



Model Curriculum

QP Name: Guest Service Associate (Housekeeping)

QP Code: PWD/THC/Q0202

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

Expository: Locomotor Disability (E001)

**Skill Council for Person with Disability || Address: 501-City Centre, 12/5
Dwarka New Delhi – 110075**



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Training Parameters

Sector	Tourism & Hospitality
Sub-Sector	Hotel
Occupation	Housekeeping
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/5131.0202
Minimum Educational Qualification and Experience	10th Class Pass with 2 years of experience or 10th Class Pass + ITI (1 year after Class 10th) with 1 year Experience or 10th Class Pass + ITI (2 years after Class 10th) or 10th Class Pass and pursuing continuous regular schooling or 3 Year Diploma (After 10th) or 12th Class Pass with 6 months experience or Previous relevant Qualification of NSQF Level 3 with 2 years of experience *10th class with No experience - OJT/internship of 8 months
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 years
Last Reviewed On	31/08/2021
Next Review Date	16/12/2026
NSQC Approval Date	30/06/2022
QP Version	1.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	16/12/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	600 Hours
Maximum Duration of the Course	1080 Hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow
- Apply gender and age-sensitive service practices
- Describe the protocols related to confidentiality of the organizational information and guests' privacy
- Apply health, hygiene, and safety practices at the workplace
- Perform the activities to clean the carpet and upholstery
- Describe the activities to clean and polish various surfaces/floors both manually and using the machine
- Perform various cleaning and relevant housekeeping activities in the guest room as well as common areas

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module(s)	06:00	00:00	00:00	00:00	06:00
Module 1: Introduction to Hotel Industry and Housekeeping Activities	06:00	00:00	00:00	00:00	06:00
THC/N9901 – Communicate Effectively and Maintain Service Standards NOS Version No. 2.0 NSQF Level 4	40:00	40:00	70:00	00:00	150:00
Module 2: Maintain Effective Communication and Service Standard	40:00	40:00	70:00	00:00	150:00
THC/N9903- Maintain Organizational Confidentiality and Respect Guests' Privacy NOS Version No. 2.0	20:00	10:00	50:00	00:00	80:00

NSQF Level 4					
Module 3: Organizational Confidentiality and Guest Privacy	20:00	10:00	50:00	00:00	80:00
THC/N9906 – Follow Health, Hygiene and Safety practices NOS Version No. 2.0 NSQF Level 4	24:00	40:00	60:00	00:00	124:00
Module 4: Basic Health and Safety Standards	24:00	40:00	60:00	00:00	124:00
Total Duration	90:00	90:00	180:00	00:00	360:00

Elective Modules

The table lists the elective modules, their duration and mode of delivery.

Elective 1: Carpet Cleaner

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0240 – Clean Carpet and Upholstery NOS Version No. 1.0 NSQF Level 4	60:00	132:00	60:00	00:00	240:00
Module 5: Perform Cleaning Operations for Carpet and Upholstery	34:00	86:00	40:00	00:00	156:00
Module 6: Perform Post-cleaning Activities	26:00	34:00	20:00	00:00	76:00
Total Duration	60:00	120:00	60:00	00:00	240:00

Elective 2: Floor/Surface Polisher

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0241 – Polish the Floors and Surfaces NOS Version No. 1.0 NSQF Level 4	60:00	120:00	60:00	00:00	240:00
Module 7: Carry out the Stain Removal and Polishing Activities on	60:00	120:00	60:00	00:00	240:00

the Floors and Surfaces					
Total Duration	60:00	120:00	60:00	00:00	240:00

Elective 3: Cleaning Attendant

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
THC/N0208 – Perform Cleaning Activities in Guest Room & Public Areas NOS Version No. 1.0 NSQF Level 4	60:00	120:00	60:00	00:00	240:00
Module 8: Prepare for Cleaning Activities	10:00	12:00	10:00	00:00	32:00
Module 9: Perform Cleaning Operations in the Guest Rooms	20:00	32:00	20:00	00:00	72:00
Module 10: Carry out the Cleaning Activities in the Guest Bathrooms	15:00	40:00	20:00	00:00	75:00
Module 11: Perform Cleaning Operations in the Common Areas and Elevators	15:00	36:00	10:00	00:00	61:00
Total Duration	60:00	120:00	60:00	00:00	240:00

Module Details

Module 1: Introduction to Hotel Industry and Housekeeping Activities

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Tourism and Hospitality Industry
- Define the roles and responsibilities of a Guest Service Associate (Housekeeping)
- Explain the scope of work for a Guest Service Associate (Housekeeping)

Duration: 06:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the objectives and benefits of the Skill India Mission • Describe the Tourism and Hospitality Industry and its sub-sectors • Elaborate the hierarchy of the Hotel and Housekeeping department of different star categories • Elaborate the job role and job opportunities as a Guest Service Associate in the Tourism and Hospitality Industry 	NA
Classroom Aids	
Whiteboard, Markers, Duster, Projector, Laptop, Presentation	
Tools, Equipment and Other Requirements	
Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 2: Promote Effective Communication and Service Standard

Mapped to THC/N9902 v 2.0

Terminal Outcomes:

- Apply appropriate practices while communicating effectively with guests, team members, and superiors
- Employ appropriate expertise to promote professional etiquette
- Perform the steps of ensuring sensitization towards different age groups, gender and persons with disabilities

Duration: 40:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of professionalism, etiquette and ethical behaviour at the workplace • Explain the importance of maintaining hygiene and wearing designated uniform • Discuss the importance of effective communication • Explain the importance of guest satisfaction and guest feedback • Outline the procedure and policy of handling complaints and feedback constructively • Discuss different ways to enhance guest experience • Describe various ways to handle team members • Discuss different ways to provide feedback to the team members • Explain the importance of gender and age sensitivity • Discuss gender and age-specific requirements of the guests • Discuss the specific needs of People with Disabilities • Discuss the standard policy to prevent Sexual harassment at workplace • Discuss the importance of timely submission of guests' feedback 	<ul style="list-style-type: none"> • Demonstrate the standard procedure to welcome and greet the guests • Dramatize personal integrity and communication etiquette while interacting with guests, colleagues, and superiors • Role play a situation on how to handle guests' dissatisfaction and complaints effectively • Employ appropriate practices to motivate the team members to maintain communication etiquette, provide peer feedback, and adhere to the dress code • Role play how to ensure behavioural etiquette towards all ages, genders and differently abled people as per specification • Prepare a sample report regarding guests' feedback
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Sample of escalation matrix, Organisation structure, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 3: Organizational Confidentiality and Guest's Privacy

Mapped to NOS/N9910 v 2.0

Terminal Outcomes:

- Explain how to protect the confidentiality of the organization
- Perform the activities to protect the privacy of guest information

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the significance of ensuring organizational confidentiality and guest privacy in the hospitality industry • Discuss the Intellectual Property issues and policies affecting the organization and guest privacy • Explain the procedures to protect the infringement of IPR to the concerned person • Discuss the usage, storage and disposal procedures of confidential information as per specification 	<ul style="list-style-type: none"> • Employ appropriate ways to ensure usage, storage and disposal of the organisational and guest information
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Handouts of IPR guidelines , regulations, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 4: Monitor Health and Safety Standard

Mapped to NOS/N9907 v 2.0

Terminal Outcomes:

- Perform the activities of ensuring health, hygiene, and safety practices at workplace
- Explain standard ways to prevent health issues
- Describe how to minimize potential risks and hazards
- Employ effective waste management techniques

Duration: 24:00	Duration: 40:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Discuss the concept and importance of personal and workplace hygiene • Discuss procedure to maintain personal hygiene • Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment • Describe standard safety procedures to be followed while handling tools, material, and equipment • Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace • Explain the importance of preventive health check-up organized by the company • List the components of the first-aid kit • Describe the methods to minimize accidental risks and potential hazards in the workplace • Explain different safety warning signs and labels at workplace • Discuss ways to identify and segregate different types of waste at the workplace • Explain the procedure to report accident and other health related issues as per SOP 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Employ appropriate inspection method to ensure routine cleaning and sanitization of tools, equipment, crockery and other articles • Dramatize a situation to ensure work area is clean, hygienic and hazard free • Demonstrate how to use and dispose of relevant protective equipment as per tasks and work conditions • Apply appropriate practices to follow basic first-aid procedures by self and team members • Apply effective waste management procedures at the workplace depending on the types of waste • Role play a situation on reporting safety and security issues to the concerned authority • Prepare a sample incident report
<p>Classroom Aids</p> <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Personal Protection Equipment: Safety glasses, Head protection, Rubber gloves, Safety footwear, Warning signs and tapes, Fire extinguisher, First aid kit, Relevant Standard Operating Procedures, Sample reports, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.</p>	

Module 5: Perform Cleaning Operations for Carpet and Upholstery

Mapped to THC/N0240 v 1.0

Terminal Outcomes:

- Explain various cleaning solutions, equipment, and carpet types
- Perform the activities involved in cleaning and drying

Duration: 34:00	Duration: 86:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List different types of cleaning solutions, supplies and equipment • Explain the importance of inspecting the carpet/upholstery that needs to be cleaned • Discuss the importance of using personal protective gear while performing cleaning activities • Elaborate on the importance and steps to clean furniture, upholstery, carpet, etc. • Describe the procedures to prepare various cleaning solution • Distinguish between various types of stains • Elaborate various cleaning methods along with the precautionary measures to be taken while cleaning • Explain the importance of using brush/scrubber while cleaning • Describe the importance and methods of drying the carpet 	<ul style="list-style-type: none"> • Demonstrate the cleaning, sanitising, and operating procedures of various cleaning equipment • Identify different types of carpet fabrics • Employ appropriate techniques to remove dirt from the carpet/furniture/upholstery/carpeted areas and corners • Perform the process of making the final solution while mixing different cleaning agents based on their physical and chemical properties • Demonstrate the ways to remove different kinds of stains • Show how to clean upholstery/carpet/rugs using appropriate solution • Demonstrate the process of drying the carpet
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Vacuum Cleaner, Measuring cups and spoons, Different types of brushes, Samples of Different carpet/upholstery types, Drying machine and other equipment, Various chemicals for cleaning, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 6: Perform Post-Cleaning Activities

Mapped to THC/N0240 v 1.0

Terminal Outcomes:

- Describe various chemicals and solutions, like moth repellent, colour protective, stain preventive solution, etc.
- Describe the repairing activities required after drying
- Perform the tasks to clean tools and equipment

Duration: 26:00	Duration: 34:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Identify the standard arrangement of the furniture in the room • Discuss the importance of cleanliness and maintenance of the upholstery/carpet • Explain the importance of using various chemicals, like moth repellent/stain preventive solution, deodorizers, colour protective solutions, etc. • Describe the basic repairing technique of carpet and upholstery • Discuss the importance of maintaining the tools and equipment 	<ul style="list-style-type: none"> • Dramatize how to ensure the cleanliness of the carpet or upholstery after drying • Demonstrate how to use different types of maintaining and protective solution/chemicals after cleaning • Apply appropriate skills while using the needle and thread for minor repairing the carpet and the upholstery • Demonstrate the storage procedure of equipment and tools after cleaning operation
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Moth repellent chemicals, Deodorizers, Color protective solutions, Various cleaning tools and equipment, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 7: Carry out the Stain Removal and Polishing Activities on the Floors and Surfaces

Mapped to THC/N0241 v 1.0

Terminal Outcomes:

- Describe the appropriate cleaning agents and equipment for cleaning activities
- Perform stain removal for both soft and stubborn stains on different surfaces
- Explain the process of polishing different surfaces

Duration: 60:00	Duration: 120:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Elaborate various types of surfaces, and appropriate polishing equipment along with the cleaning agents required for each surface • Explain the importance of inspecting the surface after cleaning and polishing • Describe specific methods to clean the surface according to the types of stains • Discuss the procedures of preparing various cleaning solutions and the importance of mixing appropriate amount of specific chemicals to prepare these solutions • Elaborate the step-by-step cleaning procedures for different surfaces for both soft and stubborn stains • Identify different warning signs to be used • Describe the manual and mechanical procedure of polishing various surfaces • Explain the importance of using sealant and mopping the area after polishing 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Identify appropriate cleaning agents, supplies, and equipment for the surface to be cleaned and polished • Demonstrate the operating procedures of various stain removing and polishing equipment • Follow standard operating procedures to check various surfaces of the assigned area before cleaning • Employ appropriate techniques to clean the stain according to the stain types • Demonstrate the preparation process of various chemical solutions to clean stubborn stains • Demonstrate cleaning procedures for different areas/surfaces and stains • Perform the steps of polishing various surfaces and sealing the polish as well both manually and using machine
<p>Classroom Aids</p> <p>Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Participant Handbook</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Various cleaning and polishing chemicals, equipment, Various types of surface samples, Warning signs, Cleaning, Polishing, Buffing Machines, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.</p>	

Module 8: Prepare for Cleaning Activities

Mapped to THC/N0208 v 1.0

Terminal Outcomes:

- Explain various cleaning agents, equipment, and guest supplies
- Describe how to prepare for cleaning activities

Duration: 10:00	Duration: 12:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of paying attention to collect the details about the guest room status/event before cleaning • Explain different types of keys and the procedure to collect them • Categorize the types of linen used in housekeeping activities • List different types of cleaning agents and equipment • Discuss the significance of using Personal Protective Equipment during the cleaning activities 	<ul style="list-style-type: none"> • Show the ways to collect the fresh linens and other items (Bathrobe, fresh towels, etc.) in the housekeeping floor trolley/cart as per the specification • Demonstrate the operating and sanitizing procedures of various cleaning equipment
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant	
Tools, Equipment and Other Requirements	
Various cleaning agents, equipment, and accessories, Protective gear, Different types of linen , Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 9: Perform Cleaning Operations in the Guests Room

Mapped to THC/N0208 v 1.0

Terminal Outcomes:

- Describe how to clean and polish different surfaces in the Guest Room
- Perform cleaning activities in the correct sequence

Duration: 20:00	Duration: 32:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the types of rooms • Differentiate between guest supplies and amenities • Identify different room layouts, standard arrangement of furniture and other articles in the guest room • Identify the different housekeeping signages • List the equipment and appliances available in a guest room • Explain the importance of proper ventilation in the room • Discuss the correct sequence of room cleaning activities • Explain specific methods of cleaning spillage • Elaborate various cleaning and maintaining methods for different types of room surfaces • Explain the importance of inspecting the assigned area to be cleaned • Explain the significance of replenishing the guests' supplies and other items (like fresh linen, etc.) in the guestroom 	<ul style="list-style-type: none"> • Follow standard operating procedures to check the assigned housekeeping area before cleaning • Check the operational readiness of the equipment and appliances in the guestroom • Use the checklist to check the functioning of the appliances and equipment in the rooms • Demonstrate room cleaning procedure in the correct sequence • Employ appropriate techniques to clean the spillage according to the floor type, size, and type of spillage • Demonstrate the procedures for cleaning different areas/surfaces
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop, Presentation, Participant Handbook and Related Standard Operating Procedures	
Tools, Equipment and Other Requirements	
Guest amenities, Different types of linen, Housekeeping equipment, Different cleaning agents, Equipment, Protective gear, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 10: Carry out the Cleaning Activities in the Guests Bathroom

Mapped to THC/N0208 v 1.0

Terminal Outcomes:

- Describe how to clean and disinfect the guest bathroom
- Perform cleaning activities for the bathroom door and other fixtures
- Apply appropriate practices to replenish, replace and refill the toiletries and othersupplies
- Employ suitable practices to maintain waste management and various relevant documents

Duration: 15:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the equipment, appliances, and fittings available in the guest bathroom • Discuss the importance and step by step procedure to clean and disinfect the guest bathroom • Describe the significance of replenishing the toiletries and other supplies in the guest bathroom • Explain the importance of examining the plug holes, waste outlets and drain as per the SOP • Explain specific methods of cleaning bathroom doors and fixtures • Discuss the importance of proper documentation of cleaning and timely reporting of the damages, if any • Differentiate between various types of wastes and their characteristics • Explain waste management techniques 	<ul style="list-style-type: none"> • Identify appropriate cleaning agent and equipment for the guest bathroom to be cleaned • Follow standard operating procedures to clean the appliances, fixtures and fittings in the guest bathroom • Demonstrate bathroom cleaning and disinfecting procedure in the correct sequence • Check the toiletries and other bathroom supplies to replenish, replace and refill as per Standard Operating Procedures • Employ appropriate techniques to clean the bathroom doormat • Prepare a sample checklist to ensure proper bathroom cleaning • Prepare a report to update the Control Desk regarding the cleaning status and damaged items in the assigned bathroom
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Guest amenities, toiletries and supplies, Different types of bathroom cleaner, Cleaning and disinfecting equipment, Protective gear, Format of the required report., Waste bins, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 11: Perform Cleaning Operations in the Common Area and Elevators

Mapped to THC/N0208 v 1.0

Terminal Outcomes:

- Describe the basic activities involved in cleaning the elevator and other common areas
- Use appropriate templates and formats for reporting and documentation

Duration: 15:00	Duration: 36:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the working procedure of an elevator • Explain the importance of taking the elevator on-off service mode before cleaning • Elaborate on various cleaning solutions and cleaning methods used to clean the elevator as well as the common areas like lobby, front office area, dining area, etc. • Discuss the importance of reporting any loose or ripped carpeting in the elevator • List the checklists to be filled to record the status of work • Describe the types of records and reports required to present in front of the supervisor/relevant authority 	<ul style="list-style-type: none"> • Demonstrate how to take the elevator off service mode and put it back in service mode • Prepare an appropriate cleaning solution • Demonstrate the cleaning methods for the elevator • Employ appropriate techniques to dust & wipe, sweep, mop and vacuum clean the furniture, fixtures, fittings as well as the floor of the common areas • Fill up all relevant checklists relevant to cleaning, available equipment, supply, tools, etc. • Apply appropriate format to prepare all the relevant reports and documents
Classroom Aids	
Training kit (Trainer guide, Presentations), Whiteboard, Marker, Projector, Laptop, Participant Handbook	
Tools, Equipment and Other Requirements	
Vacuum Cleaner, Measuring Cups and Spoons, Different Types of Brushes, Samples of Different Carpet/, Various Chemicals Solutions for Cleaning, Sample Templates, Formats, Sticky Keys, Foot Pedals, Access Switches, Wheel Chair, Walker, One-Handed, Keyboard, Pencil Gripper, Automatic Page, Turner, Grab Bars, Speech to Text software.	

Module 12: On-the-Job Training

Mapped to Guest Service Associate- Housekeeping

Mandatory Duration: 240:00	Recommended Duration: 00:00
Location: On-Site	
Terminal Outcomes	
<ul style="list-style-type: none"> • Demonstrate strong communication skills and workplace etiquette to achieve a smooth workflow • Demonstrate sensitization towards different age groups, gender, and persons with disabilities • Demonstrate the process of maintaining the confidentiality of the organizational information and guests' privacy • Show how to maintain personal hygiene and grooming at the workplace • Identify hazards at workplace and report to the supervisor • Perform basic activities to apply gender and age-sensitive service practices • Demonstrate the process of maintaining the confidentiality of the organizational information and guests' privacy • Perform all the activities to maintain health, hygiene, and safety at the workplace • Clean the carpets, upholstery, surface, guest room, guest bathroom, elevator, and other assigned common area • Demonstrate how to prepare appropriate cleaning solution • Demonstrate how to use the tools, equipment, cleaning agent or solution, etc. • Perform the tasks of various cleaning, polishing, repairing, maintaining procedures • Apply basic skills to operate, maintain, clean and sanitize various relevant equipment • Perform the post-cleaning activities for carpet and upholstery • Demonstrate the procedures of removing both soft and stubborn stains according to the stain and surface type • Demonstrate how to polish various surfaces manually as well as using machine • Collect all the required linen, equipment, supplies, personal protective gears, room keys, etc. to prepare for the cleaning activities • Perform the daily or periodic cleaning activities in the guestroom, guest bathroom, elevator, and other public areas • Apply appropriate practices to collect waste from all areas and dispose of in appropriate containers • Perform the various activities to prepare and maintain the records as well as relevant documents • Demonstrate how to escalate issues and report damage to the Supervisor/Control desk as per Standard Operating Procedures 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I OR Certificate/Diploma/Degree	Hotel/Hospitality Management/ Housekeeping	5	Hotel/Hospitality Management/ Housekeeping	1	Hotel/Hospitality Management/ Housekeeping	

Trainer Certification		
Domain Certification	Platform Certification	Disability specific Top Up training
“Guest Service Associate- Housekeeping”, “THC/Q0202, v1.0”, Minimum accepted score is 80%	“Trainer”, “MEP/Q2601, v1.0” with a scoring of minimum 80%	The Inclusive Trainer should be certified in Disability Specific Top Up Training PWD/Q0101, v1.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Class/I.T.I OR Certificate/Diploma/Degree	Hotel/Hospitality Management/ Housekeeping	5	Hotel/Hospitality Management/ Housekeeping	1	Hotel/Hospitality Management/ Housekeeping	

Assessor Certification		
Domain Certification	Platform Certification	Disability specific Top Up training
“Guest Service Associate- Housekeeping”, “THC/Q0202, v1 .0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, v1.0” with the scoring of minimum 80%	The Inclusive Assessor should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.



6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored
- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

Guidelines for Trainers

Persons with Locomotor Disability

Characteristics

Students with physical disabilities may experience limitations in one of the following ways:

- Writing;
- Sitting at a standard desk or on the floor;
- Participating in activities where tables and instruments are difficult to access;
- Movements within the class and within the school;
- Mobility in spaces that are not user friendly for wheelchair.

Guidelines for Trainers

1. Provide a supportive and welcoming environment by sensitizing other students /staff for creating a sense of responsibility in them.
2. Make the classroom accessible.
3. Sitting plan should include accommodating a Person using Wheelchair in the front row.
4. Provide accessible seating arrangement. The height of the table should be accessible for Persons using wheelchair.
5. Make writers available for written work and for tests and exams if the candidate has difficulty in writing owing to upper limb dysfunction.
6. Give additional time for completing assignments/exams.
7. Consider alternative to activities involving writing, drawing and other fine motor activities, such as sorting, threading, solving puzzles, etc. for persons whose upper limbs are affected.
8. Free movement of learners within the class must be ensured by keeping the classroom environment clutter free. There should be accessible walking space for safe walking with no protruding objects or obstacles in the classroom/laboratory or corridors.
9. Students can use adapted brushes, modified pencils and thick markers that can be gripped easily, for drawing. Alternatively, the candidates can use stamping methods or paste cut outs. The books, papers, brushes etc. can be fixed on the table with the help of tape etc. so that they do not slip down.
10. For assessment, have students present the material orally or if required, with the help of a scribe. Use objective type, multiple type questions using yes/no or true/false answers.

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.



Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating procedures
OH&S	Occupational Health and Safety
PPE	Personal Protective Equipment
HACCP	Hazard Analysis and Critical Control Points
ISO	International Standards Organization
IPR	Intellectual Property Rights