



## Model Curriculum

**QP Name: Hospitality Associate (Divyangjan)- ID**

**QP Code: PWD/Q7201**

**QP Version: 1.0**

**NSQF Level: 2**

**Model Curriculum Version: 1.0**  
**Expository: Intellectual Disability E005**

## Table of Contents

Training Parameters .....	3
Program Overview.....	4
Training Outcomes .....	4
Compulsory Modules.....	4
Optional Modules .....	6
<b>Module Details .....</b>	<b>7</b>
<b>Pre-Training .....</b>	<b>8</b>
Module 1: Personal Adequacy and Sex Education .....	<b>8</b>
Module 2: Awareness of Self and Environment .....	<b>9</b>
Module 3: Social and Communication Skills .....	<b>9</b>
Module 4: Cognitive Skills .....	<b>9</b>
Module 5: Socio Emotional Maturity.....	<b>10</b>
Module 6: Work Ethics.....	<b>10</b>
Module 7: Fine Motor Skills .....	<b>11</b>
<b>Training.....</b>	<b>11</b>
Module 1: Perform Pre-cleaning Activities .....	<b>10</b>
Module 2: Perform cleaning operation .....	<b>11</b>
Module 3: Perform housekeeping activities in the room .....	<b>11</b>
Module 4: Maintain cleaning supplies.....	<b>12</b>
Module 5: Communicate effectively with others.....	<b>13</b>
Module 6: Follow health, safety, and Hygiene practices .....	<b>15</b>
Module 7: Keep the kitchen Clean .....	<b>17</b>
Module 8: Maintain supplies and materials.....	<b>18</b>
Module 9: Handle laundry processing and delivery .....	<b>19</b>
Module 10: Maintain cleanliness in the toilet and washroom.....	<b>20</b>
Module 11: Carry Out Laundry Operations.....	<b>21</b>
Annexure.....	23
Assessor Requirements.....	24
Assessment Strategy.....	<b>25</b>
References .....	26
Glossary.....	27

## Training Parameters

<b>Sector</b>	Persons with Disability
<b>Sub-Sector</b>	Hospitality
<b>Occupation</b>	Food & Beverage Service/Guest Service Associate
<b>Country</b>	India
<b>NSQF Level</b>	2
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/5151.0101
<b>Minimum Educational Qualification and Experience</b>	Basic Literacy
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18
<b>Last Reviewed On</b>	22/07/2022
<b>Next Review Date</b>	29 Sep 2025
<b>NSQC Approval Date</b>	29 Sep 2022
<b>QP Version</b>	1.0
<b>Model Curriculum Creation Date</b>	22/07/2022
<b>Model Curriculum Valid Up to Date</b>	29 Sep 2025
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	630
<b>Maximum Duration of the Course</b>	1020

## 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 should have acquired the listed knowledge and skills to;

- conduct cleaning operations
- collect and dispose waste properly
- maintain cleanliness in the kitchen
- assist cook in the kitchen.
- handle in-house laundry requirements
- maintain supplies and materials
- perform laundry operations (optional)
- perform washroom and toilet cleaning (optional)
- exhibit appropriate etiquette and conduct
- work effectively with others
- apply health, safety, and hygiene practices

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Module</b>	<b>32:00</b>	<b>180:00</b>	<b>00:00</b>	<b>00:00</b>	<b>212:00</b>
Module 1 (Bridge Module): Personal Adequacy, Social Behaviour and Communication	10:00	80:00	00:00	00:00	90:00
Module 2 (Bridge Module): Work Related Skills	20:00	100:00	00:00	00:00	120:00
Module 3 (Bridge Module): Tourism and Hospitality Industry – An Introduction	02:00	00:00	00:00	00:00	02:00
<b>PWD/N7201: Perform cleaning and housekeeping activities, NSQF Level - 2</b>	<b>40:00</b>	<b>60:00</b>	<b>60:00</b>	<b>00:00</b>	<b>160:00</b>
Module 4: Performing cleaning Activities	20:00	35:00	30:00	00:00	85:00
Module 5: Perform housekeeping activities in the room	20:00	25:00	30:00	00:00	75:00
<b>PWD/N9901: Follow health, safety and hygiene practices NSQF Level – 2</b>	<b>08:00</b>	<b>40:00</b>	<b>00:00</b>	<b>00:00</b>	<b>48:00</b>

Module 6: Maintain personal and workplace hygiene	03:00	14:00	00:00	00:00	17:00
Module 7: Maintain precautionary health and safety measures	03:00	14:00	00:00	00:00	17:00
Module 8: Practice waste management	02:00	12:00	00:00	00:00	14:00
<b>PWD/N9903: Communicate with others effectively NSQF Level – 2</b>	<b>10:00</b>	<b>20:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 9: Work effectively with colleagues and supervisors	05:00	08:00	00:00	00:00	13:00
Module 10: Practice Inclusive behaviour	05:00	12:00	00:00	00:00	17:00
<b>Employability Skills</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Introduction to Employability Skills	1	00:00	00:00	00:00	1
Constitutional values - Citizenship	1	00:00	00:00	00:00	1
Becoming a Professional in the 21st Century	1	00:00	00:00	00:00	1
Basic English Skills	2	00:00	00:00	00:00	2
Communication Skills	4	00:00	00:00	00:00	4
Diversity & Inclusion	1	00:00	00:00	00:00	1
Financial and Legal Literacy	4	00:00	00:00	00:00	4
Essential Digital Skills	3	00:00	00:00	00:00	3
Entrepreneurship	7	00:00	00:00	00:00	7
Customer Service	4	00:00	00:00	00:00	4
Getting ready for apprenticeship & Jobs	2	00:00	00:00	00:00	2
<b>Total Duration</b>	<b>120:00</b>	<b>300:00</b>	<b>60:00</b>	<b>00:00</b>	<b>480:00</b>

### Elective Modules

The table lists the modules and their duration corresponding to the Elective NOS of the QP.

#### Elective 1: Kitchen Helper

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
------------------------	-----------------	--------------------	--	--	----------------

<b>PWD/N7202: Maintain cleanliness in the kitchen NSQF Level - 2</b>	<b>15:00</b>	<b>30:00</b>	<b>30:00</b>	<b>00:00</b>	<b>75:00</b>
Module 11: Keep the kitchen Clean	15:00	30:00	30:00	00:00	75:00
<b>PWD/N7203: Maintain kitchen supplies and material NSQF Level- 2</b>	<b>15:00</b>	<b>30:00</b>	<b>30:00</b>	<b>00:00</b>	<b>75:00</b>
Module 12: Maintain supplies and materials	15:00	30:00	30:00	00:00	75:00
<b>Total Duration</b>	<b>30:00</b>	<b>60:00</b>	<b>60:00</b>	<b>00:00</b>	<b>150:00</b>

### Elective 2: *Laundry Valet*

<b>NOS and Module Details</b>	<b>Theory Duration</b>	<b>Practical Duration</b>	<b>On-the-Job Training Duration (Mandatory)</b>	<b>On-the-Job Training Duration (Recommended)</b>	<b>Total Duration</b>
<b>PWD/N7204: Handle collection and delivery of laundry items NSQF Level - 2</b>	<b>30:00</b>	<b>60:00</b>	<b>60:00</b>	<b>00:00</b>	<b>150:00</b>
Module 13: Handle laundry processing and delivery	30:00	60:00	60:00	<b>00:00</b>	150:00
<b>Total Duration</b>	<b>30:00</b>	<b>60:00</b>	<b>60:00</b>	<b>00:00</b>	<b>150:00</b>

## Optional Modules

The table lists the modules and their duration corresponding to the Optional NOS of the QP.

### Elective 3: Toilet Cleaning

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>PWD/N7205: Maintain cleanliness in the toilets and washroom NSQF Level 2</b>	<b>30:00</b>	<b>60:00</b>	<b>30:00</b>	<b>00:00</b>	<b>120:00</b>
Module 14: Maintain cleanliness in the toilets and washroom	30:00	60:00	30:00	00:00	120:00
<b>Total Duration</b>	<b>30:00</b>	<b>60:00</b>	<b>30:00</b>	<b>00:00</b>	<b>120:00</b>

### Elective 4: Perform Laundry Operations

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>PWD/N7206: Perform laundry operations NSQF Level - 2</b>	<b>30:00</b>	<b>60:00</b>	<b>30:00</b>	<b>00:00</b>	<b>120:00</b>
Module 15: Perform laundry operations	30:00	60:00	30:00	00:00	120:00
<b>Total Duration</b>	<b>30:00</b>	<b>60:00</b>	<b>30:00</b>	<b>00:00</b>	<b>120:00</b>

## Module Details

### Module 1: Personal Adequacy, Social Behavior and Communication

#### Bridge Module

#### Terminal Outcomes:

- Demonstrate how to take care of daily routine activities, responsibility and safety of self and others
- Demonstrate knowledge of common places, people in the surrounding environment
- Demonstrate use of social courtesies towards elders and peers
- Discuss ways to manage various hazards

<b>Duration: 10:00</b>	<b>Duration: 80:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of personal grooming and hygiene</li> <li>• Identify designated area to keep personal belongings.</li> <li>• Identify potential safety hazards in the surrounding such as electrical switches/wires, sharp and pointed objects, etc.</li> <li>• Explain the difference between good and bad touch</li> <li>• Identify common places around home and workspace as, nearby market, dairy, pantry, office.</li> <li>• Explain general guidelines/norms regarding their rights and responsibility at workplace in context of their assignment/work profile.</li> <li>• Explain daily routine activities when asked using 2–3 words, sentences, or gestures</li> </ul>	<ul style="list-style-type: none"> <li>• Give self-introduction</li> <li>• Demonstrate proper meal time behavior/etiquette in public place, restaurants, Pantry</li> <li>• Demonstrate the use of social etiquette towards different people in different settings</li> <li>• Demonstrate ways to maintain privacy in public washrooms and changing rooms.</li> <li>• Practice simple first aid when required on self and others.</li> <li>• Demonstrate ways of raising an alarm when bullied, abused.</li> <li>• Demonstrate the ways of engaging in meaningful communication with others in various situations.</li> <li>• Demonstrate ways of making appropriate choice for themselves like Selection of outfit according to their own gender and age, selection of items of their choice from the Menu</li> <li>• Demonstrate ways of handling common safety hazards in the surroundings with care</li> </ul>
<b>Classroom Aids</b>	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements</b>	
PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Visual Schedule, Picture Cards, Flashcards, Me Books, LCD TV, Projector, Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD, Laptop, etc.	



## Module 2: Work Related Skills

### Bridge Module

#### Terminal Outcomes:

- Demonstrate basic work-related etiquettes.
- Demonstrate social emotional maturity at workplace such as problem solving, assistance seeking and others.
- Discuss the importance of practicing work ethics and standard norms.
- Demonstrate various forms of motor skills to perform physical activity in workplace.

<b>Duration: 20:00</b>	<b>Duration: 100:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Demonstrate basic work-related etiquettes.</li> <li>• Demonstrate social emotional maturity at workplace such as problem solving, assistance seeking and others.</li> <li>• Discuss the importance of practicing work ethics and standard norms.</li> <li>• Demonstrate various forms of motor skills to perform physical activity in workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the execution of assigned task for a minimum Of 30 minutes methods</li> <li>• Demonstrate use of alternate method of executing an activity, when routine method does not work out e.g., using any other relevant and related equipment in case the equipment desired is not in stock etc.</li> <li>• Demonstrate the identification and selection of various items, raw materials and tools needed for work from vast array of options</li> <li>• Demonstrate the use of appropriate words/phrases/simple sentences/ gestures to respond to interact with peers, supervisors and other staff members</li> <li>• Demonstrate the use of a visual timetable while carrying daily activities at workplace</li> <li>• Demonstrate the use of common facilities (supervisor’s office, account office, washroom, pantry, etc.) and services (tea, coffee maker, vending machines, etc.) in compliance with the rules of the organization.</li> <li>• Demonstrate ways to seek permission from seniors for a break in the middle of a task</li> <li>• Demonstrates the ability to shift to another task when one task is finished/ when prioritized by the supervisor.</li> <li>• Demonstrate ways to follow basic etiquettes at workplace</li> <li>• Demonstrate, in action when required the, ways for following simple protocols at work, e.g. request for leave</li> <li>• Demonstrate activities requiring hand and finger movements like latching the door, picking and carrying objects/equipment from one place to another, pouring water into a glass from the Jug etc</li> </ul>
<b>Classroom Aids</b>	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements</b>	
PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Visual Schedule, Picture Cards, Flashcards, Me Books, LCD TV, Projector, Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD,Laptop, etc.	

## Module 3: Tourism and Hospitality Industry – An Introduction

### Bridge Module

#### Terminal Outcomes:

- ☐ Discuss various concepts related to Hospitality Sector.

<b>Duration:</b> 02:00	<b>Duration:</b> 00:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of Hospitality sector.</li> <li>• Discuss roles and responsibility of a Hospitality Associate</li> <li>• Discuss the career path for Hospitality Associate</li> </ul>	
<b>Classroom Aids:</b>	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
<b>Tools, Equipment and Other Requirements:</b>	
PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Picture cards, Visual Schedule, Flash Cards, Me Books, LCD TV, Projector, simple games and activities, Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD, Laptop, etc.	

## Module 4: Perform cleaning Activities

Mapped to NOS PWD/N7201

### Terminal Outcomes:

At the end of this module participants will be able to;

- Identify the area and surface to be cleaned.
- Demonstrate preparation of the cleaning agent as per requirement.
- Explain the appropriate cleaning method and equipment.

<b>Duration: 20:00</b>	<b>Duration: 35:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Define what is cleaning.</li> <li>• Explain the types of cleaning equipment and cleaning agent used to clean the surface.</li> <li>• Describe appropriate method of cleaning for a given surface.</li> <li>• Explain the benefits of wearing PPE while cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform a check of the area to be cleaned.</li> <li>• Demonstrate how to identify types of surfaces to be cleaned.</li> <li>• Show how to prepare the cleaning agent as per instructions given.</li> <li>• Demonstrate how to select the appropriate cleaning method.</li> <li>• Show how to select the correct cleaning equipment for a given surface.</li> <li>• Demonstrate how to select and place the correct sign board outside the cleaning area.</li> <li>• Show how to use the cleaning equipment as per instructions.</li> <li>• Select the PPE required for cleaning the room.</li> </ul>
<b>Classroom Aids:</b>	
Computer, flipchart, flashcards	
<b>Tools, Equipment and Other Requirements</b>	
Cleaning Agents – Toilet cleanser, vinegar, bleach and liquid detergent Cleaning Equipment – Bucket, mop, brush, squeegee, duster, broom, floor wiper PPE - Gloves, and safety goggles	

## Module 5: Perform housekeeping activities in the room

Mapped to PWD/N7201

### Terminal Outcomes:

At the end of this module participants will be able to;

- Demonstrate how to clean the guest room.
- Perform other housekeeping activities such as checking room supplies, folding linen and arranging the room properly.

<b>Duration: 20:00</b>	<b>Duration: 25:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe how to arrange the items in the guest room.</li> <li>• List the required room supplies and their adequate quantities.</li> <li>• State the hotel guidelines for folding linen and other materials.</li> <li>• Explain how to arrange the room furniture in the assigned area.</li> <li>• Explain ways to check inventory as per hotel guidelines.</li> <li>• State the reporting structure and escalation matrix.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to check the room supplies and ensure that they are adequate and clean.</li> <li>• Demonstrate how to arrange the furniture and other items in the guest room.</li> <li>• Show how to fold linen and other materials following the hotel guidelines.</li> <li>• Demonstrate how to check the inventory.</li> <li>• Demonstrate how to follow the reporting structure.</li> </ul>
<b>Classroom Aids:</b>	
Computer, flipchart, flashcards, maintenance checklist	
<b>Tools, Equipment and Other Requirements</b>	
Cleaning equipment – bucket, mop, brush, squeegee, duster, broom, cleaning agents, gloves, and safety goggles, room inventory (towels, clean glass, etc.), Cleaning agents, guest room supplies, visual checklist	

## Module 6: Maintain personal and workplace hygiene

### Mapped to NOS PWD/N9901 v3.0

#### Terminal Outcomes:

- Discuss various personal and workplace hygiene practices.

<b>Duration: 03:00</b>	<b>Duration: 14:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the significance of maintaining personal hygiene.</li> <li>• Explain the importance of maintaining a clean and tidy workplace.</li> <li>• Discuss the significance of following hygiene practices as per guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate ways to maintain personal hygiene</li> <li>• Demonstrate correct ways of washing and/or sanitizing hands.</li> <li>• Demonstrate ways to maintain hygiene at workplace</li> </ul>
<b>Classroom Aids:</b>	
Training kit (Trainer guide, Presentations etc.), White board, Marker, duster, projector, laptop, flip chart, speaker system	
<b>Tools, Equipment and Other Requirements</b>	
PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Picture cards, Me Book, Cleanliness and hygiene related material like Soaps, Hand Wash, sanitizers etc. Any of the following tools may be used: Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD, Laptop, etc.	

## Module 7: Maintain precautionary health and safety measures

### Mapped to NOS PWD/N9901 v3.0

#### Terminal Outcomes:

- Describe how to adhere to safety guidelines.
- Show how to administer appropriate emergency procedures.

<b>Duration: 03:00</b>	<b>Duration: 14:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance and process of identifying and reporting any health-related issue to the concerned authorities.</li> <li>• Discuss the various emergencies that may happen such as fire, accident, fall etc.</li> <li>• Discuss the process and significance of reporting accidents and hazards.</li> <li>• Discuss the significance of following health and safety practices as per guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate ways to administer basic first aid in different situations.</li> <li>• Display the correct way of donning and doffing PPE such as face masks, hand gloves etc.</li> <li>• Demonstrate safety drills for different emergency situations.</li> </ul>
<b>Classroom Aids:</b>	
Training kit (Trainer guide, Presentations etc.), White board, Marker, duster, projector, laptop, flip chart, speaker system	
<b>Tools, Equipment and Other Requirements</b>	
PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Picture cards, Me Book, Cleanliness and hygiene related material like Soaps, Hand Wash, sanitizers etc. Any of the following tools may be used: Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD, Laptop, etc.	

## Module 8: Practice waste management

*Mapped to PWD/N9901 v3.0*

### Terminal Outcomes:

- Discuss health, hygiene and safety practices.

<b>Duration: 02:00</b>	<b>Duration: 12:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance and mechanism of proper and safe disposal of waste.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the segregation of different types of waste.</li> <li>• Select various types of color-coded bins/containers used for disposal of waste.</li> <li>• Display correct way of disposing PPE</li> </ul>
<b>Classroom Aids:</b>	
Training kit (Trainer guide, Presentations etc.), White board, Marker, duster, projector, laptop, flip chart, speaker system	
<b>Tools, Equipment and Other Requirements</b>	
PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Picture cards, Me Book, Cleanliness and hygiene related material like Soaps, Hand Wash, sanitizers etc. Any of the following tools may be used: Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD, Laptop, etc.	

## Module 9: Work effectively with colleagues and supervisors

*Mapped to: PWD/N9903, v1.0*

### Terminal Outcomes:

- Demonstrate ways to work effectively in a team.

<b>Duration: 05:00</b>	<b>Duration: 08:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Identify appropriate workplace behaviour</li> <li>• List do's and don'ts of communication etiquette</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate use of polite language while working in a team.</li> <li>• Demonstrate ways to seek assistance from others when required.</li> </ul>
<b>Classroom Aids:</b>	
Training kit (Trainer guide, Presentations etc.), White board, Marker, duster, projector, laptop, flip chart, speaker system	
<b>Tools, Equipment and Other Requirements</b>	
PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Picture cards, Me Book, any of the following tools may be used: Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD, Laptop, etc.	



## Module 10: Practice Inclusive behaviour

*Mapped to: PWD/N9903, v1.0*

### Terminal Outcomes:

- Demonstrate acceptance towards a diverse population.

<b>Duration: 05:00</b>	<b>Duration: 12:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List dos and don'ts to follow while interacting with varied group of people such as women, PwDs etc.</li> <li>• Identify incidents of harassment and discrimination</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate bias-free communication while interacting with women, PwDs etc.</li> </ul>
<b>Classroom Aids:</b>	
Training kit (Trainer guide, Presentations etc.), White board, Marker, duster, projector, laptop, flip chart, speaker system	
<b>Tools, Equipment and Other Requirements</b>	
PCs/Laptops, Internet with Wi-Fi (Min 2 Mbps Dedicated), Picture cards, Me Book, any of the following tools may be used: Smartphones, iPod, Noise LESS Earphones, Tablet/I-PAD, Laptop, etc.	

## Module 11: Keep the kitchen Clean

Mapped to NOS PWD/N7202

### Terminal Outcomes:

At the end of this module participants will be able to;

- Wash and clean equipment and appliances.
- Keep the kitchen clean as per instructions.

<b>Duration: 15:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the various equipment and appliances found in kitchen.</li> <li>• State the steps involved in cleaning various appliances in the kitchen.</li> <li>• List the company's instructions on kitchen cleaning and maintenance.</li> <li>• List the different cleaning agents used for specific areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Show the steps to dust / clean kitchen equipment like mixer, juicer, meat slicer, sink, stoves, fridge, etc.</li> <li>• Demonstrate how to wash tools and equipment as per company's instructions.</li> <li>• Show the cleaning of utensils manually.</li> <li>• Show how to the sanitize kitchen surfaces, cupboards and other storage areas according to the company's instructions.</li> <li>• Show how to place cleaned equipment, tools, and utensils in the proper storage area.</li> <li>• Demonstrate how to collect, sort, and dispose waste in the garbage bin.</li> <li>• Show how to use hazard warning signs.</li> <li>• Demonstrate how to correctly wear PPE.</li> <li>• Show how to collect and launder all soiled kitchen linen like dishcloth, tea towels, etc.</li> </ul>
<b>Classroom Aids:</b>	
Computer, flipchart, flashcards	
<b>Tools, Equipment and Other Requirements</b>	
Cleaning equipment - scrubber, sponge, cleaning towel, cleaning agents, PPE - gloves, mask Kitchen equipment (fridge, stove, etc.) Cleaning equipment (squeegee, sponge, towel) and agents Different types of utensils/dishes (spoon, ladle, pan, tumbler, fork) made of different material (stainless steel, glass, wooden,)	

## Module 12: Maintain supplies and materials

Mapped to NOS PWD/N7203

### Terminal Outcomes:

At the end of this module participants will be able to;

- Explain the required quantity of supplies and materials.
- Demonstrate how to sort and store the supplies and materials.

<b>Duration: 15:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the company’s policy on receiving supplies.</li> <li>• Describe the process of receiving supplies from the supplier as per the checklist.</li> <li>• Explain the method of sorting and storing different types of items.</li> <li>• State the precautions to be taken to avoid spoilage.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to unload deliveries of provisions, supplies and daily consumables sent by supplier(s) as per instructions.</li> <li>• Demonstrate how to check of the quality and quantity of supplies and inform the superior in case of discrepancy.</li> <li>• Show how to sort and store different types of consumables as per company instructions.</li> <li>• Demonstrate how to refill the kitchen condiment bottles.</li> <li>• Demonstrate how to store semi-cooked food in the freezer.</li> </ul>
<b>Classroom Aids:</b>	
Computer, flipchart, flashcards	
<b>Tools, Equipment and Other Requirements</b>	
Perishable and non-perishable food items, condiments, storage containers, storing cabinets	

## Module 13: Handle laundry processing and delivery

Mapped to NOS/ PWD/N7204

### Terminal Outcomes:

- Describe the process of laundry followed in the organisation
- Demonstrate how to collect, launder and deliver item after processing.

<b>Duration: 30:00</b>	<b>Duration: 60:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain laundry requirement of different sections such as food &amp; beverage, housekeeping, uniform.</li> <li>• Describe the benefits of sorting items before received from different departments.</li> <li>• State the company’s policy on laundry processing.</li> <li>• Explain the process of laundry of different items of various departments.</li> </ul>	<ul style="list-style-type: none"> <li>• Show how to segregate and collect laundry items from different departments such as housekeeping, food &amp; beverage, uniform etc.</li> <li>• Demonstrate how to handle and inform about the special requirements like stain removal, steam press, tailoring etc.</li> <li>• Show how to check for any valuables/items found in the clothes. In case of any found valuables, return them to the respective department.</li> <li>• Show how to correctly deliver the laundry to each department after processing.</li> <li>• Demonstrate how to fold the laundry items as per instructions.</li> <li>• Demonstrate how to store staff uniforms.</li> <li>• Show how to get confirmation on receipts after laundry delivery.</li> <li>• Demonstrate how to check the items before delivery and ensure that all the laundry requirements are met as per the checklist.</li> </ul>
<b>Classroom Aids:</b>	
Computer, flipchart, flashcards, Sample laundry record of hotels	
<b>Tools, Equipment and Other Requirements</b>	
Different type of laundry items, and laundry bins Sample uniforms of hotel staff (if possible) Different types of laundry items Pile of clothes which are torn, faded, crumpled, etc. Bins/trolley to deliver the fresh laundry items	

## Module 14: Maintain cleanliness in the toilet and washroom

Mapped to NOS/ PWD/N7205

### Terminal Outcomes:

At the end of this module participants will be able to;

- Demonstrate cleaning of the washroom and bathroom using the appropriate equipment, cleaning agents and PPE.
- Demonstrate how to check and replenish supplies in the toilets and washrooms.

<b>Duration: 30:00</b>	<b>Duration: 60:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the health and safety measures applicable while cleaning washrooms and toilets.</li> <li>• State the company’s policy and standards for cleaning washrooms.</li> <li>• Describe the procedure for mixing cleansing solutions.</li> <li>• Identify the cleaning process required for cleaning different types of toilet surfaces.</li> <li>• Select the cleaning equipment and agents suitable for a given surface.</li> <li>• Describe how to sort garbage for disposal and clean and store garbage bins.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate cleaning of washroom and bathroom including tubs, basin, taps, floor, wall, mirror and other surfaces with appropriate equipment and cleaning agents.</li> <li>• Show how to check of the flush and drainage and ensure that they are working properly.</li> <li>• Show the steps to sanitize the fixtures and fittings.</li> <li>• Show the standard company procedure to dispose waste.</li> <li>• Demonstrate the standard procedure and escalation matrix to be followed for reporting any faults and problems.</li> <li>• Demonstrate how to replenish, replace and refill supplies as per instruction or checklist.</li> </ul>
<b>Classroom Aids:</b>	
Computer, flipchart, flashcards	
<b>Tools, Equipment and Other Requirements</b>	
Cleaning equipment (brush, broom, sponge, squeegee, spray bottle, etc.), cleaning agents, gloves, bin liners, mask. Washroom and toilet supplies.	

## Module 15: Carry Out Laundry Operations

Mapped to NOS PWD/N7206

### Terminal Outcomes:

At the end of this module participants will be able to;

- Demonstrate how to carry out washing operations

<b>Duration: 30:00</b>	<b>Duration: 60:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss different types of fabrics and their washing requirements.</li> <li>• Describe the process of stain removal</li> <li>• Describe operation of the different types of laundry machines and their usages.</li> <li>• State the procedure for operating a washing machine and drying machine as per manufacturer’s instructions.</li> <li>• Describe the process to select the correct parameters to be set in a washing machine for different types of fabric.</li> <li>• Describe the process to select the correct parameters to be set in a drying machine for different types of fabric.</li> <li>• List the health and safety procedures to be followed while carrying out laundry operations.</li> </ul>	<ul style="list-style-type: none"> <li>• Perform a check of any special laundry requirement and segregate the fabric that requires special attention.</li> <li>• Demonstrate the process of removing stains.</li> <li>• Demonstrate the appropriate steps to load the washing machine as per its capacity, put the detergent in the right compartment, and set the required parameters for the washing procedure.</li> <li>• Show how to monitor the washing process and schedule the washing time accurately.</li> <li>• Show how to check the drying requirements of different types of fabric.</li> <li>• Demonstrate how to load the dryer with clothes and set the appropriate temperature according to the fabric being loaded.</li> <li>• Show how to control the temperature during different stages of the drying process as per manufacturer’s instructions.</li> <li>• Demonstrate how to check of the fabric to ensure that it is washed and dried properly.</li> <li>• Demonstrate how to fold the fabric as per instructions and store them in the allotted cabin for delivery.</li> <li>• Perform the standard procedures to ensure effective usage of electricity, water, and other resources.</li> </ul>
<b>Classroom Aids:</b>	
Computer, flipchart, flashcards	
<b>Tools, Equipment and Other Requirements</b>	
Detergent and solvents, different colours of clothing, fabric with different types of stains, washing machine, dryer.	

**Mandatory Duration:** <120:00>

**Recommended Duration:** <00:00>

**Module Name: On-the-Job Training**

**Location: On Site**

**Terminal Outcomes**

- Demonstrate the area and surface to be cleaned.
- Describe the appropriate methods to choose the equipment and agent for cleaning the identified area.
- Demonstrate how to carry out the cleaning activities wearing appropriate PPE.
- Demonstrate how to maintain the inventory for cleaning supplies as per the checklist.
- Explain the importance of placing the appropriate warning sign board outside the cleaning area.
- Demonstrate correct ways to wear PPE required for cleaning the room.
- Show how to use cleaning equipment as per manufacturer instructions.
- Show how to clean the room and ensure the room is properly arranged.
- Show how to fold the linen following hotel guidelines.
- Demonstrate ways to set up the room with adequate supplies.
- Demonstrate how to clean kitchen equipment and utensils as per company's SOP.
- Demonstrate how to clean the kitchen as per company's instructions.

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 <sup>th</sup> pass/ Certificate/ diploma/degree	Travel and Tourism	1	Housekeeping/ Kitchen department	1	On the Job or Departmental Trainer	Experience in working with Persons with Intellectual Disability as Trainers or Assistant

Trainer Certification		
Domain Certification	Platform Certification	
Certified for training for Job Role: "Hospitality Associate" mapped to QP: "PWD/Q7201" with minimum passing score of 50%	"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/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 <sup>th</sup> pass/ Certificate/ diploma/degree	Travel and Tourism	1	Housekeeping/ Kitchen department	1	On the Job or Departmental Trainer	Experience in working with Persons with Intellectual Disability as Trainers or Assistant

Assessor Certification		
Domain Certification	Platform Certification	
Certified for training for Job Role: “Housekeeping” mapped to QP: “THC/Q0209 Housekeeping Trainer” and QP: “THC/Q3303 Kitchen Helper” and QP: “THC/Q0204 Laundry Valet” with minimum passing score of 70%	Certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701, v1.0”, with a minimum score of 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.

## Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

### 1. Assessment System Overview:

- Batches are assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email by SCPwD.
- Assessment agency deploys the ToA certified Assessor for conducting assessment
- SSC monitors the assessment process and records SSC approve the final result. SSC shares the result with training providers.

### 2. Testing Environment:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time.
- If the batch size is more than 30, then there should be 2 Assessors.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of tablets on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

### 3. Assurance levels / Framework:

- Question papers created by the subject matter experts from assessment agencies and approved by SCPwD.
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 is for the unskilled & semiskilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified and master trainer should be certified on SIP.
- Assessment agency must follow the assessment guidelines to conduct the assessment developed
- Attendance sheet checking.

### 4. Types of evidence or evidence-gathering protocol

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by master trainer) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

### Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch or any candidate

### 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 also stored in Hard drives

# References

## Glossary

Term	Description
<b>Declarative Knowledge</b>	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.
<b>Key Learning Outcome</b>	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).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
<b>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
<b>Procedural Knowledge</b>	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.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> 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