



APPRENTICESHIP CURRICULUM
for
Household Multipurpose Executive
Under
Domestic Workers Sector Skill
Council
for
NSQF compliance

**National Apprenticeship
Promotion Scheme**

DOMESTIC WORKERS SECTOR SKILL COUNCIL: NAPS

1	Program Title	Household Multipurpose Executive
2	Program Code, if any	DWC/Q0103
3	Any related NSQF approved QP/Course/ NOS and code	Household Multipurpose Executive, DWC/Q0103
4	Hours for Basic Training (Block I)	340 (2 Months)
5	Hours for On the Job Training (Block II)	1600 (10 Months)
6	Certifying body for Basic Training Program	DWSSC
7	Certifying Body for On the Job training	DWSSC jointly with Industry where apprenticeship is carried out
8	Any Licensing requirements, wherever applicable	NA
9 (a)	Minimum eligibility criteria (Educational and/ or technical Qualification)	10 th Standard
9 (b)	Basic Training Exemption (BTE) criteria	Certified in Household Multipurpose Executive under PMKVY/ Graduation/ Diploma in hospitality
10	Trainer's Qualification and Experience	<p>Certificate/ 2 Years Diploma/ Graduate/ Post Graduate in Hotel Management/ Restaurant Management/ Hospitality Management / Food Science and Nutrition Or Equivalent or Relevant Higher Education/ Any Graduate</p> <p>With 48 months/ 48 months/ 36 months/ 24 months/ 60 months of experience as Home Science Teacher/ Housekeeping Supervisor in any housekeeping agency/ Facility Management Company/ Teacher of cooking or running crockery classes or supervising Pantry/ Mess etc. & also among total years of experience may or may not include 1 year of training delivery experience</p>
11	NCO code and occupation	NCO-2015 /9111.0100/ Housekeeping
12	Proposed NSQF level	4
13	Indicative list of training tools required to deliver this qualification (may be attached)	Attached as annexure I

14	Formal structure of the curriculum				
		Modules	Notional hours-Theory	Notional hours-Practical	Total duration
Basic Training Program	1. Introduction to Domestic Worker sector	5	5	10	
	2. Housekeeping and Replenishment of Supplies	15	30	45	
	3. Administrative Tasks	20	45	65	
	4. Management of Visitors/ Guests	25	50	75	
	5. Hygiene and Work Etiquette	20	35	55	
	6. Cleanliness and Security of Workplace	20	35	55	
	7. Digital Devices and Basic Software Applications	15	20	35	
On the Job Training Program	1. Introduction to Domestic Worker sector	5	0	5	
	2. Housekeeping and Replenishment of Supplies	30	250	280	
	3. Administrative Tasks	40	300	340	
	4. Management of Visitors/ Guests	35	250	285	
	5. Hygiene and Work Etiquette	30	200	230	
	6. Cleanliness and Security of Workplace	30	200	230	
	7. Digital Devices and Basic Software Applications	30	200	230	
15	Total Pass marks				
		Pass Marks-Theory %age	Pass Marks- Practical %age		
	Basic Training Program	70	70		
	On the Job Training Program	70	70		

16	<p>Job description-brief - Household Multipurpose Executive typically functions out of households set up for home-based businesses, performing administrative and work support activities such as housekeeping, managing telephone calls, management of files and other documents.</p>		
	<table border="1"> <tr> <td data-bbox="297 363 894 831"> <p>Progression from the qualification (Please show Professional and academic progression)</p> </td> <td data-bbox="894 363 1490 831"> <ol style="list-style-type: none"> 1. Housekeeping Executive (THC/Q0208) 2. Multipurpose Worker(THC/Q5712) 3. Front Office Associate (THC/Q0102) 4. Counter Sale Executive (THC/Q2903) 5. Front Desk Officer - QSR (THC/Q2907) 6. Bell Boy (THC/Q0104) 7. Room Attendant (THC/Q0202) 8. Multipurpose Worker (THC/Q5712) 9. Multipurpose Worker - Office (THC/Q5710) </td> </tr> </table>	<p>Progression from the qualification (Please show Professional and academic progression)</p>	<ol style="list-style-type: none"> 1. Housekeeping Executive (THC/Q0208) 2. Multipurpose Worker(THC/Q5712) 3. Front Office Associate (THC/Q0102) 4. Counter Sale Executive (THC/Q2903) 5. Front Desk Officer - QSR (THC/Q2907) 6. Bell Boy (THC/Q0104) 7. Room Attendant (THC/Q0202) 8. Multipurpose Worker (THC/Q5712) 9. Multipurpose Worker - Office (THC/Q5710)
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Curriculum

Module Name with Duration	Key Learning Outcomes
Theory/Basic Training Program- Block I	
<p>Introduction to Domestic Workers Sector</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> " Discuss Domestic Workers Sector in India. " Describe the draft national policy and different statutory provisions for Domestic Workers in our country " Explain the categorization of domestic workers in India. " Understand the reasons for the growth of Domestic Workers Sector in India. " Discuss the emerging trends in Domestic Workers Sectors in India. " Understand the roles and responsibilities of Household Multipurpose Executive
<p>Housekeeping and Replenishment of Supplies</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 30:00</p> <p>Corresponding NOS DWC/N0110</p>	<ul style="list-style-type: none"> " Operate and clean workplace equipment " Ensure equipment is dust free and in working condition " Apply techniques to clean workplace premises including furniture, glass panes, windows, floors etc. " Identify how to do a quick and efficient cleaning of premises " Ensure the cleanliness and maintenance of workplace equipment to ensure their functionality " Clear out garbage bins on a daily basis " Ensure discarded papers or documents are shredded " Monitor external cleaners " Change or refill cartridges in printers and in other equipment " Coordinate maintenance and repair of equipment as instructed " create a record of office stationary supplies and its utilization " Purchase stationary to replenish stocks as instructed " Ensure proper utilization of office supplies " Ensure to oversee maintenance work as required " Report any hazards to the relevant person

Administrative Tasks**Theory Duration**

(hh:mm) 20:00

Practical Duration

(hh:mm) 45:00

Corresponding NOS

DWC/N0111

- Record and verify any expenditure/ receipts (e.g. Sale and purchase of supplies) in the book
- Explain the significance of time management
- Operate computers, digital devices (smart phones, laptop, tablet), MS-Office
- Operate photocopiers, fax, printers, paper shredders and other machines
- Verify all the bills/ challans/ invoices
- Record all the accounting entries in a log book
- Follow the described organizational standards while attending to guests and visitors
- Demonstrate the use of technology for booking cabs, trains, flights and hotels
- List acceptable identify / proof documents
- Compose emails
- List types of mail methods and how to send packages, couriers etc.
- Schedule meetings and manage calendar
- Support the concern individual authorities with various tasks such as taking print outs, scanning as requested
- Administer proper filing and documentation
- Verify and record any bank related transaction/ receipts (visiting banks, ATM, sale and purchase of supplies) in the book/ electronic system
- Manage invoices and release payments to suppliers accurately and on time
- Schedule meetings as requested
- Schedule daily agenda and appointments of supervisor as instructed
- Identify how to receive and distribute the received mails to intended recipients
- Explain how to maintain record of incoming/ outgoing mails
- Practice to alert supervisor if suspicious packages are found
- Complete all the tasks related to delivery or collection of documents/packages/messages from workplace to external site
- Facilitate pick and drop service for child from home, school or tuition centre.

<p>Management of Visitors/ Guests</p> <p>Theory Duration (hh:mm) 25:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS DWC/N0112</p>	<ul style="list-style-type: none"> • Follow basic etiquette when answering calls and addressing visitors. • Make the visitor feel comfortable by offering a smile • Demonstrate aspects of personal grooming. • Ensure the visitor is comfortable • List the products and services available at workplace • List mandatory details to be received from the visitor/ caller • List types of beverages and snacks that to be served • Illustrate the use of the basic functionality of multi-line telephones • Follow basic etiquette when answering calls and addressing visitors. • Collect and verify identification document from the visitor • Make and serve different types of tea or coffee and snacks as requested • Practice to answer all phone calls promptly, in a courteous manner • Speak with callers in pleasant and polite voice after greeting them appropriately • Understand the caller’s requirement and act accordingly • Record caller’s details for future reference in a maintained notebook, in case of unavailability of the contact person. • Write messages from the callers in a legible handwriting in a notepad
<p>Hygiene and Work Etiquette</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 35:00</p> <p>Corresponding NOS DWC / N9902</p>	<ul style="list-style-type: none"> • Follow proper gestures to greet visitors • Listen attentively and respond tactfully and politely • Ensure professional and ethical conduct • Demonstrate interpersonal skills for the required job role • Recognize importance of hygiene and cleanliness for the benefit of the employer as well as oneself
<p>Cleanliness and Security of Workplace</p> <p>Theory Duration (hh:mm) 20:00</p>	<ul style="list-style-type: none"> • Apply appropriate safety measures promptly and efficiently, as dictated by existing procedures and instructions. • Follow the emergency procedures promptly, calmly and efficiently when confronted with an emergency event

<p>Practical Duration (hh:mm) 35:00</p> <p>Corresponding NOS DWC / N9903</p>	<ul style="list-style-type: none"> ● Identify and recommend opportunities for improving health, safety, and security to the concerned person ● Illustrate ways for safe handling of waste ● Illustrate the importance of using different types of dustbins for waste disposal. ● List the reasons for keeping waste areas clean, tidy and sanitized at all times ● Identify relevant personal protective equipment required for different types of waste ● Apply methods of cleaning waste/ garbage from the work area as per the procedures and statutory provisions
<p>Digital Devices and Basic Software Applications</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 20:00</p> <p>Corresponding NOS DWC / N9904</p>	<ul style="list-style-type: none"> ● Identify how to read and write in English ● Explain how to operate CCTV ● Explain how to attach various components and install/uninstall various programs on the computer ● Explain how to use different input devices such as scanners, camera, mouse, keyboard etc. Efficiently ● Recognize how to take print outs of required documents and transmit documents to external storage devices such as hard disks, pen drives, DVDs etc. ● Identify how to compose emails - draft, format and send attachments ● Explain how to create a basic presentation with slides ● Explain how to use internet for search and specific work needs ● Practice creation of word documents – create, edit, save, send. Similarly, for excel files, PowerPoint presentations ● Identify how to draft, format and type emails for office communication, to create mailing lists, memos etc. ● Recognize the main shortcut keys to be used for basic functions
<p>Total Duration Grand Total: 120+220</p>	<p>Theory Duration 120:00, Practical Duration 220:00, Employability and Entrepreneurship-40:00</p>

On the Job Training Program- Block II	
<p>Introduction to Domestic Workers Sector</p> <p>Bridge Module</p> <p>Training Hours Theory Practical/ OJT 05 00</p>	<ol style="list-style-type: none"> 1. State the objectives of the program 2. Describe the draft national policy and different statutory provisions for Domestic Workers in our country 3. Explain the categorisation of domestic workers in India 4. Understand the reasons for the growth of Domestic Workers Sector in India. 5. Discuss the emerging trends in Domestic Workers Sector in India 6. Understand the roles and responsibilities of Child Caretaker (Non Clinical)
<p>Housekeeping and Replenishment of Supplies</p> <p>DWC/N0110</p> <p>Training Hours Theory Practical/ OJT 30 250</p>	<ol style="list-style-type: none"> 1. Clean office area including furniture, windows efficiently 2. Maintain workplace equipment and ensure they are functional 3. Oversee maintenance work as required 4. Report any hazards to the relevant person 5. Keep a record of items used regularly for the workplace 6. Purchase consumable items, supplies, tools, equipment and PPE (Personal Protective Equipment) at workplace to replenish stocks as instructed.
<p>Administrative Tasks</p> <p>DWC/N0111</p> <p>Training Hours Theory Practical/ OJT 40 300</p>	<ol style="list-style-type: none"> 1. Take print outs, photocopies, scan the documents and other such tasks 2. File required documents in a proper manner 3. Use MS office tools for office support 4. Verify and record any financial transaction/ receipts (e.g. sale and purchase of supplies) in the book/ electronic system 5. Perform banking related tasks such as deposit, withdrawal, handling cheques, passbook updation, getting demand drafts prepared, etc. 6. Receive, deliver, check invoices/ bills/ challans for correctness 7. Solve basic arithmetic calculations including fractions, divisibility, and percentages accurately 8. Account for receipts and expenses from the petty cash issued to him/her 9. Schedule meetings as requested and keep minutes of meetings 10. Draft, format or edit routine internal memos as per the requirement 11. Book air ticket, train ticket, hotel or local cabs as per requirements

	<ol style="list-style-type: none"> 12. Receive and distribute the received mails to intended recipients 13. Maintain record of incoming and outgoing mails 14. Send outgoing mails and deliveries as per mode of delivery. For ex. courier, speed post etc. 15. Deliver or collect documents, packages, and supplies or messages between workplace and other locations 16. Drop or pick up children from school or tuition centre 				
<p>Management of Visitors/ Guests</p> <p>DWC/N0112</p> <p>Training Hours</p> <table border="0"> <tr> <td>Theory</td> <td>Practical/ OJT</td> </tr> <tr> <td>35</td> <td>250</td> </tr> </table>	Theory	Practical/ OJT	35	250	<ol style="list-style-type: none"> 1. Welcome the visitor in a courteous manner and inquire about the reason for visit 2. Respond appropriately to visitors' queries 3. Collect and verify identification document from the visitor 4. Notify concerned authority about the visitor and direct him/her to the waiting area or to the concerned authority as required 5. Make and serve different types of tea or coffee and snacks as requested 6. Answer all phone calls promptly, in a courteous manner 7. Handle callers' requirements in an apt manner 8. Maintain telephone register and circulate the same in office
Theory	Practical/ OJT				
35	250				
<p>Hygiene and Work Etiquette</p> <p>DWC/N9902</p> <p>Training Hours</p> <table border="0"> <tr> <td>Theory</td> <td>Practical/ OJT</td> </tr> <tr> <td>30</td> <td>200</td> </tr> </table>	Theory	Practical/ OJT	30	200	<ol style="list-style-type: none"> 1. Interact in a courteous and disciplined manner with all 2. Dress appropriately and maintain a well-groomed personality 3. Ensure not to argue with the employer/guest 4. Listen attentively and answer back politely 5. Maintain personal hygiene 6. Follow hygiene practices at workplace, such as covering one's mouth while coughing or sneezing, washing hands regularly etc. 7. Do not eat or chew while talking 8. Report any personal health issues related to injury, food, air and infectious diseases to the appropriate person 9. Establish and agree your work requirements with the person concerned 10. Report any kind of issue to the appropriate person.
Theory	Practical/ OJT				
30	200				
<p>Cleanliness and Security of Workplace</p> <p>DWC/N9903</p> <p>Training Hours</p> <table border="0"> <tr> <td>Theory</td> <td>Practical/ OJT</td> </tr> </table>	Theory	Practical/ OJT	<ol style="list-style-type: none"> 1. Perform first aid techniques including CPR in case of such a situation 2. Report any identified breaches in health, safety, and security to the designated person 3. Identify any hazards and deal with them in safe and competent manner within the limits of one's authority 4. Identify and wear appropriate cleaning gear for waste disposal as required 		
Theory	Practical/ OJT				

<p>30 200</p>	<ol style="list-style-type: none"> 5. Clean waste from the work area thoroughly and according to instructions 6. Collect and segregate waste according to type 7. Reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins 8. Change disposable garbage bags when full and clean the waste bins regularly 9. Inspect the work site and ensure they are clear of waste 10. Clean the place of dust or any particulate matters 11. Arrange for adequate ventilation 12. Make use of techniques to manage pollution such as noise, air etc.
<p>Digital Devices and Basic Software Applications</p> <p>DWC/N9904</p> <p>Training Hours</p> <p>Theory Practical/ OJT</p> <p>30 200</p>	<ol style="list-style-type: none"> 1. Use different devices such as printer, photocopier, projector, binder, laminator, telephone, A/V equipment scanners, camera, mouse, keyboard etc. efficiently 2. Take print outs of required documents and transmit documents to external storage devices such as hard disks, pen drives, DVDs etc. 3. Replenish material/ supplies needed to run each equipment 4. Inform/ maintain about material/ supplies required for each equipment to the appropriate person 5. Know/ inform and act on the appropriate channel of communication in case of major breakdown 6. Create a word document and type, edit, save and send it 7. Compose emails - draft, format and send attachments 8. Create a spreadsheet and perform some basic arithmetic operations on it 9. Create a basic presentation with slides 10. Use internet for search and specific work needs

LIST OF ASSESSABLE OUTCOMES/ASSESSMENT CRITERIA

Modules/ NOS Code No	Assessable outcomes/ Assessment criteria
DWC/N0110 (Perform housekeeping and replenish supplies at the workplace)	<ol style="list-style-type: none"> 1. Clean office area including furniture, windows efficiently 2. Maintain workplace equipment and ensure they are functional 3. Oversee maintenance work as required 4. Report any hazards to the relevant person 5. Keep a record of items used regularly for the workplace 6. Purchase consumable items, supplies, tools, equipment and PPE (Personal Protective Equipment) at workplace to replenish stocks as instructed.
DWC/N0111 (Perform administrative related tasks)	<ol style="list-style-type: none"> 1. Take print outs, photocopies, scan the documents and other such tasks 2. File required documents in a proper manner 3. Use MS office tools for office support 4. Verify and record any financial transaction/ receipts (e.g. sale and purchase of supplies) in the book/ electronic system 5. Perform banking related tasks such as deposit, withdrawal, handling cheques, passbook updation, getting demand drafts prepared, etc. 6. Receive, deliver, check invoices/ bills/ challans for correctness 7. Solve basic arithmetic calculations including fractions, divisibility, and percentages accurately 8. Account for receipts and expenses from the petty cash issued to him/her 9. Schedule meetings as requested and keep minutes of meetings 10. Draft, format or edit routine internal memos as per the requirement 11. Book air ticket, train ticket, hotel or local cabs as per requirements 12. Receive and distribute the received mails to intended recipients 13. Maintain record of incoming and outgoing mails 14. Send outgoing mails and deliveries as per mode of delivery. For ex. courier, speed post etc. 15. Deliver or collect documents, packages, and supplies or messages between workplace and other locations 16. Drop or pick up children from school or tuition centre
DWC/N0112 (Manage visitors/gues ts)	<ol style="list-style-type: none"> 1. Welcome the visitor in a courteous manner and inquire about the reason for visit 2. Respond appropriately to visitors' queries 3. Collect and verify identification document from the visitor 4. Notify concerned authority about the visitor and direct him/ her to the waiting area or to the concerned authority as required 5. Make and serve different types of tea or coffee and snacks as requested 6. Answer all phone calls promptly, in a courteous manner 7. Handle callers' requirements in an apt manner 8. Maintain telephone register and circulate the same in office

<p>DWC/N9902 (Display standards of hygiene and work etiquette)</p>	<ol style="list-style-type: none"> 1. Interact in a courteous and disciplined manner with all 2. Dress appropriately and maintain a well-groomed personality 3. Ensure not to argue with the employer/guest 4. Listen attentively and answer back politely 5. Maintain personal hygiene 6. Follow hygiene practices at workplace, such as covering one's mouth while coughing or sneezing, washing hands regularly etc. 7. Do not eat or chew while talking 8. Report any personal health issues related to injury, food, air and infectious diseases to the appropriate person 9. Establish and agree your work requirements with the person concerned 10. Report any kind of issue to the appropriate person
<p>DWC/N9903 (Maintain a clean and secure working environment)</p>	<ol style="list-style-type: none"> 1. Perform first aid techniques including CPR in case of such a situation 2. Report any identified breaches in health, safety, and security to the designated person 3. Identify any hazards and deal with them in safe and competent manner within the limits of one's authority 4. Identify and wear appropriate cleaning gear for waste disposal as required 5. Clean waste from the work area thoroughly and according to instructions 6. Collect and segregate waste according to type 7. Reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins 8. Change disposable garbage bags when full and clean the waste bins regularly 9. Inspect the work site and ensure they are clear of waste 10. Clean the place of dust or any particulate matters 11. Arrange for adequate ventilation 12. Make use of techniques to manage pollution such as noise, air etc.
<p>DWC/N9904 (Work with digital devices and basic software applications)</p>	<ol style="list-style-type: none"> 1. Use different devices such as printer, photocopier, projector, binder, laminator, telephone, A/V equipment scanners, camera, mouse, keyboard etc. efficiently 2. Take print outs of required documents and transmit documents to external storage devices such as hard disks, pen drives, DVDs etc. 3. Replenish material/ supplies needed to run each equipment 4. Inform/ maintain about material/ supplies required for each equipment to the appropriate person 5. Know/ inform and act on the appropriate channel of communication in case of major breakdown 6. Create a word document and type, edit, save and send it 7. Compose emails - draft, format and send attachments

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Annexure A**LIST OF TOOLS AND EQUIPMENT (BATCH SIZE -30)**

Equipment Name	Minimum Required	Unit Type	Is it mandatory? (Yes/No)
Air Conditioner	1	Number	No
Air Freshner	2	Number	Yes
Almirah	1	Number	Yes
File Cabinets	2	Number	Yes
Bucket (20 Ltr.)	2	Number	Yes
Carpet	1	Number	Yes
Ceiling Fan	2	Number	Yes
Cloth Duster	5	Number	Yes
Cloth Mop	5	Number	Yes
Gas Stove with Cylinder	1	Number	Yes
Utensils for Pantry	1	set	Yes
Cutlery	1	set	Yes
Detergent Powder	1	unit	Yes
Door Mats	1	Number	Yes
Dust Pan	2	Number	Yes
Exhaust Fan	1	Number	Yes
Fire Extinguisher	1	Number	Yes

First Aid Box	1	Number	Yes
Floor Cleaning Liquid	2	Ltr	Yes
Floor Wiper	5	Number	Yes
Garbage Bags Black	10	packets	Yes
Glass Cleaning Liquid	2	Number	Yes
Tea set/ Glasses	12	Number	Yes
Hand Wash	2	Number	Yes
Hard Broom (Tili Jhadu)	10	Number	Yes
Liquid Detergent	2	bottle	Yes
Microwave	1	Number	No
Paper Napkins	5	packets	Yes
Small/ Mini Fridge	1	Number	No
Serving Tray Set	1	Number	Yes
Soft Broom (Indian)	10	Number	Yes
Tiles Cleaning Liquid	2	Number	Yes
Toilet Brush/ Cleaner	2	Number	Yes
Toilet Roll	2	Unit	Yes
Hand Towels	2	Number	Yes
Utensils Cleaning Liquid/ Bar	1	Number	Yes
Office Tables	2	Number	Yes

Office Chairs	2	Number	Yes
Visitor's Chairs	2	Number	Yes
Centre table and rug	1	Number	No
Sofa Set, two seater/ chairs	1	Number	No
Computer and internet connection/ wifi, and computer accessories	1	set	Yes
Tele exchange/ Telephones/ Fax	1	set	Yes
Printer cum photocopier cum scanner	1	set	Yes
Pendrive, DVD, External hard disk	1	Number	Yes