learning Outcomes	Equipment Required
7	Provide basic table service during meal time Theory Duration (hh:mm) 08:00 Practical Duration (hh:mm) 08:00 Corresponding NOS Code DWC/N0106	<ul style="list-style-type: none"> Preparing table for service Serving food, maintaining a hospitable and hygienic environment Effectively managing the left-over food 	Laptop, white board, marker, projector, Dining Table, Tableware, Various cooked food items and bevarages
8	Maintain health, safety and positive relationship at the workplace Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 08:00 Corresponding NOS Code DWC/N0107	<ul style="list-style-type: none"> Understand common health issues and their treatment Understand basic emergencies at home Learn how to deal with basic emergencies at home Know the importance of ethical behaviour Understand time management and its importance Learn how to manage your time 	Laptop, white board, marker, projector, First Aid Kit etc.
9	Create a positive impression of oneself in the household Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 08:00 Corresponding NOS Code DWC/N0108	<ul style="list-style-type: none"> Learn how to dress appropriately for work Learn essential etiquettes Understand effective communication and its importance Learn handling conflicting situations at work Bridge the cultural differences 	Laptop, white board, marker, projector
10	Managing self, money and dignity at workplace Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 08:00	<ul style="list-style-type: none"> Understand the benefits of being healthy, hygienic and disease-free aptly Manage the personal finances 	Laptop, white board, marker, projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code DWC/N0109		
	Total Duration Theory Duration 100:00 Practical Duration 150:00	Unique Equipment Required: Laptop, white board, marker, projector, first aid kit, Kitchen Utensils and Appliances, Dining Table, Various clothes and fabrics, Housekeeping Tools and Products	

Grand Total Course Duration: **250Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by Domestic Workers Sector Skill Council)

Trainer Prerequisites for Job role: “Housekeeper cum Cook” mapped to Qualification Pack: “DWC/Q0101, v1.0”

Sr. No.	Area	Details
1	Description	A Housekeeper cum Cook in the Informal sector is a critical operational role in the domestic worker segment providing various types of housekeeping and basic cooking services at private houses. A Housekeeper cum Cook provides basic housekeeping services like sweeping, dusting, mopping, laundry, cleaning of utensils, cleaning of bathrooms and toilets, basic cooking services and table layering, and garbage disposal in a household. He/she maintains daily, weekly, long time cleaning schedule for the house
2	Personal Attributes	A Housekeeper cum Cook should have interest in housekeeping and Cooking services, belongingness to the community, hygiene lover, good leadership, communication and observation skills. He / she should be physically strong and have manual dexterity to perform on the job.
3	Minimum Educational Qualifications	10+2
4a	Domain Certification	Certified for Job Role: “Housekeeper cum Cook” mapped to QP: “DWC/Q0101, v1.0”. Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted % as per DWSSC guidelines is 80%.
5	Experience	Trainer should be either Graduate with 2 years+ experience as a Hospitality/Domestic attendant. Work experience in Domestic segment (at least 2 years). or 10+2 with 5 years+ experience as a Hospitality/Domestic attendant. Work experience in Domestic segment (at least 5 years) or Graduate with Home Science with 2 years’ experience in teaching/training. or Hotel Management Diploma with 2 years’ experience. Good knowledge of sector related services/processes with prior experience in training/teaching will be added advantage.

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Housekeeper cum Cook
Qualification Pack	DWC/Q0101, v1.0
Sector Skill Council	Domestic Workers

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate and 50% in each NOS
6	The marks are allocated PC wise; however, every NOS will carry a weight age in the total marks allocated to the specific QP
7	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessable Outcomes	Assessment Criteria	Total Mark 400	Out of	Theory	Skills Practical /Viva
DWC/ N 0101 (Carry out basic housekeeping services)	PC1 Sweep, scrub and mop rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops	70	6	2	4
	PC2 Dust off air conditioners, ceiling fans, rugs, carpets, exhaust fans, fireplace chimney, upholstered furniture, artefacts, etc.		6	2	4
	PC3 Empty garbage cans, ash-trays etc. and transfer waste to the waste disposal areas		6	2	4
	PC4 Remove dust from carpets, rugs, sofas etc. using appropriate equipment		6	2	4
	PC5 Wash dishes, glassware, pots or pans by hand or using equipment		6	2	4
	PC6 Place clean dishes, utensils, or cooking equipment in storage areas		4	2	2
	PC7 Fold and carry bed sheets, towels, tablecloths etc. from one place to another		4	2	2
	PC8 Transfer toilet items and clean supplies from one place to another		4	2	2
	PC9 Remove the dirty bedding and pillow cases and replace them with fresh, clean ones		4	2	2
	PC10 Scrub the toilet, wash the shower/bathtub, scrub the floor and tidy the counter and sink		6	2	4
	PC11 Ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly		6	2	4
	PC12 Operate daily use appliances like fridge, microwave, washing machine, cooking range etc.		6	2	4
	PC13 Clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures		6	2	4
		Total	70	26	44
DWC/ N 0102 (Carry out basic laundry and making of beds)	PC1 Categorise clothes/linen/upholstery before washing – whites, coloured, home clothes, delicates, woollens, curtains, pillow, bed sheets, dusters/floor mops/doormats etc. and wash them in separate batches	50	6	2	4
	PC2 Wash clothes/linen/upholstery using appropriate product		6	2	4
	PC3 Wash clothes using basic features of washing machine or by hands		6	3	3

	PC4Take clothes from the washing unit and spread appropriately for drying		6	2	4
	PC5 Fold the dried clothes		4	2	2
	PC6 Iron clothes and then stack them properly		6	2	4
	PC7 Arrange clothes in the appropriate cupboards, almirahs, store rooms etc.		6	3	3
	PC8Change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc.		6	2	4
	PC9Spread a bedcover if required		4	2	2
		Total	50	20	30
DWC / 0103 (Prepare and maintain routine cleaning of the kitchen)	PC1Maintain hygiene while transferring things from kitchen cabinets, fridge, bathroom cabinets, wardrobes in dressing area, cupboards in bedroom, living room etc. in order to empty and clean the shelves	20	6	2	4
	PC2Organize things back appropriately – discard waste like rotten fruits & vegetables from the fridge, soiled/greased containers from the kitchen cabinets, dirty towels etc. from the bathroom cabinets		6	2	4
	PC3Ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly		4	2	2
	PC4 Clean/wipe the appliances appropriately after use on a daily basis		4	2	2
		Total	20	8	12
DWC / N 0104 (Garbage Disposal and Clean Environment)	PC1 Identify waste material from various parts of the house	30	4	2	2
	PC2 Categorize waste in multiple heads like dry, wet, plastics, paper etc.		4	2	2
	PC3 Transport waste to the disposal area		4	2	2
	PC4 Dispose waste according to its type		6	3	3
	PC5 Take precautions while disposing sharps/medical waste/chemical waste etc.		6	2	4
	PC6 Keep the house clean of flies, mosquitoes and other bugs and insects by using appropriate products		6	2	4
		Total	30	13	17
DWC / N 0105 (Carry out basic domestic cooking services for the house)	PC1Make a roster of regular grocery and food items needed in the kitchen	86	4	2	2
	PC2Keep a check on items that are finished or about to finish for replenishing the stock		4	2	2
	PC3Purchase daily need food items like bread, milk, eggs etc. from the market		4	2	2

	PC4Prepare the listed ingredients like vegetables, spices, flour, fruits etc.		4	2	2
	PC5Chop vegetables, fruits; prepare sauces, pickles, dressings; wash and prepare meat etc. before cooking		6	2	4
	PC6Use appropriate cooking methods and recipes to cook		6	3	3
	PC7Have accord with the taste, spices, flavours and requirements of the household		6	3	3
	PC8Cook breakfast, lunch, dinner, snacks and mini meals with tea, coffee and drinks		6	2	4
	PC9Cook special recipes for special occasions like birthdays, festivals etc.		6	2	4
	PC10 Operate all the tools, appliances to be used in the process of preparing, cooking, storing the food including cooking stove, electric plates, oven, refrigerator, griller, toaster, cookware, knives, choppers, grinders etc.		6	2	4
	PC12 Store and preserve the prepared food in appropriate storage containers		6	2	4
	PC13 Serve the dishes appropriately in requirement with different food items		4	2	2
	PC14 Store the food that needs to be half-prepared in advance in the right container at the right place		4	2	2
	PC15 Make sure that the appliances like microwave, oven, cooking range etc. are turned off after each use		4	2	2
	PC16 Seek appropriate help if there is an emergency or accident		6	2	4
	PC17 Keep the waste-bins, kitchen counters, cabinets, walls, other surfaces disinfected and clean		6	2	4
	PC18 Make sure that the chimneys, exhaust fans etc. are used diligently to avoid fumes and grime on the surfaces		4	2	2
	Total		86	36	50
DWC/ N 0106 (Provide basic table service during meal time)	PC1 Arrange cutlery on the table, at appropriate places	40	6	2	4
	PC2 Place table mats, coasters, decorative items like candles, flower vases etc.		6	2	4
	PC3 Serve the food in appropriate plates, bowls etc.		6	2	4
	PC4 Refill the serving dishes and glasses with drinks if required		4	2	2
	PC5 Maintain a friendly, warm and hospitable environment during meal service		4	2	2
	PC6 Ensure health and hygiene by keeping everything clean and fresh		6	3	3

	PC7 Store the leftovers in appropriate containers and keep them in the fridge		4	2	2
	PC8 Discard leftovers that cannot be stored		4	2	2
		Total	40	17	23
DWC / N 0107 (Maintain health, safety and positive relationship at the workplace)	PC1 Identify basic health concerns like fever, cold & cough etc. for self and other family members	40	6	3	3
	PC2 Understand what to do in case of an emergency at home and use of emergency helpline numbers etc.		6	3	3
	PC3 Seek help during emergency from neighbourhood and inform people who aren't at home at that time		6	2	4
	PC4 Use fire extinguishers etc.		6	2	4
	PC5 Display ethical behaviour at all times		6	2	4
	PC6 Follow safety procedures		6	2	4
	PC7 Manage time effectively, especially in case of a health concern or emergency		4	2	2
		Total	40	16	24
DWC / N 0108 (Create a positive impression of oneself on the household)	PC1 Dress up appropriately at work	26	4	1	3
	PC2 Be calm in case of a conflicting or stressful situation; understanding and then asserting himself / herself		6	2	4
	PC3 Maintain a clear channel of communication by sharing everything with the employer		6	2	4
	PC4 Maintain a positive demeanour and smile when communicating with the employer		6	2	4
	PC5 Work to bridge the cultural differences with the family		4	2	2
		Total	26	9	17
DWC / N 0109 (Managing self, money and dignity at workplace)	PC1 Keep himself/ herself healthy, hygienic and disease-free	38	6	2	4
	PC2 Take appropriate measures and seek medical help immediately in case of any casualty		6	2	4
	PC3 Manage his/her earnings aptly		4	2	2
	PC4 Carry himself/herself with respect and dignity		4	1	3
	PC5 Manage healthy relationships with his/her employer		6	3	3
	PC6 Perform all the duties and responsibilities with full vigour and diligence		6	2	4
	PC7 Exercise his/her rights and benefits		6	2	4
		Total	38	14	24

	Grand Total	400	400	159	241
	Percentage Weightage:			40%	60%
	<u>Minimum Pass% to qualify (aggregate):</u>			50%	