



APPRENTICESHIP CURRICULUM

for

GENERAL HOUSEKEEPER

Under

Domestic Workers Sector Skill Council

for

NSQF compliance

National Apprenticeship Promotion Scheme

DOMESTIC WORKERS SECTOR SKILL COUNCIL: NAPS

1	Program Title	General Housekeeper			
2	Program Code, if any	DWC/ Q0102			
3	Any related NSQF approved QP/Course/ NOS and code	General Housekeeper, DWC/ Q0102			
4	Hours for Basic Training (Block I)	240			
5	Hours for On the Job Training (Block II)	1200			
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	Minimum eligibility criteria (Educational and/ or technical Qualification)	5 th Standard			
10	Trainer's Qualification and Experience	Graduate/ Hotel Management Diploma with 2 years/ 12 th with 5 years/ Graduate in Home Science with 2+ experience as a Hospitality/Domestic segment/ as trainer			
11	NCO code and occupation	NCO 2015/ 9111.0100/ Domestic Servant			
12	Proposed NSQF level	3			
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 2. Carry out basic laundry and making of beds 3. Prepare and maintain routine cleaning of the kitchen 4. Garbage Disposal and Clean Environment	120	120	240

		<ol style="list-style-type: none"> 5. Maintain health safety and positive relationship at the workplace 6. Create a positive impression of oneself on the household 7. Managing self-money and dignity at workplace 			
	On the Job Training Program	<ol style="list-style-type: none"> 1. Carry out basic housekeeping services 2. Carry out basic laundry and making of beds 3. Prepare and maintain routine cleaning of the kitchen 4. Garbage Disposal and Clean Environment 5. Maintain health safety and positive relationship at the workplace 6. Create a positive impression of oneself on the household 7. Managing self-money and dignity at workplace 	200	1000	1200
15	Total Pass marks				
		Pass Marks- Theory %age	Pass Marks- Practical %age		
	Basic Training Program	40	60		
	On the Job Training Program	50	70		
16	Job description-brief	Provide basic housekeeping services – sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets and garbage disposal Maintain daily, weekly, long-time cleaning as schedule for the house			
17	Progression from the qualification (Please show Professional and academic progression)	<ol style="list-style-type: none"> 1. Home Cook (DWC/ Q1701)-Level-4 2. Front Office Associate (THC/Q0102)-Level-4, 3. Counter Sale Executive (THC/Q2903)-Level-4, 4. Front Desk Officer - QSR (THC/Q2907)-Level-4, 			

		<ol style="list-style-type: none"> 5. Room Attendant (THC/Q0202)- Level-4, 6. Housekeeping Attendant (Manual Cleaning) (THC/Q0203), - Level-3 7. Office Assistant (MEP/Q0202)- Level-3 8. Household Supervisor- Level-5 9. Household Multipurpose Executive- Level-4 10. Housekeeping Supervisor (THC/Q0201)- Level 5
18	Employment avenues/ opportunities	Domestic Sector. Manufacturing and service industry, Hospitality, Facility Management
19	Assessment strategy (Basic training and On the Job)	<ol style="list-style-type: none"> 1. Weekly Quiz, Assessed practicals, they will be recorded, and evidence maintained in terms of exercise papers and answer papers. 2. Monthly reports for each trainee by the Trainer/ Supervisor. They shall be recorded for each trainer. These will be in terms of description arrived at from the marks obtained during weekly quiz and practicals/ exercises. 3. Consolidated 3rd party assessment along with Industry where employed as apprentices. Block 1 assessment by 3rd party. It shall have the component of Theory, practical and viva voce, and 4. Consolidated assessment after apprenticeship period jointly (Block-1 and 2) with Industry. 3rd Party shall also be involved. This consolidated assessment shall also have its theory, practical and viva voce components. Their evidence and records shall be maintained and results promulgated to all the stakeholders
20	Curriculum update version and date	Version 1.0 dated 05 Nov 2018
21	Curriculum revision date	04 Nov 2021

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"> • State the objectives of the program • Discuss Domestic Workers Sector in India • Explain the categorisation of domestic workers in India • Analyse the reasons for the growth of Domestic Workers Sector in India • Discuss the emerging trends in Domestic Workers Sector in India • Explain the roles and responsibilities of General Housekeeper
<p>Basic housekeeping services</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 25:00</p> <p>Corresponding NOS Code DWC/N0101</p>	<ul style="list-style-type: none"> • Describe different areas of a house • Recognise the common household appliances & furniture • Sweeping, Dusting and Mopping of the house • Washing and placing kitchen utensils in their respective places • Tidying up rooms and arranging articles appropriately
<p>Basic Laundry and Making Beds</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 25:00</p> <p>Corresponding NOS Code DWC/N0102</p>	<ul style="list-style-type: none"> • Explain purpose of washing the clothes • Explain different methods of laundry • Describe various types of fabrics and their washing procedures • Use different types of detergents and soaps • Operate washing machine • Apply the instructions for washing • Dry different clothes as per their fabric • Ironing different types of clothes • Find out how to fold different clothes properly • Making the bed
<p>Routine Cleaning of the kitchen</p>	<ul style="list-style-type: none"> • Clean the kitchen walls and ceiling • Wash/ sweep and clean kitchen countertop and floor • Cleaning and organising the kitchen cabinets

<p>Theory Duration (hh:mm) 12:00</p> <p>Practical Duration (hh:mm) 25:00</p> <p>Corresponding NOS Code DWC/N0103</p>	<ul style="list-style-type: none"> • Describe how to clean the kitchen appliances • Explain how to clean and organise the refrigerator • Maintain safety in the kitchen
<p>Garbage disposal and clean environment</p> <p>Theory Duration (hh:mm) 09:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code DWC/N0104</p>	<ul style="list-style-type: none"> • Identify different types of waste material in a house • Categorise waste in multiple heads like Dry, Wet, Hazardous • Procedure of safely disposing of each type of waste • Analyse the importance of keeping the house bug free. • Different techniques available to keep the house bug free
<p>Health, Safety and Positive Relationship at Workplace</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code DWC/N0107</p>	<ul style="list-style-type: none"> • Identify common health issues and their treatment • Identify basic emergencies at home • Dealing with basic emergencies at home • Recognize the importance of ethical behaviour • Appreciate time management and its importance. • Ability to manage your time
<p>Create a positive impression of oneself in the household</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code DWC/N0108</p>	<ul style="list-style-type: none"> • Dressing appropriately for work • Maintain essential etiquettes • Identify importance of effective communication • Communicate effectively. • Handling conflicting situations at work. • Bridge the cultural differences

<p>Managing Self, Money and Dignity at Workplace</p> <p>Theory Duration (hh:mm) 08:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code DWC/N0109</p>	<ul style="list-style-type: none"> • Comprehend the benefits of being healthy, hygienic and disease-free. • Manage the personal finances aptly
<p>Total Duration Grand Total:200+40</p>	<p>Theory Duration 80:00, Practical Duration 120:00, Employability and Entrepreneurship-40:00</p>

On the Job Training Program- Block II

<p>Carry out basic housekeeping services DWC/ N0101 Training Hours Theory Practical/ OJT 50 200</p>	<ol style="list-style-type: none"> 1. Sweep, scrub and mop rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops 2. Dust off air conditioners, ceiling fans, rugs, carpets, exhaust fans, fireplace chimney, upholstered furniture, artefacts, etc 3. Empty garbage cans, ash-trays etc. And transfer waste to the waste disposal areas 4. Remove dust from carpets, rugs, sofas etc. Using appropriate equipment 5. Wash dishes, glassware, pots or pans by hand or using equipment 6. Place clean dishes, utensils, or cooking equipment in storage areas 7. Fold and carry bed sheets, towels, tablecloths etc. From one place to another 8. Transfer toilet items and clean supplies from one place to another 9. Remove the dirty bedding and pillow cases and replace them with fresh, clean ones 10. Scrub the toilet, wash the shower/bathtub, scrub the floor and tidy the counter and sink 11. Operate all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly 12. Knowledge to operate daily use appliances like fridge, microwave, washing machine, cooking range etc 13. Clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures
<p>Carry out basic laundry and making beds DWC/ N 0102 Training Hours Theory Practical/ OJT 35 150</p>	<ol style="list-style-type: none"> 1. Categorize clothes/linen/upholstery before washing – whites, coloured, home clothes, delicates, woollens, curtains, pillow, bed sheets, dusters/floor mops/doormats etc. And wash them in separate batches 2. Wash clothes/linen/upholstery using appropriate product 3. Take clothes from the washing unit and spread appropriately for drying 4. Take clothes from the washing unit and spread on a cloth hanger if required 5. Fold the dried clothes 6. Iron clothes and then stack them properly 7. Arrange clothes in the appropriate cupboards, almirahs and store rooms etc 8. Change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc.

	9. Spread a bedcover if required
Prepare and maintain routine cleaning of the kitchen DWC/ N 0103 Training Hours Theory Practical/ OJT 55 150	1. Maintain hygiene while transferring things from kitchen cabinets, fridge, kitchen cabinets, wardrobes in dressing area, cupboards in bedroom, living room etc. In order to empty and clean the shelves 2. Organize things back appropriately – discard waste like rotten fruits & vegetables from the fridge, soiled/greased containers from the kitchen cabinets, dirty towels etc. From the bathroom cabinets 3. Operate all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly 4. Clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures
Garbage disposal and clean environment DWC/ N 0104 Training Hours Theory Practical/ OJT 30 100	1. Identify waste material from various parts of the house 2. Categorize waste in multiple heads like dry, wet, plastics, paper etc. 3. Transport waste to the disposal area 4. Dispose waste according to its type 5. Take precautions while disposing sharps/medical waste/chemical waste etc. 6. Keep the house clean of flies, mosquitoes and other bugs and insects by using appropriate environment at home products
Maintain health, safety and positive relationship at the workplace DWC/ N 0107 Training Hours Theory Practical/ OJT 55 100	1. Identify basic health concerns like fever, cold & cough etc. For self and other family members 2. Recognise what to do in case of an emergency at home and use of emergency helpline numbers etc. 3. Seek help during emergency from neighbourhood and inform people who aren't at home at that time 4. Use fire extinguishers etc. 5. Display ethical behaviour at all times 6. Follow safety procedures 7. Manage time effectively, especially in case of a health concern or emergency
Create a positive impression of oneself in the household DWC/ N 0108 Training Hours Theory Practical/ OJT 25 50	1. Dress up appropriately at work 2. Be calm in case of a conflicting or stressful situation; understanding and then asserting himself / herself 3. Maintain a clear channel of communication by sharing everything with the employer 4. Maintain a positive demeanour and smile when communicating with the employer 5. Work to bridge the cultural differences with the family

<p>Managing self, money and dignity at workplace DWC/ N 0109 Training Hours Theory Practical/ OJT 50 150</p>	<ol style="list-style-type: none"> 1. Keep himself/ herself healthy, hygienic and disease-free 2. Take appropriate measures and seek medical help immediately in case of any casualty 3. Manage his/her earnings aptly 4. Carry himself/herself with respect and dignity 5. Manage healthy relationships with his/her employer 6. Perform all the duties and responsibilities with full vigour and diligence 7. Exercise his/her rights and benefits
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LIST OF ASSESSABLE OUTCOMES/ASSESSMENT CRITERIA

Modules/ NOS Code No	Assessable outcomes/ Assessment criteria
Basic housekeeping services (DWC/ N0101)	<ol style="list-style-type: none"> 1. Sweep, scrub and mop rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops 2. Dust off air conditioners, ceiling fans, rugs, carpets, exhaust fans, fireplace chimney, upholstered furniture, artifacts, etc 3. Empty garbage cans, ash-trays etc. And transfer waste to the waste disposal areas 4. Remove dust from carpets, rugs, sofas etc. Using appropriate equipment 5. Wash dishes, glassware, pots or pans by hand or using equipment 6. Place clean dishes, utensils, or cooking equipment in storage areas 7. Fold and carry bed sheets, towels, tablecloths etc. From one place to another 8. Transfer toilet items and clean supplies from one place to another 9. Remove the dirty bedding and pillow cases and replace them with fresh, clean ones 10. Scrub the toilet, wash the shower/bathtub, scrub the floor and tidy the counter and sink 11. Operate all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly 12. Knowledge to operate daily use appliances like fridge, microwave, washing machine, cooking range etc. 13. Clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures
Basic Laundry and Making Beds (DWC/ N0102)	<ol style="list-style-type: none"> 1. Categorize clothes/linen/upholstery before washing – whites, colored, home clothes, delicates, woolens, curtains, pillow, bed sheets, dusters/floor mops/doormats etc. And wash them in separate batches 2. Wash clothes/linen/upholstery using appropriate product 3. Take clothes from the washing unit and spread appropriately for drying 4. Take clothes from the washing unit and spread on a cloth hanger if required 5. Fold the dried clothes 6. Iron clothes and then stack them properly 7. Arrange clothes in the appropriate cupboards, almirahs and store rooms etc 8. Change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc. 9. Spread a bedcover if required
Routine Cleaning of the kitchen	<ol style="list-style-type: none"> 1. Maintain hygiene while transferring things from kitchen cabinets, fridge, kitchen cabinets, wardrobes in dressing area, cupboards in bedroom, living room etc. In order to empty and clean the shelves

(DWC/ N0103)	<ol style="list-style-type: none"> 2. Organize things back appropriately – discard waste like rotten fruits & vegetables from the fridge, soiled/greased containers from the kitchen cabinets, dirty towels etc. From the bathroom cabinets 3. Operate all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly 4. Clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures
Garbage disposal and clean environment (DWC/ N0104)	<ol style="list-style-type: none"> 1. Identify waste material from various parts of the house 2. Categorize waste in multiple heads like dry, wet, plastics, paper etc. 3. Transport waste to the disposal area 4. Dispose waste according to its type 5. Take precautions while disposing sharps/medical waste/chemical waste etc. 6. Keep the house clean of flies, mosquitoes and other bugs and insects by using appropriate environment at home products
Health, Safety and Positive Relationship at Workplace (DWC/ N0107)	<ol style="list-style-type: none"> 1. Identify basic health concerns like fever, cold & cough etc. For self and other family members 2. Recognise what to do in case of an emergency at home and use of emergency helpline numbers etc. 3. Seek help during emergency from neighbourhood and inform people who aren't at home at that time 4. Use fire extinguishers etc. 5. Display ethical behaviour at all times 6. Follow safety procedures 7. Manage time effectively, especially in case of a health concern or emergency
Create a positive impression of oneself in the household (DWC/ N0108)	<ol style="list-style-type: none"> 1. Dress up appropriately at work 2. Be calm in case of a conflicting or stressful situation; understanding and then asserting himself / herself 3. Maintain a clear channel of communication by sharing everything with the employer 4. Maintain a positive demeanour and smile when communicating with the employer 5. Work to bridge the cultural differences with the family
Managing Self, Money and Dignity at Workplace (DWC/ N0109)	<ol style="list-style-type: none"> 1. Keep himself/ herself healthy, hygienic and disease-free 2. Take appropriate measures and seek medical help immediately in case of any casualty 3. Manage his/her earnings aptly 4. Carry himself/herself with respect and dignity 5. Manage healthy relationships with his/her employer 6. Perform all the duties and responsibilities with full vigour and diligence 7. Exercise his/her rights and benefits

LIST OF TOOLS AND EQUIPMENT (BATCH SIZE -30)

Equipment Name	Minimum Required	Unit Type	Is it mandatory? (Yes/No)
1. Air Conditioner	1	No	No
2. Kitchen Chimney	1	No	Yes
3. Air Freshener	2	No	Yes
4. Amirah	1	No	Yes
5. Aluminum Foil	5	No	Yes
6. Aprons	30	No	Yes
7. Art And Craft Items for Various Age Groups	10	No	Yes
8. Baby Blanket or Quilt	2	No	Yes
9. Baby feeding Kit	5	No	Yes
10. Baby Hand Wash	2	No	Yes
11. Baby Personal Care Kit	3	No	Yes
12. Bathing Tub	2	No	Yes
13. Bed	1	No	Yes
14. Bed Sheets	2	No	Yes
15. Bibs	5	No	Yes
16. Bleach	2	bottle	Yes
17. Bucket (10 Ltr.)	3	No	Yes
18. Bucket (20 Ltr.)	3	No	Yes
19. Carpet	1	No	Yes
20. Ceiling Fan	2	No	Yes
21. Cleaning Easy Wipes	6	set	Yes
22. Cloth Drying Stand	1	No	Yes
23. Cloth Duster	10	No	Yes
24. Cloth Hangers	1	set	Yes
25. Cloth Mop	10	No	Yes
26. Cloth Stain Remover Liquid	2	No	Yes
27. Clothes Cleaning Brush	6	No	Yes
28. Clothespins	12	No	Yes
29. Cooking Range	1	No	Yes

30. Cooking Utensils	1	set	Yes
31. Cupboards	1	No	Yes
32. Cushion Covers	5	No	Yes
33. Cushions	5	No	Yes
34. Cutlery Set	2	set	Yes
35. Detergent Powder	2	Packet	Yes
36. Diapers	1	Packet	Yes
37. Dining Table & Chairs	1	No	No
38. Dinner Set	1	set	Yes
39. Dishwasher	1	No	No
40. Door Curtains	2	No	Yes
41. Door Mats	2	No	Yes
42. Drainage Cleaning Powder	5	No	Yes
43. Dust Bin	4	No	Yes
44. Dust Pan	10	No	Yes
45. Exhaust Fan	1	No	Yes
46. Fabric Stain Remover	2	No	Yes
47. Feather Duster - Big & Small	6	No	Yes
48. Fire Extinguisher	1	No	Yes
49. First Aid Box	1	No	Yes
50. Floor Cleaning Liquid	2	Ltr	Yes
51. Floor Wiper	5	No	Yes
52. Food Storage Containers For Fridge	6	No	Yes
53. Garbage Bags Black	10	packets	Yes
54. Gas Lighter	1	1	Yes
55. Glass Cleaning Liquid	2	No	Yes
56. Glassware	12	No	Yes
57. Green Hard Scrub	10	No	Yes
58. Grocery Storage Containers	6	No	Yes
59. Grocery & Food Items	10	K.G.	Yes
60. Hand Sanitizer	2	No	Yes
61. Hand Wash	2	No	Yes
62. Hard Broom (Tili Jhadu)	10	No	Yes
63. Head cover	30	No	Yes

64. Home Décor Items	3	No	Yes
65. Indoor Toys For Various Age Groups	3	No	Yes
66. Insect Killer Spray	4	No	Yes
67. Iron Board	2	No	Yes
68. Juicer-Mixer-Grinder	1	No	Yes
69. Kitchen Counter Cleaner Liquid	2	No	Yes
70. Knife Set	1	set	Yes
71. Laundry Basket	1	No	Yes
72. Liquid Antiseptic	2	No	Yes
73. Liquid Detergent	2	Bottle	Yes
74. Liquid Fabric Whitener	1	No	Yes
75. Long Handle Mop	5	No	Yes
76. Mannequin	3	No	Yes
77. Mask	30	No	Yes
78. Mattress	2	No	Yes
79. Mattress Cover	2	No	Yes
80. Metal Tongs	1	No	Yes
81. Microwave	1	No	Yes
82. Mirror	2	No	Yes
83. Naphthalene balls	2	packet	Yes
84. Needle And Thread	3	set	Yes
85. OTG	1	No	No
86. Outdoor Toys For Various Age Groups	3	sets	Yes
87. Pakad/ Utensil Holding Tool	1	No	Yes
88. Paper Napkins	5	packets	Yes
89. Pillow Covers	4	No	Yes
90. Pillows	4	No	Yes
91. Plastic Bowls Of Various Sizes	6	No	Yes
92. Plastic Table Chair For Kids	1	set	Yes
93. Potty training seat	1	No	Yes
94. Refrigerator	1	No	Yes
95. Room Freshener	2	No	Yes
96. Rubber Hand Gloves	30	No	Yes

97. Scrubber	5	No	Yes
98. Serving Tray Set	1	set	Yes
99. Sippers	3	No	Yes
100. Sofa Set	1	No	Yes
101. Soft Broom (Indian)	10	No	Yes
102. Spatula Set	1	No	Yes
103. Spider Web Cleaner	2	No	Yes
104. Sponge	10	No	Yes
105. Steam Iron	2	No	Yes
106. Steel scrubber	5	No	Yes
107. Strainer	1	No	Yes
108. Stroller	1	No	No
109. Tableware For Kids	3	Set	Yes
110. Tiffin Box	10	No	Yes
111. Toilet Brush	5	No	Yes
112. Toilet Cleaner	1	Ltr	Yes
113. Toilet Roll	2	Unit	Yes
114. Bath Towels	2	No	Yes
115. Hand Towels	6	No	Yes
116. Utensils Cleaning Liquid	1	bottle	Yes
117. Utensils Cleaning Bar	4	bars	Yes
118. Utensils Steel Stand	1	No	Yes
119. Vacuum Cleaner	1	No	Yes
120. Various Kid Clothes for Different Seasons	20	No	Yes
121. Washing Machine	1	No	Yes
122. Waste News Paper	10	No	Yes
123. Zip Lock Bags	5	packets	Yes