

# Model Curriculum

## 1. General Housekeeper

**SECTOR:** Domestic Workers  
**SUB-SECTOR:** Housekeeping Services  
**OCCUPATION:** Housekeeping  
**REF ID:** DWC/Q0102, V1.0  
**NSQF LEVEL:** 3



**Certificate**

**COMPLIANCE TO  
QUALIFICATION PACK – NATIONAL OCCUPATIONAL  
STANDARDS**

is hereby issued by the  
**DOMESTIC WORKERS SECTOR SKILL COUNCIL**  
for the  
**MODEL CURRICULUM**

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **'General Housekeeper'** QP No. **'DWC/ Q 0102 NSQF'**

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Date of Issuance: November 15th, 2016  
Valid up to\*: November 14th, 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  
(Construction Skill Development Council)

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# General Housekeeper

## CURRICULUM / SYLLABUS

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

<b>Program Name</b>	<b>General Housekeeper</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	DWC/Q0102, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	
<b>Pre-requisites to Training</b>	5th Standard passed (preferable)		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Carryout basic housekeeping services:</b> Sweeping, dusting, mopping, washing utensils, tidying up rooms and arranging articles at their appropriate place, handling basic household products and equipment etc.</li> <li>• <b>Carry out basic laundry and making beds:</b> Sorting, washing, drying, ironing, folding and organising the clothes, linen and upholstery, making beds etc.</li> <li>• <b>Prepare and maintain routine cleaning of the kitchen:</b> Cleaning the kitchen countertop, cabinets and appliances, cleaning and organising the refrigerator, kitchen safety</li> <li>• <b>Garbage disposal and clean environment:</b> Identifying and sorting of household waste, safely dispose of the household waste, keep the house bugs free</li> <li>• <b>Maintain healthy, safe and positive relationship at workplace:</b> Understand basic healthcare issue and their treatment, basic emergencies at home and how to deal with them, ethical behaviour and time management</li> <li>• <b>Create a positive impression of oneself in the household:</b> Effective communication and conduct with the employer, how to bridge cultural difference</li> <li>• <b>Managing self, money and dignity at workplace:</b> Awareness about health and hygiene, managing personal finances, maintain self-respect and dignity at workplace etc.</li> </ul>		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of “General Housekeeper” Qualification Pack issued by “Domestic Workers Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 05:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>State the objectives of the program</li> <li>Discuss Domestic Workers Sector in India</li> <li>Explain the categorisation of domestic workers in India</li> <li>Understand the reasons for the growth of Domestic Workers Sector in India</li> <li>Discuss the emerging trends in Domestic Workers Sector in India</li> <li>Understand the roles and responsibilities of General Housekeeper</li> </ul>	Laptop, white board, marker, projector
2	<p><b>Carry out basic housekeeping services</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> DWC/N0101</p>	<ul style="list-style-type: none"> <li>Describe different areas of a house</li> <li>Recognise the common household appliances &amp; furniture</li> <li>Sweeping, Dusting and Mopping of the house</li> <li>Washing and placing kitchen utensils in their respective places</li> <li>Tidying up rooms and arranging articles appropriately</li> </ul>	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	<p><b>Carry out basic laundry and making beds</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> DWC/N0102</p>	<ul style="list-style-type: none"> <li>Understand purpose of washing the clothes</li> <li>Explain different methods of laundry</li> <li>Describe various types of fabrics and their washing procedures</li> <li>Understand different types of detergents and soaps</li> <li>Operate washing machine</li> <li>Understand the instructions for washing</li> <li>Learn how to dry different clothes as per their fabric</li> <li>Know how to iron different clothes</li> <li>Find out how to fold different clothes properly</li> <li>Understand how to make bed</li> </ul>	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.
4	<p><b>Prepare and maintain routine cleaning of the kitchen</b></p> <p><b>Theory Duration</b> (hh:mm)</p>	<ul style="list-style-type: none"> <li>Explain how to clean the kitchen walls and ceiling</li> <li>Understand how to clean kitchen countertop and floor</li> </ul>	Laptop, white board, marker, projector, kitchen cleaning agents, and other kitchen items

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	12:00 <b>Practical Duration</b> (hh:mm) 25:00 <b>Corresponding NOS Code</b> DWC/N0103	<ul style="list-style-type: none"> <li>Know cleaning and organising the kitchen cabinets</li> <li>Describe how to clean the kitchen appliances</li> <li>Explain how to clean and organise the refrigerator</li> <li>Understand how to keep kitchen safe</li> </ul>	
5	<b>Garbage disposal and clean environment</b> <b>Theory Duration</b> (hh:mm) 09:00 <b>Practical Duration</b> (hh:mm) 10:00 <b>Corresponding NOS Code</b> DWC/N0104	<ul style="list-style-type: none"> <li>Identify different types of waste material in a house</li> <li>Categorise waste in multiple heads like Dry, Wet, Hazardous</li> <li>Understand the procedure of safely disposing of each type of waste</li> <li>Understand the importance of keeping the house bug free</li> <li>Learn different techniques available to keep the house bug free</li> </ul>	Laptop, white board, marker, projector, Garbage bins of various colours, garbage bags, insecticides etc.
6	<b>Maintain health, safety and positive relationship at the workplace</b> <b>Theory Duration</b> (hh:mm) 08:00 <b>Practical Duration</b> (hh:mm) 10:00 <b>Corresponding NOS Code</b> DWC/N0107	<ul style="list-style-type: none"> <li>Understand common health issues and their treatment</li> <li>Understand basic emergencies at home</li> <li>Learn how to deal with basic emergencies at home</li> <li>Know the importance of ethical behaviour</li> <li>Understand time management and its importance</li> <li>Learn how to manage your time</li> </ul>	Laptop, white board, marker, projector, First Aid Kit etc.
7	<b>Create a positive impression of oneself in the household</b> <b>Theory Duration</b> (hh:mm) 08:00 <b>Practical Duration</b> (hh:mm) 10:00 <b>Corresponding NOS Code</b> DWC/N0108	<ul style="list-style-type: none"> <li>Learn how to dress appropriately for work</li> <li>Learn essential etiquettes</li> <li>Understand effective communication and its importance</li> <li>Learn handling conflicting situations at work</li> <li>Bridge the cultural differences</li> </ul>	Laptop, white board, marker, projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
8	<p><b>Managing self, money and dignity at workplace</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> DWC/N0109</p>	<ul style="list-style-type: none"> <li>Understand the benefits of being healthy, hygienic and disease-free</li> <li>Manage the personal finances aptly</li> </ul>	Laptop, white board, marker, projector
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> <b>80:00</b></p> <p><b>Practical Duration</b> <b>120:00</b></p>	<p><b>Unique Equipment Required:</b> Laptop, white board, marker, projector, first aid kit, Kitchen Utensils and Appliances, Various clothes and fabrics, Housekeeping Tools and Products</p>	

Grand Total Course Duration: **200Hours, 0 Minutes**

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

## Trainer Prerequisites for Job role: “General Housekeeper” mapped to Qualification Pack: “DWC/Q0102, v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	<p>A General Housekeeper in the Informal sector is a critical operational role in the domestic worker segment providing various types of housekeeping services at private houses.</p> <p>A General Housekeeper provides basic housekeeping services like sweeping, dusting, mopping, laundry, cleaning of utensils, cleaning of bathrooms and toilets, and garbage disposal in a household. He/she maintains daily, weekly, long time cleaning schedule for the house</p>
2	<b>Personal Attributes</b>	A General Housekeeper should have interest in housekeeping 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	<b>Minimum Educational Qualifications</b>	10+2
4a	<b>Domain Certification</b>	Certified for Job Role: “General Housekeeper” mapped to QP: “DWC/Q0102, v1.0”. Minimum accepted score is 80%
4b	<b>Platform Certification</b>	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	<b>Experience</b>	<p>Trainer should be either Graduate with 2 years+ experience as a Hospitality/Domestic attendant. Work experience in Domestic segment (at least 2 years).</p> <p>or</p> <p>10+2 with 5 years+ experience as a Hospitality/Domestic attendant. Work experience in Domestic segment (at least 5 years)</p> <p>or</p> <p>Graduate with Home Science with 2 years’ experience in teaching/training.</p> <p>or</p> <p>Hotel Management Diploma with 2 years’ experience.</p> <p>Good knowledge of sector related services/processes with prior experience in training/teaching will be added advantage.</p>



## Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>General Housekeeper</b>
<b>Qualification Pack</b>	<b>DWC/Q0102, v1.0</b>
<b>Sector Skill Council</b>	<b>Domestic Workers</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
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 280	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
	<b>Total</b>	<b>70</b>	<b>26</b>	<b>44</b>	
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
	PC4 Take 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
	PC8 Change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc.		6	2	4
	PC9 Spread a bedcover if required		4	2	2
	<b>Total</b>		<b>50</b>	<b>20</b>	<b>30</b>
<b>DWC / N 0103 (Prepare and maintain routine cleaning of the kitchen)</b>	PC1 Maintain 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		6	2	4
	PC2 Organize 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
	PC3 Ensure 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	20	4	2	2
	<b>Total</b>		<b>20</b>	<b>8</b>	<b>12</b>
<b>DWC / N 0104(Garbage Disposal and Clean Environment)</b>	PC1 Identify waste material from various parts of the house		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	30	6	2	4
	<b>Total</b>		<b>30</b>	<b>13</b>	<b>17</b>
<b>DWC/N 0107 (Maintain health, safety and positive relationship at the workplace )</b>	PC1 Identify basic health concerns like fever, cold & cough etc. for self and other family members		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	40	4	2	2
	<b>Total</b>		<b>40</b>	<b>16</b>	<b>24</b>

