



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

COMPETENCY BASED CURRICULUM

HOUSEKEEPER

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 4



SECTOR –TOURISM AND HOSPITALITY



Directorate General of Training

HOUSEKEEPER

(Non-Engineering Trade)

(Revised in 2019)

Version: 1.2

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 4

Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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1. COURSE INFORMATION

During the one-year duration of “Housekeeper” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and industrial visit to build up confidence. The broad components covered under Professional Skill subject are as below:-

The trainee learns about elementary first-aid, firefighting, environment regulation and housekeeping, etc. The trainee applies personal hygiene, cleanliness and basic principles of sanitation of the environment. He practices basic and special cleaning procedures, maintenance of toilets. He learns the different process of water treatment and purification, removal of bacteria. Trainees gather knowledge of removal and control technique unwanted odours in the premises. He learns the methods of handling and disposal of solid, liquid waste. He knows the methods of extinction of fire by the different firefighting equipment and awareness of handling the dangerous situations occurring by natural calamities. He will able to supervise the precaution, control and eradication of the pest, rodent and animal nuisance.

The trainee learns to maintain the environment pleasant to boarders, staff and visitors. He learns to make aesthetic and suitable arrangement of soft furnishing. The trainee learns quantitative and qualitative requirement of lightings in different areas. The trainee acquires knowledge in linen services, viz. selection, procurement, storing, sterilizing, replacing and accounting. The trainee learns to maintain house-keeping equipment. The trainee also supervises both internal and external environmental hygiene of lodging premises and carries out infection control measures. He monitors and maintains various housekeeping records and documents. He acquires knowledge of basic computer operations to maintain the material and service management data. The trainee also undergoes two weeks on-the- job training in various hotels at the end of year which gives them more practical exposure to banquet and lodging environment.

2. TRAINING SYSTEM

2.1 GENERAL

The Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers a range of vocational training courses catering to the need of different sectors of the economy/ labour market. The vocational training programs are delivered under the aegis of Directorate General of Training (DGT). Craftsman Training Scheme (CTS) with variants and Apprenticeship Training Scheme (ATS) are two pioneer programs of DGT for propagating vocational training.

“Housekeeper” trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one-year duration. It mainly consists of Domain area and Core area. The Domain area (Trade Theory & Practical) imparts professional skills and knowledge, while in the core area (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by DGT which is recognized worldwide.

Candidates broadly need to demonstrate that they are able to:

- Read and interpret technical parameters/documents, plan and organize work processes, identify necessary materials and tools;
- Perform tasks with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge & employability skills while performing jobs.
- Document the technical parameters related to the task undertaken.

2.2 PROGRESSION PATHWAYS

- Can join industry as Craftsman and will progress further as Senior Craftsman, Supervisor and can rise to the level of Manager.
- Can become Entrepreneur in the related field.
- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming instructor in ITIs.
- Can join Advanced Diploma (Vocational) courses under DGT as applicable.

2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year: -

S No.	Course Element	Notional Training Hours
1.	Professional Skill (Trade Practical)	1200
2.	Professional Knowledge (Trade Theory)	240
5.	Employability Skills	160
	Total	1600

2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of course through formative assessment and at the end of the training programme through summative assessment as notified by the DGT from time to time.

a) The Continuous Assessment (Internal) during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the formative assessment template provided on www.bharatskills.gov.in.

b) The final assessment will be in the form of summative assessment. The All India Trade Test for awarding NTC will be conducted by Controller of examinations, DGT as per the guidelines. The pattern and marking structure are being notified by DGT from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during final examination will also check** the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS REGULATION

For the purposes of determining the overall result, weightage of 100% is applied for six months and one-year duration courses and 50% weightage is applied to each examination for two years courses. The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.

2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. Due consideration should be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

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

Evidences and records of internal (Formative) assessments are to be preserved until forthcoming examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
(a) Weightage in the range of 60%-75% to be allotted during assessment	
For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices	<ul style="list-style-type: none"> • Demonstration of good skills and accuracy in the field of work/ assignments. • A fairly good level of neatness and consistency to accomplish job activities. • Occasional support in completing the task/ job.
(b) Weightage in the range of 75%-90% to be allotted during assessment	
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and regard for safety	<ul style="list-style-type: none"> • Good skill levels and accuracy in the field of work/ assignments. • A good level of neatness and consistency to accomplish job activities.

procedures and practices	<ul style="list-style-type: none"> • Little support in completing the task/ job.
(c) Weightage in the range of more than 90% to be allotted during assessment	
For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.	<ul style="list-style-type: none"> • High skill levels and accuracy in the field of work/ assignments. • A high level of neatness and consistency to accomplish job activities. • Minimal or no support in completing the task/ job.

Housekeeper (Domestic); organizes and supervises work of Domestic Servants for maintaining house in clean and orderly manner. Allots work to various staff under control and supervises their work. Ensures proper maintenance and cleanliness of house. Purchases provisions and other necessities as advised and maintains accounts. Looks after needs and comforts of guests and visitors. May also look after children. May assist in shopping.

Domestic Housekeepers, Others; include housekeepers who organize, supervise and carry out housekeeping functions in out residential building. May collect fruits from the garden and rent and pay taxes.

Housekeeper maintains a clean, sanitary, comfortable and tidy environment for either private households or commercial establishments. Housekeeper able to

- Perform a variety of cleaning activities such as sweeping, mopping, dusting and polishing
- Sort, wash, load and unload laundry
- Iron and press clothing and linen
- Ensure all rooms are cared for and inspected according to standards
- Operate mechanized cleaning equipment
- Maintain all cleaning equipment and materials in a safe and sanitary working condition
- Protect equipment and make sure there are no inadequacies
- Notify superiors on any damages, deficits and disturbances
- Deal with reasonable complaints/requests with professionalism and patience
- Answer over telephone and take messages
- Check stocking levels of all consumables and replace when appropriate
- Maintain record of related expenditure
- Adhere strictly to rules regarding health and safety and be aware of any company-related practices
- Maintain housekeeping control desk, importance, role, Co-ordination, check list, key control.
- Handling Lost and Found.
- Handling of Guest queries, problem, request
- Being able to use the equipment safely and efficiently
- Prepare different flower arrangements for different areas- lobbies, front office, restaurants, guestrooms, banquet halls etc.
- An awareness of green issue

Reference NCO-2015:

- (i) 5152.0100 – Housekeeper (Domestic)
- (ii) 5152.9900 – Domestic Housekeepers, Others

4. GENERAL INFORMATION

Name of the Trade	HOUSEKEEPER
Trade Code	DGT/1058
NCO - 2015	5152.0100, 5152.9900
NSQF Level	Level -4
Duration of Craftsmen Training	One Year (1600 Hours)
Entry Qualification	Passed 10 th class Examination
Minimum Age	14 years as on first day of academic session.
Eligibility for PwD	LD, CP, LC, DW, AA, BLIND, LV, DEAF, HH, AUTISM, ID, SLD
Unit Strength (No. of Student)	24 (There is no separate provision of supernumerary seats)
Space Norms	40 Sq. m
Power Norms	5 KW
Instructors Qualification for:	
(i) Housekeeper Trade	<p>B.Voc/Degree in Hospitality/ Hotel Management / PG Diploma in Healthcare Management from UGC recognized university/ college with one-year experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>Diploma (Minimum 2 years) in Hospitality/ Hotel/ Healthcare Management from a recognized board/ council of education or relevant Advanced Diploma (Vocational) from DGT with two-year experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>NTC/ NAC passed in the trade of “Housekeeper” with three-year experience in the relevant field.</p> <p><u>Essential Qualification:</u> Relevant National Craft Instructor Certificate (NCIC) in any of the variants under DGT.</p> <p><i>Note:-Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications. However, both of them must possess NCIC in any of its variants.</i></p>

(ii) Employability Skill	MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience with short term ToT Course in Employability Skills from DGT institutes. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above) <p style="text-align: center;">OR</p> Existing Social Studies Instructors in ITIs with short term ToT Course in Employability Skills from DGT institutes.		
(iii) Minimum Age for Instructor	21 Years		
List of Tools and Equipment	As per Annexure – I		
Distribution of training on hourly basis: (Indicative only)			
Total Hrs /week	Trade Practical	Trade Theory	Employability Skills
40 Hours	30 Hours	6 Hours	4 Hours

5. LEARNING OUTCOME

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

5.1 LEARNING OUTCOMES (TRADE SPECIFIC)

1. Identify the housekeeping equipment – their use and safety.
2. Apply awareness of occupational health and personal hygiene.
3. Demonstrate component of personal hygiene and healthful living.
4. Demonstrate proper ventilation and lighting.
5. Clean common surfaces and furniture using various cleaning equipment.
6. Apply stain removal technique on different surfaces.
7. Carry out procedural cleaning of bathrooms, rooms, toilets' walls and their metal and non-metal fittings.
8. Perform kitchen hygiene, laundry & linen management, bedroom arrangement, gardening and horticulture.
9. Identify practices that reduce, eliminate, or prevent different types of pollution at its sources.
10. Demonstrate various pest control methods.
11. Check waste disposal, slurry disposal and chlorination of water tanks.
12. Perform periodical maintenance of utility equipment and keep pleasant environment by proper interior decoration.
13. Distribute clean linen from store and maintain inventory.
14. Take environmental hygiene control measures.
15. Ensure energy conservation and prevent wastage.
16. Demonstrate appropriate pre-drill and post-drill notification procedures with the fire department.
17. Establish provisions for access to fire-fighting and natural hazards.
18. Co-ordinate and monitor managerial task.
19. Maintain a clean, sanitary, comfortable and tidy environment for either private households or commercial establishments.
20. Ensure essentiality of mechanization for housekeeping.
21. Demonstrate basic operation in computer and network communications.

6. ASSESSMENT CRITERIA

LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Identify the housekeeping equipment – their use and safety.	Identifications of Housekeeping equipment's its culture and ability.
	Basic concept about Tools and equipment used.
	Basic knowledge about the safety equipment and their uses.
2. Apply awareness of occupational health and personal hygiene.	Knowledge of General Occupational Safety, health and hygiene.
	Group Discussion and practice with demonstration on importance of personal hygiene.
	Motivating Individual on personal hygiene.
	Importance of exercise, rest, sleep, and good grooming.
3. Demonstrate component of personal hygiene and healthful living.	Demonstration on the component of personal hygiene health hazard associated to the habit and recognizing the positive and negative trends in the community.
	Dusting, sweeping, mopping and scrubbing-etc.
4. Demonstrate proper ventilation and lighting.	Demonstration on Harmful effect of dust.
	Demonstration on proper Ventilation and lighting.
	Ensure proper lighting and ventilation in different office areas.
5. Clean common surfaces and furniture using various cleaning equipment.	Cleaning of floor surface, glass, plastic, walls, leather and other common surfaces and household wooden furniture.
	Proper use and application of various cleaning equipment such as brushes, grooms, grip spray (bottle). vacuum cleaner, carpet cleaning equipment.
6. Apply stain removal technique on different surfaces.	Application of stain removal process on different surface such as clothes and walls.
	Use of deodorants disinfectant and antiseptics.
7. Carry out procedural cleaning of bathrooms, rooms, toilets' walls and their metal and non-	Step by step procedural demonstration of cleaning of bathroom, room and toilet.
	Cleaning of various metals.

metal fittings.	Check care in cleaning of bronze, copper, silver, bronze and chromium metal. Glass surface, plastic, leather, wall and wall finishes.
8. Perform kitchen hygiene, laundry & linen management, bedroom arrangement, gardening and horticulture.	<p>Application of kitchen hygiene such as storage of food grain and cooked foods.</p> <p>Proper ventilation, light, cleaning equipment /utensils.</p> <p>Identify the kitchen related personnel hygienic factor.</p> <p>Practice of Ironing, storing, cleaning, discarding of linen.</p> <p>Practice of bed making using housekeeping trolley.</p> <p>Use of recycled water in gardening, cultivating & fertilizing to grass & plants.</p>
9. Identify practices that reduce, eliminate, or prevent different types of pollution at its sources.	Practice on the prevention of different type of the pollution such as Air, water and noise.
10. Demonstrate various pest control methods.	<p>Skill acquire in prevention of various pest control such as: - mosquitoes, house flies, Cockroaches and termite.</p> <p>Various chemicals knowledge.</p> <p>Upkeep and safety of chemicals & from chemicals.</p>
11. Check waste disposal, slurry disposal and chlorination of water tanks.	<p>Check office waste disposal: -its collection, transportation and disposal etc.</p> <p>Check water conservation facilities provided.</p> <p>Check overhead and underground tank for their proper coverage, regular chlorination and cleaning of it.</p> <p>Check out the purifier for drinking water, lounges and dining hall for the cleaning periodical visit to assign duty to staff.</p>
12. Perform periodical maintenance of utility equipment and keep pleasant environment by proper interior decoration.	<p>Preventive Maintenance of office equipment such as Phone; Fax, computer, A.C. Machine, vacuum cleaners, pillars spry etc.</p> <p>Demonstration of periodic cleaning of electrical items etc.</p> <p>Ability to create suitable environment to staff and visitors.</p> <p>Make aesthetic and suitable arrangement of furnishing and</p>

	maintain aesthetic colour scheme.
	Skill to make necessary flower arrangement in office room; dining /canteen hall.
13. Distribute clean linen from store and maintain inventory.	Procure linen from the store and laundry and check proper storage of it.
	Practice on material management, proper accounting and keeping of the linen service such as carpets, curtains, upholstery etc.
14. Take environmental hygiene control measures.	Check both external and internal environmental hygiene of office premises.
15. Ensure energy conservation and prevent wastage.	Energy conservation method adopted and utilized.
16. Demonstrate appropriate pre-drill and post-drill notification procedures with the fire department.	Drill on different type of fire and natural Hazards.
	Demonstration and instruction by Fire department of fire Brigade.
17. Establish provisions for access to fire-fighting and natural hazards.	To identify the fire risk area in the office.
	Operate fire alarm, Smoke detector.
	Practice on Natural hazards crisis management.
18. Co-ordinate and monitor managerial task.	Practice on planning, organizing, controlling and monitoring all housekeeping activities in hand for effective utilization of the resources.
	Maintaining various house keeping records and documents.
	Check the budget, quality and availability related to housekeeping equipment.
19. Maintain a clean, sanitary, comfortable and tidy environment for either private households or commercial establishments.	Method to be followed by housekeeping process:
	By wearing covered dress as jackets, gloves and masks.
	By applying disinfection spray.
	By destroying all the clothes, bedding, linen etc.
	By cleaning all the furniture and fixtures with disinfects

	materials.
	By white washing and painting walls doors and windows.
	By cleaning and sterilizing all utensils reservoirs etc.
20. Ensure essentiality of mechanization for housekeeping.	Incorporating the emerging trends in housekeeping such as outsourcing, Eco-friendly Amenities, products and process.
	New scientific technique. Use of IT in housekeeping.
21. Demonstrate basic operation in computer and network communications.	Basic operation of computer, window and MS office. Practice on data entry on computer.
	Internet Browsing and e-mail Practice on Computer.

SYLLABUS FOR HOUSEKEEPER TRADE			
DURATION: ONE YEAR			
Duration	Reference Learning Outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Identify the housekeeping equipment – their use and safety.	<ol style="list-style-type: none"> 1. Identifications of Housekeeping equipments, its culture and ability. (10 Hrs.) 2. Basic concept about Tools and equipment used. (10 Hrs.) 3. Basic knowledge about the safety equipment and their uses. (10 Hrs.) 	<ul style="list-style-type: none"> • Introduction to housekeeping industry/ Hotel industry. • An orientation programme on the course and related job opportunities by the industry expert / instructor • Different types of Housekeeping establishment. • Nonprofit and profit. • Organizational hierarchy of Housekeeping Department. • Attributes of Housekeeping services personals. • Duties and responsibilities of Housekeeping service personals (06 hrs)
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Apply awareness of occupational health and personal hygiene.	<ol style="list-style-type: none"> 1. Knowledge of General Occupational Safety, health and hygiene. (07 Hrs.) 2. Group Discussion and practice with demonstration on importance of personal 	<ul style="list-style-type: none"> • Definition of Hygiene and introduction of its importance • Introduction to hygiene and healthful living. • Factor influencing health and healthy leaving. • Principle related to

		<p>hygiene. (10 Hrs.)</p> <p>3. Motivating Individual on personal hygiene. (08 Hrs.)</p> <p>4. Importance of exercise, rest, sleep, and good grooming. (05 Hrs.)</p>	<p>maintenance of normal circulation and normal respiration. (06 hrs.)</p>
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Demonstrate component of personal hygiene and healthful living.</p>	<p>5. Demonstration on the component of personal hygiene health hazard associated to the habit and recognizing the positive and negative trends in the community. (30 Hrs.)</p> <p>6. Dusting, sweeping, mopping and scrubbing-etc. (30 Hrs.)</p>	<ul style="list-style-type: none"> • Concept of health and disease. • Personal hygiene. (Care of skin, hair, hand, teeth and feet.) • Cleaning, methods, frequency and schedule. • Steps of dusting, mopping, sweeping, vacuum cleaning etc. (12 hrs.)
<p>Professional Skill 30 Hrs.;</p> <p>Professional Knowledge 06 Hrs.;</p>	<p>Demonstrate proper ventilation and lighting.</p>	<p>7. Demonstration on Harmful effect of dust. (10 Hrs.)</p> <p>8. Demonstration on proper Ventilation and lighting. (10 Hrs.)</p> <p>9. Ensure proper lighting and ventilation in different office areas. (10 Hrs.)</p>	<ul style="list-style-type: none"> • Basic preventive health care and ailment. • Basic first aid idea. • Basic knowledge of proper ventilation and lighting. • Quantitative and qualitative requirement of light and ventilation. (06 hrs)
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Clean common surfaces and furniture using various cleaning equipment.</p>	<p>10. Cleaning of floor surface, glass, plastic, walls, leather and other common surfaces and household wooden furniture. (25 Hrs.)</p> <p>11. Proper use and application of various cleaning equipment such as brushes, grooms, grip spray (bottle). vacuum</p>	<ul style="list-style-type: none"> • Cleaning Agents: - Type, function, storage, selection & MSDS • Familiarization to various kinds of small and mechanical cleaning equipment • Basic knowledge of carpet and floor cleaning. • Different types of floors i.e. wood, marble etc. (12 hrs.)

		cleaner, carpet cleaning equipment. (35 Hrs.)	
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Apply stain removal technique on different surfaces.	12. Application of stain removal process on different surface such as clothes and walls. (15 Hrs.) 13. Use of deodorants disinfectant and antiseptics. (15 Hrs.)	<ul style="list-style-type: none"> • Basic knowledge of stain removing agents and its technique on different surface. • Removal of stain of common occurrence from various surfaces.(06 hrs.)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Carry out procedural cleaning of bathrooms, rooms, toilets' walls and their metal and non-metal fittings.	14. Step by step procedural demonstration of cleaning of bathroom, room and toilet. (25 Hrs.) 15. Cleaning of various metals. (15Hrs.) 16. Check care in cleaning of bronze, copper, silver, bronze and chromium metal. Glass surface, plastic, leather, wall and wall finishes. (20 Hrs.)	<ul style="list-style-type: none"> • Familiarization of cleaning procedure of various metals. • Care and cleaning of wooden surface and furniture. • Basic knowledge of glass surface, plastic, leather and walls. • The general precaution in their care and cleaning. (12 hrs.)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Perform kitchen hygiene, laundry & linen management, bedroom arrangement, gardening and horticulture.	17. Application of kitchen hygiene such as storage of food grain and cooked foods. (10 Hrs.) 18. Proper ventilation, light, cleaning equipment /utensils. (10 Hrs.) 19. Identify the kitchen related personnel hygienic factor. (10 Hrs.) 20. Practice of Ironing, storing, cleaning, discarding of linen. (10 Hrs.) 21. Practice of bed making using housekeeping	<ul style="list-style-type: none"> • Knowledge of cleaning methods of food and food contacting areas. • Safety precautions for gas oven, electric oven and heater. • Knowledge about the personal hygiene of food handlers. • Familiarization of food shop and catering establishments. • Knowledge of Laundry & Linen Management. • Knowledge of Bed making

		trolley. (10 Hrs.) 22. Use of recycled water in gardening, cultivating & fertilizing to grass & plants. (10 Hrs.)	& arrangement of housekeeping trolley <ul style="list-style-type: none"> • Basic knowledge of gardening & horticulture. (12 hrs.)
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Identify practices that reduce, eliminate, or prevent different types of pollution at its sources.	23. Practice on the prevention of different type of the pollution such as Air, water and noise. (30 Hrs.)	<ul style="list-style-type: none"> • Knowledge of Air, Water and noise pollution. • The causes of pollution and their control and prevention. • Knowledge to use gloves, musk, cloak musk and cap. • Introduction to the factor affecting the environment. (06 hrs.)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Demonstrate various pest control methods.	24. Skill acquire in prevention of various pest control such as: - mosquitoes, house flies, Cockroaches and termite. (20 Hrs.) 25. Various chemicals knowledge. (20 Hrs.) 26. Upkeep and safety of chemicals & from chemicals. (20 Hrs.)	<ul style="list-style-type: none"> • Introduction to pest control & pest controlling practices • Importance of pest control • Procedure and methods of disinfections. (12 hrs.)
Professional Skill 90 Hrs; Professional Knowledge 18 Hrs	Check waste disposal, slurry disposal and chlorination of water tanks.	27. Check office waste disposal: -its collection, transportation and disposal etc. (35 Hrs.) 28. Check water conservation facilities provided. (15 Hrs.) 29. Check overhead and underground tank for their proper coverage, regular chlorination and cleaning of it. (20 Hrs.) 30. Check out the purifier for	<ul style="list-style-type: none"> • Introduction and classification of waste such as solid liquid and papers. Sources of collection and its importance. • Assessment of sanitary standard of housing Domestic sanitary measure. • To know layout configuration workflow of men, material and equipment in different

		drinking water, lounges and dining hall for the cleaning periodical visit to assign duty to staff. (20 Hrs.)	areas. (18 hrs.)
Professional Skill 150 Hrs; Professional Knowledge 30 Hrs	Perform periodical maintenance of utility equipment and keep pleasant environment by proper interior decoration.	<p>31. Preventive Maintenance of office equipment such as Phone; Fax, computer, A.C. Machine, vacuum cleaners, pillars spry etc. (35 Hrs.)</p> <p>32. Demonstration of periodic cleaning of electrical items etc. (25 Hrs.)</p>	<ul style="list-style-type: none"> • Basic knowledge of different type of equipment used in housekeeping. • To have working knowledge of preventive maintenance, • To know safety measure in operation of the equipment. • Maintenance schedule, maintenance procedure, fault detection, minor repair & AMC related to housekeeping equipment (12 hrs.)
		<p>33. Ability to create suitable environment to staff and visitors. (15 Hrs.)</p> <p>34. Make aesthetic and suitable arrangement of furnishing and maintain aesthetic colour scheme. (15 Hrs.)</p>	<ul style="list-style-type: none"> • Knowledge of different colour scheme and selection of colour for various purposes. • Basic knowledge of type and arrangement of furnishing. (06 hrs.)
		35. Skill to make necessary flower arrangement in office room; dining /canteen hall. (60 Hrs.)	<ul style="list-style-type: none"> • Basic knowledge of flower arrangement and their importance. (12 hrs.)
Professional Skill 60 Hrs; Professional Knowledge	Distribute clean linen from store and maintain inventory.	<p>36. Procure linen from the store and laundry and check proper storage of it. (25 Hrs.)</p> <p>37. Practice on material</p>	<ul style="list-style-type: none"> • Describe classification, characteristics, type and importance of linen in office premises. • Knowledge about the

12 Hrs		management, proper accounting and keeping of the linen service such as carpets, curtains, upholstery etc. (35 Hrs.)	selection, procurement and storage of Linen for rooms. <ul style="list-style-type: none"> • Material management in effective linen service such as carpets, curtains, upholstery etc. (12 hrs.)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Take environmental hygiene control measures.	38. Check both external and internal environmental hygiene of office premises. (60 Hrs.)	<ul style="list-style-type: none"> • To know about the Security, safety, control • Role of good material. (12 hrs.)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Ensure energy conservation and prevent wastage.	39. Energy conservation method adopted and utilized. (60 Hrs.)	<ul style="list-style-type: none"> • Basic knowledge of Principle of energy conservation, its generation, distribution and prevention of wastage. (12 hrs.)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Demonstrate appropriate pre-drill and post-drill notification procedures with the fire department.	40. Drill on different type of fire and natural Hazards. (35 Hrs.) 41. Demonstration and instruction by Fire department of fire Brigade. (25 Hrs.)	<ul style="list-style-type: none"> • Principle of working of different type of fire extinguisher and different firefighting equipment. • Classification of fire. • Basic method of extinction of fire. (12 hrs.)
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Establish provisions for access to fire-fighting and natural hazards.	42. To identify the fire risk area in the office. (10 Hrs.) 43. Operate fire alarm, Smoke detector. (10 Hrs.) 44. Practice on Natural hazards crisis management. (10 Hrs.)	<ul style="list-style-type: none"> • Awareness of the prevailing Act. • Knowledge of tackling dangerous situation such as earthquake, cyclones and flood. (06 hrs.)
Professional Skill 60 Hrs; Professional Knowledge	Co-ordinate and monitor managerial task.	45. Practice on planning, organizing, controlling and monitoring all housekeeping activities in hand for effective	<ul style="list-style-type: none"> • Principle of management and their application in housekeeping. • What is Management

12 Hrs		<p>utilization of the resources. (20 Hrs.)</p> <p>46. Maintaining various house keeping records and documents. (20 Hrs.)</p> <p>47. Check the budget, quality and availability related to housekeeping equipment. (20 Hrs.)</p>	<p>Information System (MIS)?</p> <ul style="list-style-type: none"> • Activities of MIS and maintaining records by MIS. (12 hrs.)
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Maintain a clean, sanitary, comfortable and tidy environment for either private households or commercial establishments.</p>	<p>Method to be followed by housekeeping process:</p> <p>48. By wearing covered dress as jackets, gloves and masks. (10 Hrs.)</p> <p>49. By applying disinfection spray. (10 Hrs.)</p> <p>50. By destroying all the clothes, bedding, linen etc. (10 Hrs.)</p> <p>51. By cleaning all the furniture and fixtures with disinfects materials. (10 Hrs.)</p> <p>52. By white washing and painting walls doors and windows. (10 Hrs.)</p> <p>53. By cleaning and sterilizing all utensils reservoirs etc. (10 Hrs.)</p>	<ul style="list-style-type: none"> • Periodical checklist for the daily, weekly and the monthly activities. • Precautionary measure is to be taken while wearing Mask, applying disinfection spray, white washing and painting of walls and cleaning of furniture and fixture, • Importance and safety precaution to be followed at the time of performing housekeeping procedure in sequence for restoration of long unused space. (12 hrs.)
<p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p>	<p>Ensure essentiality of mechanization for housekeeping.</p>	<p>54. Incorporating the emerging trends in housekeeping such as outsourcing, Eco-friendly Amenities, products and process. (35 Hrs.)</p> <p>55. New scientific technique. Use of IT in housekeeping. (25 Hrs.)</p>	<ul style="list-style-type: none"> • Introduction to outsourcing concept of Eco-friendly environment, product, Process and culture. (12 hrs.)

Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Demonstrate basic operation in computer and network communications.	56. Basic operation of computer, window and MS office. Practice on data entry on computer. (35 Hrs.) 57. Internet Browsing and e-mail Practice on Computer. (25 Hrs.)	• Introduction to basic computer awareness in office management: Knowledge of Internet and e-mail. Basic concept of information Technology. (12 hrs.)
Project work/ Industrial visit Broad Areas: <ol style="list-style-type: none"> a) Prepare working schedule for a hotel 20 suites. b) Prepare a category-wise chart of Bio-medical Waste as per biomedical waste management and handling rules. c) Prepare layout diagram containing furniture and decorative items arrangement in front office, restaurants, guestrooms, banquet halls, waiting lobby, dining hall and corridor of a hotel. 			

SYLLABUS FOR CORE SKILLS

1. Employability Skills(Common for all CTS trades) (160Hrs)

Learning outcomes, assessment criteria, syllabus and Tool List of Core Skills subjects which is common for a group of trades, provided separately in www.bharatskills.gov.in

List of Tools & Equipment			
HOUSEKEEPER (For batch of 24 Candidates)			
S No.	Name of the Tools and Equipment	Specification	Quantity
A. TRAINEES TOOL KIT			
1.	Mask		25(24+1) sets
2.	Hand gloves		25(24+1) nos.
3.	Apron		25(24+1) sets
4.	Goggles		25(24+1) nos.
5.	Paper towel		25(24+1) nos.
6.	Safety Shoes		25(24+1) pairs
7.	Cap and scarf		25(24+1) nos. Each
B. SHOP TOOLS & EQUIPMENT			
(i) Manually operated equipment:			
8.	Dry Mops		01 no.
9.	Damp Mops		01 no.
10.	Brooms / Cobweb remover		01 no.
11.	Floor cleaning brush air		01 no.
12.	Floor wiping brush		01 no.
13.	Hockey type brush		01 no.
14.	Counter brush		01 no.
15.	Ceiling brush		01 no.
16.	Glass cleaning / Wiping brush		01 no.
17.	Scrappers		01 no.
18.	Dustbins paddles		01 no.
19.	Waste paper basket		01 no.
20.	Plastic Mug		01 no.
21.	Plastic Bucket		01 no.
22.	Plastic drum		01 no.
23.	Wheelbarrow		01 no.
24.	Water trolley		01 no.
25.	Ladder		01 no.
26.	Scraping pump	14 liters capacity	01 no.
27.	Spraying pump	1 liter capacity	01 no.
28.	Flit pump		01 no.
29.	Rate trapping cage		01 no.

30.	Torch		01 no.
31.	Carborandum stone		01 no.
32.	Manual sweeping machine		01 no.
33.	Model Kleen sweep-II		01 no.
(ii) Power operated equipment:			
34.	Floor scrubbing/polishing machine	Model-S.C. Major	01 no.
		Model - S.C. standard	01 no.
35.	Wet vacuum cleaner		01 no.
36.	Dry vacuum cleaner portable		01 no.
37.	Fumigation machine (Oticare)		01 no.
38.	Bed pan washer		01 no.
(iii) Computer:			
39.	Desktop computer	CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch.) Licensed Operating System and Antivirus compatible with trade related software.	01 no.
40.	22" TFT Monitor		01 no.
41.	CD for hospital management		01 no.
(iv) Cleaning material :			
42.	Soft soap (ISI mark)		01 no.
43.	Liquid soap		01 no.
44.	Tat		01 no.
45.	Dish-wash bar (ISI mark)		01 no.
46.	Muriatic acid		01 no.
47.	Soda Ash		01 no.
(v) Deodorants & Disinfectant :			
48.	Phenyl	ISI marked Grade I	01 no.
49.	Cleanzo		01 no.
50.	Naphthalene Balls		01 no.
51.	Homorols		01 no.
52.	Toilet freshener tablet		01no.
53.	Deodorant spray		01no.
54.	Carbolic acid		01no.
55.	Cresol		01no.
(vi) Laundry cleaning material :			

56.	Laundry detergent powder		01no.
57.	Soda		01no.
58.	Bleaching powder/ Liquid bleach		01no.
59.	Whitener / Liquid blue		01no.
60.	After wash fabric conditioner		01no.
61.	Liquid starch		01no.
(vii) Insecticides & Rodenticides :			
62.	Latest Insecticides & Rodenticides materials		01no.
(viii) Stain Removal :			
63.	Typical Stain removal materials	Sterilization Box	1 Pec.
64.	Nonsudsing Household Ammonia		01no.
65.	Toilet cleaner		01no.
C. SHOP FLOOR FURNITURE AND MATERIALS			
66.	Instructor's table		01 no.
67.	Instructor's chair		02 nos.
68.	Locked lockers		02 nos.
69.	White board	(Minimum 4 x 6 feet)	01 no.
70.	Fire Extinguisher CO ₂	2 KG	02 nos.
71.	Fire Buckets	Standard size	02 nos.
72.	Dustbins	Colour coded	05 nos.
73.	Working table	1 table /5 student	As required
74.	Hand wash basin		05 nos.
75.	Hygiene Kit		06 nos.
76.	Wash Basins		04 nos.
77.	Chart denoting the Do's and Don'ts		01 no.
Note: -			
1. All the tools and equipment are to be procured as per BIS specification.			

ANNEXURE - II

The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts, trainers of ITIs, NSTIs, faculties from universities and all others who contributed in revising the curriculum.

Special acknowledgement is extended by DGT to the following expert members who had contributed immensely in this curriculum.

Date of Trade Committee Meeting: 6 th to 10 th May 2013 at CSTARI, Kolkata			
S No.	Name & Designation Sh./Mr./Ms.	Organization	Remarks
1.	R.N. Bandyopadhyaya, Director	CSTARI, Kolkata	Chairman
2.	K. L. Kuli, Joint Director of Training	CSTARI, Kolkata	Member
3.	K. Srinivasa Rao, Joint Director of Training	CSTARI, Kolkata	Member
4.	L.K. Mukherjee, Deputy Director of Training	CSTARI, Kolkata	Member
5.	Ashoke Rarhi, Deputy Director of Training	ATI-EPI, Dehradun	Member
6.	N. Nath, Assistant Director of Training	CSTARI, Kolkata	Member
7.	S. Srinivasu, Assistant Director of Training	ATI-EPI, Hyderabad	Member
8.	Sharanappa, Assistant Director of Training	ATI-EPI, Hyderabad	Member
9.	Ramakrishne Gowda, Asst. Director of Training	FTI, Bangalore	Member
10.	Goutam Das Modak, Asst. Director of Trg./Principal	RVTI, Kolkata	Member
11.	Venketesh. Ch., Principal	Govt. ITI, Dollygunj, Andaman & Nicobar Island	Member
12.	A.K. Ghate, Training Officer	ATI, Mumbai	Member
13.	V.B. Zumbre, Training Officer	ATI, Mumbai	Member
14.	P.M. Radhakrishna Pillai, Training Officer	CTI, Chennai	Member
15.	A. Jayaraman, Training officer	CTI Chennai	Member
16.	S. Bandyopadhyay, Training Officer	ATI, Kanpur	Member
17.	Suriya Kumari .K, Training Officer	RVTI, Kolkata	Member
18.	R.K. Bhattacharyya, Training Officer	RVTI, Trivandrum	Member
19.	Vijay Kumar, Training Officer	ATI, Ludhiana	Member
20.	Anil Kumar, Training Officer	ATI, Ludhiana	Member
21.	Sunil M.K. Training Officer	ATI, Kolkata	Member

22.	Devender, Training Officer	ATI, Kolkata	Member
23.	R. N. Manna, Training Officer	CSTARI, Kolkata	Member
24.	Mrs. S. Das, Training Officer	CSTARI, Kolkata	Member
25.	Jyoti Balwani, Training Officer	RVTI, Kolkata	Member
26.	Pragna H. Ravat, Training Officer	RVTI, Kolkata	Member
27.	Sarbojit Neogi, Vocational Instructor	RVTI, Kolkata	Member
28.	Nilotpal Saha, Vocational Instructor	I.T.I., Berhampore, Murshidabad, W.B	Member
29.	Vijay Kumar, Data Entry Operator	RVTI, Kolkata	Member

ABBREVIATIONS

CTS	Craftsmen Training Scheme
ATS	Apprenticeship Training Scheme
CITS	Craft Instructor Training Scheme
DGT	Directorate General of Training
MSDE	Ministry of Skill Development and Entrepreneurship
NTC	National Trade Certificate
NAC	National Apprenticeship Certificate
NCIC	National Craft Instructor Certificate
LD	Locomotor Disability
CP	Cerebral Palsy
MD	Multiple Disabilities
LV	Low Vision
HH	Hard of Hearing
ID	Intellectual Disabilities
LC	Leprosy Cured
SLD	Specific Learning Disabilities
DW	Dwarfism
MI	Mental Illness
AA	Acid Attack
PwD	Person with disabilities

