

# HOUSEKEEPER (CORPORATE)

## COMPETENCY BASED CURRICULUM

(Duration: 1 Year 3 Months.)

## APPRENTICESHIP TRAINING SCHEME (ATS)

NSQF LEVEL- 4



कौशल भारत - कुशल भारत  
**SECTOR - TOURISM AND HOSPITALITY**



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

*HOUSEKEEPER (CORPORATE)*

# HOUSEKEEPER (CORPORATE)

(Revised in 2018)

APPRENTICESHIP TRAINING SCHEME (ATS)



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Developed By

Ministry of Skill Development and Entrepreneurship  
Directorate General of Training  
**CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE**  
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The DGT sincerely expresses appreciation for the contribution of the Industry, State Directorate, Trade Experts and all others who contributed in revising the curriculum. Special acknowledgement to the following industries/organizations who have contributed valuable inputs in revising the curricula through their expert members:

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

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### 1.1 Apprenticeship Training Scheme under Apprentice Act 1961

The Apprentices Act, 1961 was enacted with the objective of regulating the Programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate(ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are four categories of apprentices namely; **trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of **trade apprentices** vary from trade to trade. The apprenticeship training for trade apprentices consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department

### 1.2 Changes in Industrial Scenario

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

### 1.3 Reformation

The Apprentices Act, 1961 has been amended and brought into effect from 22<sup>nd</sup> December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.

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- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.
- Scope has been extended also to non-engineering occupations.
- Establishments have been permitted to outsource basic training in an institute of their choice.
- The burden of compliance on industry has been reduced significantly.



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**2.1 GENERAL**

Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers range of vocational training courses catering to the need of different sectors of economy/ Labour market. The vocational training programmes are delivered under aegis of National Council of Vocational Training (NCVT). Craftsman Training Scheme (CTS) and Apprenticeship Training Scheme (ATS) are two pioneer programmes of NCVT for propagating vocational training.

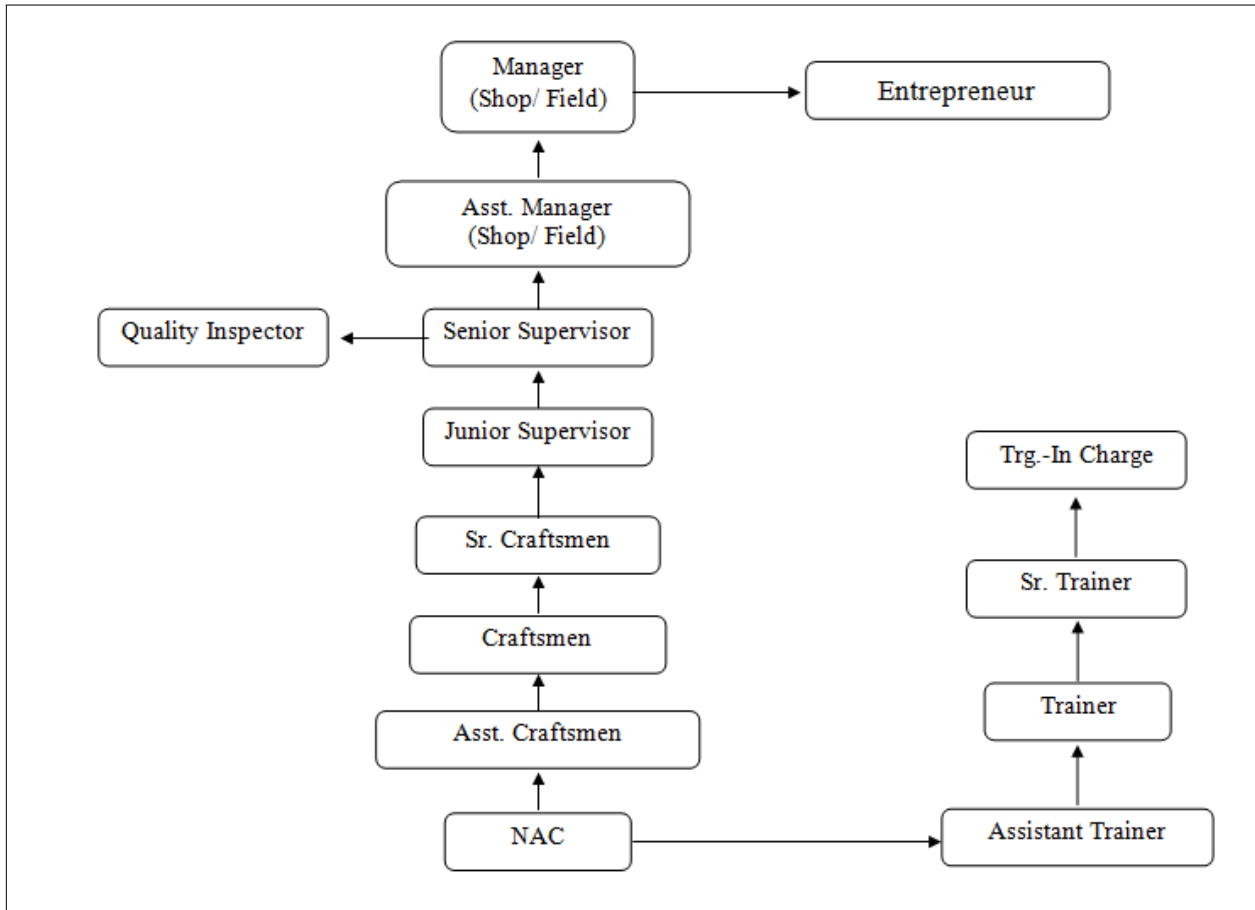
House Keeper (Corporate) trade under ATS is one of the most popular courses delivered nationwide through different industries. The course is of one year (01 Blocks) duration. It mainly consists of Domain area and Core area. In the Domain area Trade Theory & Practical impart professional - skills and knowledge, while Core area Employability Skills imparts requisite core skills & knowledge and life skills. After passing out the training programme, the trainee is being awarded National Apprenticeship Certificate (NAC) by NCVT having worldwide recognition.

**Broadly candidates need to demonstrate that they are able to:**

- Knowledge and demonstration about different types of housekeeping equipments and its day to day procurement and maintenance
- Knowledge of heavy duty cleaning comprising of removal of all waste materials, muck, cobwebs at all elevations from floors, walls, ceiling, sumps, trenches, doors, intervening platforms, structures, gratings, equipments, cable trays, cladding, cranes, trusses, fitting and fixtures, pipelines, ventilation ducts etc with help of required cleaning agents, materials and machineries to maintain clean room/ area condition.
- Knowledge and practice on computer for maintenance of various day to day housekeeping record, which includes maintenance, self data, left requirements and duty roster, etc.
- Perform House Keeper (Corporate) Duties
- Knowledge of facility management and demonstration:- Related to the housekeeping, parallel maintenance records and the jobs done under housekeeping daily, weekly and fortnight.

**2.2 CAREER PROGRESSION PATHWAYS:**

- Indicative pathways for vertical mobility.



**2.3 COURSE STRUCTURE:**

Table below depicts the distribution of training hours across various course elements during a period of two years (*Basic Training and On-Job Training*): -

**Total training duration details: -**

Time (in months)	1-3	4-15
Basic Training	Block- I	-----
Practical Training (On - job training)	----	Block - I

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### A. Basic Training

For 02 yrs. Course (Non-Engg.):- **Total 03 months:** 03 months in 1<sup>st</sup> yr. only

For 01 yr. Course (Non-Engg.):- **Total 03 months:** 03 months in 1<sup>st</sup> yr.

Sl. No.	Course Element	Total Notional Training Hours
		<b>For 01 yr. course</b>
1	Professional Skill (Trade Practical)	270
2	Professional Knowledge (Trade Theory)	120
3	Employability Skills	110
	<b>Total (including Internal Assessment)</b>	<b>500</b>

### B. On-Job Training:-

For 01 yr. course (Non-Engg.) :- (**Total 12 months**)

Notional Training Hours for On-Job Training: 2080 Hrs.

### C. Total training hours:-

Duration	Basic Training	On-Job Training	Total
<b>For 02 yrs. Course</b> (Non-Engg.)	500 hrs.	3640 hrs.	4140 hrs.
<b>For 01 yr. Course</b> (Non-Engg.)	500 hrs.	2080 hrs.	2580 hrs.

## **2.4 ASSESSMENT & CERTIFICATION:**

The trainee will be tested for his skill, knowledge and attitude during the period of course and at the end of the training programme as notified by Govt of India from time to time. The Employability skills will be tested in first two semesters only.

- a) The **Internal assessment** during the period of training will be done by **Formative assessment method** by testing for assessment criteria listed against learning outcomes. The training institute have to maintain individual trainee portfolio as detailed in assessment guideline (section-2.4.2). The marks of internal assessment will be as per the template (Annexure – II).
- b) The final assessment will be in the form of summative assessment method. The All India Trade Test for awarding NAC will be conducted by NCVT on completion of course as per guideline of Govt of India. The pattern and marking structure is being notified by govt of India from time to time. **The learning outcome and assessment criteria will be basis for setting question papers for final assessment. The examiner during final examination will also check** individual trainee's profile as detailed in assessment guideline (section-2.4.2) before giving marks for practical examination.

### **2.4.1 PASS REGULATION**

The minimum pass percent for Practical is 60% & minimum pass percent for Theory subjects 40%. The candidate pass in each subject conducted under all India trade test.

### **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 assessment. Due consideration should be given while assessing for team work, avoidance/reduction of scrap/wastage and disposal of scarp/wastage as per procedure, behavioral attitude, sensitivity to 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

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- Assignment
- Project work

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

Performance Level	Evidence
<b>(a) Weightage in the range of 60 -75% to be allotted during assessment</b>	
For performance in this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.	<ul style="list-style-type: none"><li>• Demonstration of good skill in the use of hand tools, machine tools and workshop equipment</li><li>• Below 70% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards.</li><li>• A fairly good level of neatness and consistency in the finish</li><li>• Occasional support in completing the project/job.</li></ul>
<b>(b)Weightage in the range of above75% - 90% to be allotted during assessment</b>	
For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.	<ul style="list-style-type: none"><li>• Good skill levels in the use of hand tools, machine tools and workshop equipment</li><li>• 70-80% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards.</li><li>• A good level of neatness and consistency in the finish</li><li>• Little support in completing the project/job</li></ul>
<b>(c) Weightage in the range of above 90% to be allotted during assessment</b>	
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"><li>• High skill levels in the use of hand tools, machine tools and workshop equipment</li><li>• Above 80% tolerance dimension/accuracy achieved while undertaking different work with those demanded by the component/job/set standards.</li><li>• A high level of neatness and consistency in the finish.</li><li>• Minimal or no support in completing the project.</li></ul>

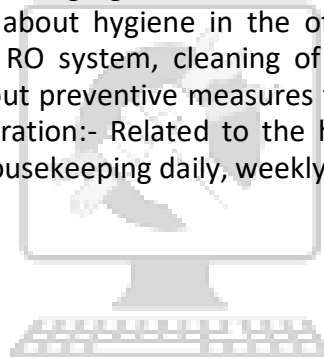
**Brief description of Job roles:**

On successful completion of the course the candidates can either get employed, or become a self-employed Entrepreneur in any one of the following fields.

Familiarization with the permanent and flexible set up of office. Knowledge and demonstration of changing of the set up as per Requirements. Plan, organize, control and monitor all housekeeping activity in hand for effective utilization of resources Knowledge of heavy duty cleaning comprising of removal of all waste materials, muck, cobwebs at all elevations from floors, walls, ceiling, sumps, trenches, doors, intervening platforms, structures, gratings, equipments, cable trays, cladding, cranes, trusses, fitting and fixtures, pipelines, ventilation ducts etc with help of required cleaning agents, materials and machineries to maintain clean room/ area condition Knowledge about hygiene in the office premises. Demonstration with proper purification of water with RO system, cleaning of cabins, reception and wash room. Knowledge and demonstration about preventive measures taken for pest control Knowledge of facility management and demonstration:- Related to the housekeeping, parallel maintenance records and the jobs done under housekeeping daily, weekly and fortnight

**Reference NCO 2015:**

- i) 9112.0100



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**4. NSQF LEVEL COMPLIANCE**

NSQF level for HOUSE KEEPER /CORPORATE trade under ATS: **Level 4**

As per notification issued by Govt. of India dated- 27.12.2013 on National Skill Qualification Framework total 10 (Ten) Levels are defined.

Each level of the NSQF is associated with a set of descriptors made up of five outcome statements, which describe in general terms, the minimum knowledge, skills and attributes that a learner needs to acquire in order to be certified for that level.

Each level of the NSQF is described by a statement of learning outcomes in five domains, known as level descriptors. These five domains are:

- a) Process
- b) professional knowledge,
- c) professional skill,
- d) core skill and
- e) Responsibility.



The Broad Learning outcome of House Keeper (Corporate) trade under ATS mostly matches with the Level descriptor at Level- 4.

The NSQF level-4 descriptor is given below:

LEVEL	Process required	Professional knowledge	Professional skill	Core skill	Responsibility
Level 4	Work in familiar, predictable, routine, situation of clear choice.	Factual knowledge of field of knowledge or study	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts	Language to Communicate written or oral, with required clarity, skill to basic Arithmetic and algebraic principles, basic understanding of social political and natural environment.	Responsibility for own work and learning.

<b>Name of the Trade</b>	HOUSE KEEPER /CORPORATE
<b>NCO-2015</b>	9112.0100
<b>NSQF Level</b>	Level – 4
<b>Duration of Apprenticeship Training</b> (Basic Training + On-Job Training)	3 months + One year (01 Blocks of 15 month duration).
<b>Duration of Basic Training</b>	a) Block –I : 3 months <b>Total duration of Basic Training: 3 months</b>
<b>Duration of On-Job Training</b>	a) Block–I: 12 months <b>Total duration of Practical Training: 12 months</b>
<b>Entry Qualification</b>	Passed 10 <sup>th</sup> class examination under 10+2 system of education or its equivalent
<b>Selection of Apprentices</b>	The apprentices will be selected as per Apprenticeship Act amended time to time.
<b>Instructors Qualification for Basic Training</b>	As per ITI instructors qualifications as amended time to time for the specific trade.
<b>Infrastructure for Basic Training</b>	As per related trade of ITI
<b>Examination</b>	The internal examination/ assessment will be held on completion of each block. Final examination for all subjects will be held at the end of course and same will be conducted by NCVT.
<b>Rebate to Ex-ITI Trainees</b>	01 year
<b>CTS trades eligible for HOUSE KEEPER /CORPORATE Apprenticeship</b>	Corporate House Keeping

**Note:**

- Industry may impart training as per above time schedule for different block, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspects is compromised.
- For imparting Basic Training the industry to tie-up with ITIs having such specific trade and affiliated to NCVT.

### 6.1 GENERIC LEARNING OUTCOME

The following are minimum broad Common Occupational Skills/ Generic Learning Outcome after completion of the HOUSE KEEPER /CORPORATE course of 01 year duration under ATS.

1. Recognize & comply safe working practices, environment regulation and housekeeping.
2. Select and ascertain measuring instrument and measure dimension of components and record data.
3. Explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to improve productivity & quality.
4. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
5. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.
6. Plan and organize the work related to the occupation.

### 6.2 SPECIFIC LEARNING OUTCOME

#### Block – I

1. Introduction, Knowledge and familiarization with the to the work place & culture of the industry, Standard of grooming and safety
2. Plan, organize, control and monitor all housekeeping activity in hand for effective utilization of resources.
3. Knowledge and demonstration about different types of housekeeping equipments and its day to day procurement and maintenance.
4. Perform heavy duty cleaning in Industry.
5. Demonstration with proper purification of water with RO system, pest control and hygiene in the office premises
6. Perform safety and first aid and demonstrate functioning of various kinds of fire extinguisher, fire panel, fire alarm, smoke detector, and fire exits in the industry/property in the premises.
7. Knowledge and practice on computer for maintenance keeping record and duty roster, etc.
8. Demonstration on facility management

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

## 7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA

GENERIC LEARNING OUTCOME	
LEARNING OUTCOMES	ASSESSMENT CRITERIA
1. Recognize & comply safe working practices, environment regulation and housekeeping.	1.1 Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements.
	1.2 Recognize and report all unsafe situations according to site policy.
	1.3 Identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures.
	1.4 Identify, handle and store / dispose off dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements.
	1.5 Identify and observe site policies and procedures in regard to illness or accident.
	1.6 Identify safety alarms accurately.
	1.7 Report supervisor/ Competent of authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures.
	1.8 Identify and observe site evacuation procedures according to site policy.
	1.9 Identify Personal Protective Equipment (PPE) and use the same as per related working environment.
	1.10 Identify basic first aid and use them under different circumstances.
	1.11 Identify different fire extinguisher and use the same as per requirement.
	1.12 Identify environmental pollution & contribute to avoidance of same.
	1.13 Take opportunities to use energy and materials in an environmentally friendly manner.
	1.14 Avoid waste and dispose waste as per procedure.
	1.15 Recognize different components of 5S and apply the same in the working environment.
2. Select and ascertain measuring instrument and measure dimension of	2.1 Select appropriate measuring instruments such as micrometers, vernier calipers, dial gauge, bevel protector and height gauge (as per tool list).

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components and record data.	2.2 Ascertain the functionality & correctness of the instrument.
	2.3 Measure dimension of the components & record data to analyze the given drawing/measurement.
3. Explain the concept in productivity, quality tools, and labour welfare legislation and apply such in day to day work to improve productivity & quality.	3.1 Explain the concept of productivity and quality tools and apply during execution of job.
	3.2 Understand the basic concept of labour welfare legislation and adhere to responsibilities and remain sensitive towards such laws.
	3.3 Knows benefits guaranteed under various acts.
4. Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.	4.1 Explain the concept of energy conservation, global warming, pollution and utilize the available recourses optimally & remain sensitive to avoid environment pollution.
	4.2 Dispose waste following standard procedure.
5. Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.	5.1 Explain personnel finance and entrepreneurship.
	5.2 Explain role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes & procedure & the available scheme.
	5.3 Prepare Project report to become an entrepreneur for submission to financial institutions.
6. Plan and organize the work related to the occupation.	6.1 Use documents, drawings and recognize hazards in the work site.
	6.2 Plan workplace/ assembly location with due consideration to operational stipulation.
	6.3 Communicate effectively with others and plan project tasks.
	6.4 Assign roles and responsibilities of the co-trainees for execution of the task effectively and monitor the same.

### SPECIFIC OUTCOME

#### Block-I (Section:10)

*Assessment Criteria i.e. the standard of performance, for each specific learning outcome mentioned under **Block – I**(section: 10) must ensure that the trainee works in familiar, predictable, routine, situation of clear choice. Assessment criteria should broadly cover the aspect of **Planning** (Identify, ascertain, etc.); **Execution** apply factual knowledge of field of knowledge, recall and demonstrate practical skill during*

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*performing the work in routine and repetitive in narrow range of application, using appropriate rule and tool, complying with basic arithmetic and algebraic principles and language to communicate in written or oral with required clarity; **Checking/Testing** to ensure functionality during the assessment of each outcome. The assessments parameters must also ascertain that the candidate is responsible for his/her own work and learning.*



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**BASIC TRAINING (Block – I)****Duration: (03) Three Months**

<b>Week No.</b>	<b>Professional Skills (Trade Practical)</b>	<b>Professional Knowledge (Trade Theory)</b>
1	Introduction to the work place. Introduction And Demonstration about safety and safety equipments used related to housekeeping	Knowledge and familiarization with the culture of the industry Standard of grooming  Knowledge about safety and safety equipments used related to housekeeping
2	Familiarization with the permanent and flexible set up of office. Demonstration of changing of the set up as per requirements. Plan, organize, control and monitor all housekeeping activity in hand for effective utilization of resources.	Knowledge of changing of the set up of Industry. Knowledge of changing of the set up as per housekeeping activity in hand for effective utilization of resources
3-4	Perform and use Vacuum cleaners Perform and use Floor scrubber Perform and use EPABX system Perform and use Digital multifunction machine Perform and use Laptop, Desk Top PCs Perform and use LCDs Perform and use CCTV and cameras procurement and maintenance of Housekeeping Equipments.	Housekeeping equipments and its day to day procurement and maintenance.  <ol style="list-style-type: none"> <li>1. Vacuum cleaners</li> <li>2. Floor scrubber</li> <li>3. EPABX system</li> <li>4. Digital multifunction machine</li> <li>5. Laptop, Desk Top PCs</li> <li>6. LCDs</li> <li>7. CCTV and cameras</li> <li>8. Air Conditioners</li> </ol>
5-6	Demonstration of heavy duty cleaning comprising of removal of all waste materials, muck, cobwebs at all elevations from floors, walls, ceiling, sumps, trenches, doors, intervening platforms, structures, gratings, equipments, cable trays, cladding, cranes, trusses, fitting and fixtures, pipelines, ventilation ducts etc with help of required cleaning agents, materials and machineries to maintain clean room/ area condition.	Knowledge of heavy duty cleaning comprising of removal of all waste materials, muck, cobwebs at all elevations from floors, walls, ceiling, sumps, trenches, doors, intervening platforms, structures, gratings, equipments, cable trays, cladding, cranes, trusses, fitting and fixtures, pipelines, ventilation ducts etc with help of required cleaning agents, materials and machineries to maintain clean room/ area condition.
7-8	Demonstrate about heavy duty cleaning . Demonstration with proper purification of water with RO system, Cleaning of cabins, reception and wash room. Demonstration about preventive measures taken for pest control	Knowledge about hygiene in the office premises. Along with proper purification of water with RO system, Cleaning of cabins, reception and wash room. Knowledge about preventive measures taken for pest control

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9-10	Demonstrate about the safety and first aid to the field area. Practical knowledge about functioning of various kinds of fire extinguisher. Practical knowledge of fire panel, fire alarm, smoke detector, and fire exits in the industry/property in the premises.	Knowledge about the safety and first aid to the field area. Knowledge about functioning of various kinds of fire extinguisher. Knowledge of fire panel, fire alarm, smoke detector, and fire exits in the Industry/property in the premises.
11	Practice on computer for maintenance of various day to day house keeping Maintain record, which includes maintenance, self data, left requirements and duty roster, etc.	Knowledge of computer maintenance of various day to day house keeping record , which includes maintenance, self data, left requirements and duty roster, etc. In Industry
12	Demonstrate facility management and demonstration:- Related to the housekeeping, parallel maintenance records and the jobs done under housekeeping daily, weekly and fortnight.	Knowledge of facility management and demonstration:- Related to the housekeeping, parallel maintenance records and the jobs done under housekeeping daily, weekly and fortnight.
13	<b>Internal Assessment/Examination 03days</b>	

### **NOTE: -**

*More emphasis to be given on video/real-life pictures during theoretical classes. Some real-life pictures/videos of related industry operations may be shown to the trainees to give a feel of Industry and their future assignment.*

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## 9.1 EMPLOYABILITY SKILLS

(DURATION: - 110 HRS.)

<b>Block – I</b> <b>(Duration – 55 hrs.)</b>	
<b>1. English Literacy</b>	
Duration : 20 Hrs. Marks : 09	
<b>Pronunciation</b>	Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)
<b>Functional Grammar</b>	Transformation of sentences, Voice change, Change of tense, Spellings.
<b>Reading</b>	Reading and understanding simple sentences about self, work and environment
<b>Writing</b>	Construction of simple sentences Writing simple English
<b>Speaking / Spoken English</b>	Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.
<b>2. I.T. Literacy</b>	
Duration : 20 Hrs. Marks : 09	
<b>Basics of Computer</b>	Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.
<b>Computer Operating System</b>	Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.
<b>Word processing and Worksheet</b>	Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets.

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<b>Computer Networking and Internet</b>	Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.
<b>3. Communication Skills</b>	
Duration : 15 Hrs. Marks : 07	
<b>Introduction to Communication Skills</b>	Communication and its importance Principles of Effective communication Types of communication - verbal, non verbal, written, email, talking on phone. Non verbal communication -characteristics, components-Para-language Body language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort.
<b>Listening Skills</b>	Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.
<b>Motivational Training</b>	Characteristics Essential to Achieving Success. The Power of Positive Attitude. Self awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning.
<b>Facing Interviews</b>	Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview.
<b>Behavioral Skills</b>	Problem Solving Confidence Building Attitude
<b>Block – II</b> <b>Duration – 55 hrs.</b>	
<b>4. Entrepreneurship Skills</b>	Duration : 15 Hrs.

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		Marks : 06
<b>Concept of Entrepreneurship</b>	Entrepreneur - Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.	
<b>Project Preparation &amp; Marketing analysis</b>	Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of PLC, Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.	
<b>Institutions Support</b>	Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes & procedure & the available scheme.	
<b>Investment Procurement</b>	Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
<b>5. Productivity</b>		Duration : 10 Hrs. Marks : 05
<b>Benefits</b>	Personal / Workman - Incentive, Production linked Bonus, Improvement in living standard.	
<b>Affecting Factors</b>	Skills, Working Aids, Automation, Environment, Motivation - How improves or slows down.	
<b>Comparison with developed countries</b>	Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
<b>Personal Finance Management</b>	Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
<b>6. Occupational Safety, Health and Environment Education</b>		Duration : 15 Hrs. Marks : 06
<b>Safety &amp; Health</b>	Introduction to Occupational Safety and Health importance of safety and health at workplace.	
<b>Occupational Hazards</b>	Basic Hazards, Chemical Hazards, Vibroacoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	
<b>Accident &amp; safety</b>	Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety	

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	measures.
<b>First Aid</b>	Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person.
<b>Basic Provisions</b>	Idea of basic provision legislation of India. safety, health, welfare under legislative of India.
<b>Ecosystem</b>	Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.
<b>Pollution</b>	Pollution and pollutants including liquid, gaseous, solid and hazardous waste.
<b>Energy Conservation</b>	Conservation of Energy, re-use and recycle.
<b>Global warming</b>	Global warming, climate change and Ozone layer depletion.
<b>Ground Water</b>	Hydrological cycle, ground and surface water, Conservation and Harvesting of water.
<b>Environment</b>	Right attitude towards environment, Maintenance of in -house environment.
<b>7. Labour Welfare Legislation</b>	
	Duration : 05 Hrs. Marks : 03
<b>Welfare Acts</b>	Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.
<b>8. Quality Tools</b>	
	Duration : 10 Hrs. Marks : 05
<b>Quality Consciousness</b>	Meaning of quality, Quality characteristic.
<b>Quality Circles</b>	Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.
<b>Quality Management System</b>	Idea of ISO 9000 and BIS systems and its importance in maintaining qualities
<b>House Keeping</b>	Purpose of House-keeping, Practice of good Housekeeping.
<b>Quality Tools</b>	Basic quality tools with a few examples.

## **10. DETAILS OF COMPETENCIES (ON-JOB TRAINING)**

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BROAD LEARNING TO BE COVERED IN INDUSTRY FOR HOUSE KEEPER (CORPORATE) TRADE:

1. Safety and best practices /Basic Industrial Culture (5S, KAIZEN, etc.)
2. Record keeping and documentation
3. Use of different types of housekeeping equipments
4. Knowledge about hygiene in the office premises
5. Carryout House Keeper (Corporate)

*Note: Actual training will depend on the existing facilities available in the establishments.*

The **competencies/ specific outcomes** on completion of On-Job Training are detailed below: -

### **BLOCK – I (09 Months)**

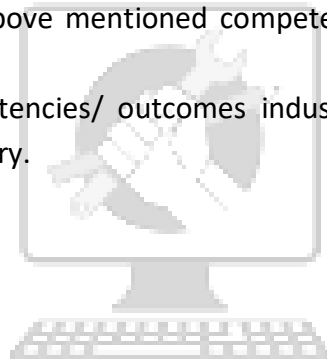
1. Introduction to the work place. Knowledge and familiarization with the culture of the industry. Standard of grooming. Knowledge and demonstration about safety and safety equipments used related to housekeeping.
2. Familiarization with the permanent and flexible set up of office. Knowledge and demonstration of changing of the set up as per requirements. Plan, organize, control and monitor all housekeeping activity in hand for effective utilization of resources.
3. Knowledge and demonstration about different types of different types of housekeeping equipments and its day to day procurement and maintenance.
  - a) Vacuum cleaners
  - b) Floor scrubber
  - c) EPABX system
  - d) Digital multifunction machine
  - e) Laptop, Desk Top PCs
  - f) LCDs
  - g) CCTV and cameras
  - h) Air Conditioners
4. Knowledge of heavy duty cleaning comprising of removal of all waste materials, muck, cobwebs at all elevations from floors, walls, ceiling, sumps, trenches, doors, intervening platforms, structures, gratings, equipments, cable trays, cladding, cranes, trusses, fitting and fixtures, pipelines, ventilation ducts etc with help of required cleaning agents, materials and machineries to maintain clean room/ area condition.
5. Knowledge about hygiene in the office premises. Demonstration with proper purification of water with RO system, cleaning of cabins, reception and wash room. Knowledge and demonstration about preventive measures taken for pest control.

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6. Knowledge about the safety and first aid to the field area. Practical knowledge about functioning of various kinds of fire extinguisher. Practical knowledge of fire panel, fire alarm, smoke detector, and fire exits in the industry/property in the premises.
7. Knowledge and practice on computer for maintenance of various day to day house keeping record , which includes maintenance, self data, left requirements and duty roster, etc.
8. Knowledge of facility management and demonstration:- Related to the housekeeping, parallel maintenance records and the jobs done under housekeeping daily, weekly and fortnight.

### **Note:**

1. Industry must ensure that above mentioned competencies are achieved by the trainees during their on job training.
2. In addition to above competencies/ outcomes industry may impart additional training relevant to the specific industry.



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HOUSE KEEPER (CORPORATE)			
LIST OF TOOLS AND EQUIPMENT for Basic Training (For 20 Apprentices)			
Sl. no.	Name of the Tool & Equipments	Specification	Quantity
1.	Vacuum cleaners		02 Nos.
2.	Floor scrubber		05 Nos.
3.	EPABX system		01 No.
4.	Inkjet/ Digital Printer		01 No.
5.	Latest Configuration Desk Top PCs		01 No.
6.	CCTV cameras		01 No.
7.	Air Conditioners		01 No.
8.	heavy duty cleaner		01 No.
9.	Musk		01 No.
10.	Clean agents		As required
11.	R.O. System		01 No.
12.	Fire Extinguisher		01 No.
13.	Smoke Detector		01 No.
14.	Fire Alarm		01 No.

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TOOLS & EQUIPMENTS FOR EMPLOYABILITY SKILLS		
Sl. No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations and Internet connection with standard operating system and standard word processor and worksheet software	10 Nos.
2.	UPS - 500VA	10 Nos.
3.	Scanner cum Printer	1 No.
4.	Computer Tables	10 Nos.
5.	Computer Chairs	20 Nos.
6.	LCD Projector	1 No.
7.	White Board 1200mm x 900mm	1 No.

*Note: - Above Tools & Equipments not required, if Computer LAB is available in the institute.*

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## FORMAT FOR INTERNAL ASSESSMENT

Name & Address of the Assessor :						Year of Enrollment :								
Name & Address of ITI (Govt./Pvt.) :						Date of Assessment :								
Name & Address of the Industry :						Assessment location: Industry / ITI								
Trade Name :			Semester:			Duration of the Trade/course:								
Learning Outcome:														
Sl. No	Maximum Marks (Total 100 Marks)		15	5	10	5	10	10	5	10	15	15	Total internal assessment Marks	Result (Y/N)
	Candidate Name	Father's/Mother's Name	Safety consciousness	Workplace hygiene	Attendance/ Punctuality	Ability to follow Manuals/ Written instructions	Application of Knowledge	Skills to handle tools & equipment	Economical use of materials	Speed in doing work	Quality in workmanship	VIVA		
1														
2														