









Model Curriculum

Polisher and Cleaner-(Divyangjan) (Option: Filigree Polisher)

Sector: Gems & Jewellery

Sub-Sector: Handmade Gold and Gems-Set

Jewellery, Cast and Diamonds-Set

Jewellery, Silversmith

Occupation: Polishing & Cleaning

Ref ID: PWD/G&J/Q0701, V2.0

NSQF Level: 3

Model Curriculum Aligned for Persons with Locomotor Disability E001

















Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

Is hereby issued by the SKILL COUNCIL FOR PERSONS WITH DISABILITY (SCPwD) for

MODEL CURRICULUM – ALIGNED FOR PERSONS WITH DISABILITY

Complying to National Occupational Standards of Job Role/ Qualification Pack:

<u>'Polisher& Cleaner (Divyangjan)-LD</u> QP No. <u>'PWD/G&J/Q0701 NSQF Level 3'</u>

Expository Code: Locomotor Disability (E001)

Date Issuance: 5/1/23

Valid up to*: 20/12/2023

* Valid up to the next review date of the Qualification Pack or the

with Disability)

'Valid up to' date mentioned above, whichever is earther

Authorized Signatory (Skill Council for Persons











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Polisher and Cleaner

Curriculum / Syllabus

This program is aimed at training candidates for the job of a ""Polisher and Cleaner", in the "Gems & Jewellery" Sector/Industry and aims at building the following key competencies amongst the learners.

Program Name	Polisher and Cleaner- (Divyangjan) LD				
Qualification Pack Name & Reference ID.	"Polisher and Cleaner, PWD/ G&J/0701, VERSION 2.0				
Version No.	2.0 Version Update Date 20/12/2023				
Pre-requisites to Training	10th Grade pass OR Grade 9 with one year of experience OR Grade 8 with two year of (NTC/ NAC) after 8 th OR 8th grade pass with 2 year relevant Experience OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject OR 5th grade pass with 5 year relevant Experience OR Previous relevant Qualification of NSQF Level 2 with 1 year relevant Experience OR 8th Grade pass with no experience /In addition to Notional hours OJT/internship of 8 months 5th grade pass with no experience / In addition to Notional hours OJT/internship of 20 months Previous relevant Qualification of NSQF Level 2 with no				
	Experience / In addition to Notional hours OJT/internship of 4 months 18 years				











Training Outcomes

After completing this program, participants will be able to:

- Prepare tools and consumables for polishing: Polishing different types of jewellery pieces using different tools and machines.
- Polish and clean, precious or non-precious jewellery: Finish
 the jewellery frame and clean it thoroughly in order to give the
 base of frame and components
- Coordinate with others: Work in a team and communicate with colleagues or clients. Determine the coordination capability of an individual to work as a team member, share work and multi-task in order to achieve the d deliverables on schedule.
- Maintain health and safety at workplace:
 Commit towards reporting potential hazards, take preventive measures to avoid accidents in order to make the work environment safe for self and colleagues and maintain health and safety.
- Polish the filigree jewellery: Preparing, polishing, and cleaning filigree jewellery pieces with the use of different tools and consumables











This course encompasses 4 out of 4 Compulsory NOS (National Occupational Standards) of "Polisher & Cleaner" Qualification Pack issued by "SSC: Gems & Jewellery Skill Council of India". The Curriculum is Aligned by "Skill Council for Persons with Disability" for Persons with Locomotor Disability".

Module Key Learning Outcomes Equipment F			Equipment Required	Disability-wise training
				tools with reference to Expository for each NOS
1.	Prepare tools and consumables for polishing Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code G&J/N0703	 Understand to plan, stock, and prepare the various types of lapping, polishing or buffing wheels, brushes, discs, emery paper sticks, burnishers, hanks of cotton thread etc., to be used during polishing process at different stages like pre-polishing, polishing intricate spaces or filigree and at final stage after stone setting or assembly Understand to use magnetic, hexagonal tumbler to shine the jewellery and remove grease, grime or any deposits from jewellery Ensure the consumables like different abrasives, cutting, buffing compounds to be used for different metals are available Understand to use of highspeed rotating polishing motors, foredom hand motors or lapping machine, tumbling and cleaning machines are maintained properly and preventive maintenance of the same is done at regular intervals as scheduled 	Mandatory - Wooden table of size 1.5 *1.5*1.5 feet / iron rod for burnishing / red stone for cleaning iron rod /emery paper solution of Suhaga and sura/ Mixture of sulphuric acid and water / three bucket/ clean water, hydrochloric acid / rubber hand, gloves/cotton hand gloves/ velvet tray Optional – Computer or Laptop Attached to LCD Projector	Any of the following toolsmay be used: Computer Sticky Keys Foot Pedals Access Switches Wheelchair Walker One-Handed Keyboard Pencil Gripper Automatic PageTurner Grab Bars Speech to Text software
2	Polish and clean, precious or nonprecious jewellery Theory Duration (hh:mm) 60 :00 Practical Duration (hh:mm) 150:00	 Understand to use the appropriate cleaning machines and methods to clean the jewellery received Understand to give the appropriate finish to the jewellery as per design requirement Understand to use various types of buff wheels for removal of filing defects Understand to use the various 	Mandatory – White Board/Black Board Marker/ Chalk, Duster, Notepads, Pens, Pencils, Blank Sheets, Cotton Gloves, Paint Brush, Metal Brush, Pin Tong, Metal Scissors, Steel Scale, Weighing Scale, Mandrel for Bristle Brush, Wooden Clip, Leather Belt, 2 Line	Any of the following toolsmay be used: Computer Sticky Keys Foot Pedals Access Switches Wheelchair Walker One- Handed Keyboard











Code G&J/N0704 types of polishing compounds as per jewellery and metal type Ensure quality check for all jewellery done including checking for lost stones, loose settings, missing metal components, linking, flexibility and other defects that may occur during the cleaning and polishing process and to rework on the jewellery parts against the rotating wheel, buff, discs or brush types of polishing compounds as per jewellery and metal type Ensure quality check for all jewellery, and metal type Ensure quality check for all jewellery, and one including checking for lost stones, loose settings, missing metal components, linking, flexibility and other defects that may occur during the cleaning and polishing process and to rework on the jewellery piece Ensure to polish and buff the jewellery parts against the rotating wheel, buff, discs or brush types of polishing compounds as per jewellery and metal type Rouge (Lustre), Strong Motors, Bristle Brush, Felt Ring Buff, Lapping Wheel, Ultrasonic Jig, Tray for Steam Cleaner, Sand Blaster, Ultrasonic Cleaner Polishing Station with Machine, Steam Cleaner, Magnetic Tumbler, Unfinished Silver/ Brass/ Copper				
mounted on spindle of high- speed electric motor Ensure to pre-polish jewellery pieces having empty collets or sockets for gemstone or diamonds to set in or for hollow rings with back plate or bracelet links prior to assembly etc. Ensure to de-grease polished jewellery piece with ultrasonic machines, followed by steam cleaning and at the end, piece is allowed to dry in air Ensue to the jewellery piece at every intermediate stage of polishing with eyes or 10x eyeloop to see if any casting porosity opens or over polishing which should not affect the shape or intricate detail Ensure the dust vacuum suction is working well during operation especially in case of precious metal polishing for effective dust collection Ensure minimal loss of metal and zero defect Ensure timely delivery of finished product and achieve daily production targets Ornaments, Wooden Polish Sticks, Red Rouge, Tweezers, Cleaning Solution, Table Brush, Buffs - Cloth, Emery Paper/ Sticks, Emery Mandrel, Rubber Wax, Thick Cotton Thread, 10x eye loop, Protective Medical Mask, Buffing Machine with All Types of Buff Wheels, Pendant Motor, Metal Polish Brush, Buffs - Cloth, Emery Paper/ Sticks, Emery Mandrel, Rubber Wax, Thick Cotton Thread, 10x eye loop, Protective Medical Mask, Buffing Machine with All Types of Buff Wheels, Pendant Motor, Metal Polish Brush, Buffs - Cloth, Emery Paper/ Sticks, Emery Mandrel, Rubber Wax, Thick Cotton Thread, 10x eye loop, Protective Medical Mask, Buffing Machine and Components for Plating, File Set, Mandrel Rubber Wax, Thick Cotton Thread, 10x eye loop, Protective Medical Mask, Buffing Machine and Components for Plating, File Set, Mandrel Rubber Wax, Thick Cotton Thread, 10x eye loop, Protective Medical Mask, Buffing Machine and Components for Plating, File Set, Mandrel Rubber Wax, Thick Cotton Thread, 10x eye loop, Protective Medical Mask, Buffing Machine and Components for Plating, File Set, Mandrel Rubber Machine All Types of Buff Wheels, Pendant Motor, Metal Plating Machine and Components for Plating, File Set	3	Code G&J/N0704	as per jewellery and metal type Ensure quality check for all jewellery done including checking for lost stones, loose settings, missing metal components, linking, flexibility and other defects that may occur during the cleaning and polishing process and to rework on the jewellery piece Ensure to polish and buff the jewellery holding jewellery parts against the rotating wheel, buff, discs or brush mounted on spindle of highspeed electric motor Ensure to pre-polish jewellery piece abaving empty collets or sockets for gemstone or diamonds to set in or for hollow rings with back plate or bracelet links prior to assembly etc. Ensure to de-grease polished jewellery piece with ultrasonic cleaning and at the end, piece is allowed to dry in air Ensue to the jewellery piece at every intermediate stage of polishing which should not affect the shape or intricate detail Ensure the dust vacuum suction is working well during operation especially in case of precious metal polishing for effective dust collection Ensure minimal loss of metal and zero defect Ensure minimal loss of metal and zero defect Coordinate with supervisor to more indeximal manufacture of finished product and achieve daily production targets Automatic Page Turner Grab Bars Speech to T Stand Blaster, Eling Buff, Lapping Wheel, Ultrasonic Cleaner, Magnetic Tumbler, Unfinished, Silver/ Brass/ Copper Ornaments, Wooden Polish Sticks, Red Rouge, Tweezers, Cleaning Solution, Table Brush, Buffs - Cloth, Emery Paper/ Sticks, Emery Mandrel, Rubber Bullet, Eye Protective Goggles, Polishing Wax, Thick Cotton Thread, 10x eye loop, Protective Medical Mask, Buffing Machine and Components for Plating, File Set, Mandrel Set, Cleaning Cloth, Hammer Set, jwellery Finishing Tool Kit, Bowls Optional – Computer or Laptop Attached to LCD Projector, Caustic Soda Chemical	ext
understand the work output Board/Black Board toolsmay be used: requirements Marker/ Chalk, Duster • Computer			, and a second tree of the second sec	sed:











	Theory Duration	Communicate with supervisor	Notepads, Pens,	Sticky Keys
	(hh:mm) 10:00 Practical Duration (hh:mm) 20:00	 about company policies and rules Coordinate with supervisor timely delivery of work and report any anticipated delays Coordinate with colleagues as 	Pencils, Blank Sheets Optional – Computer or Laptop Attached to LCD Projector	Foot PedalsAccess SwitchesWheelchairWalkerOne-Handed
	Corresponding NOS Code G&J/N9901	a team to achieve team goals Resolve conflicts by communicating with colleagues and other departments Understand to multi-task relevant activities		Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
4	Maintain health and safety at workplace Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code G&J/N9902	 Report about potential sources of danger Understand to use of precautionary methods and fire extinguisher in case of fire Understand to use of first aid procedure in case of emergencies Understand to use and wear recommended safety gears as per company policies 	Mandatory – Safety Hand Gloves, Fire Extinguisher, First Aid Kit Optional – Computer or Laptop Attached to LCD Projector	Any of the following toolsmay be used: Computer Sticky Keys Foot Pedals Access Switches Wheelchair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
	Total Duration	Unique Equipment Required:		
	(hh:mm) 330:00 Theory Duration (hh:mm) 90:00 + 30 hrs. Employability Module DGT/VSQ/N0101 Practical Duration (hh:mm) 210:00	Wooden table of size 1.5 *1.5*1.5 f sulphuric acid and water stone/suhaga/sura//hydrochloric actray, Paint Brush, Metal Brush, Pin Mandrel for Bristle Brush, Wooden (Lustre), Strong Motors, Bristle Br Tray for Steam Cleaner, Sand for Ultrasonic Cleaner, Polishing St Tumbler, Unfinished Silver/ Brass Rouge, Tweezers, Cleaning Solu Mandrel, Rubber Wheel, Rubber B Cotton Thread, 10x eye loop, Prote of Buff Wheels, Pendant Motor, M File Set, Mandrel Set, Cleaning Bowls. Safety Hand Gloves, Fire Edoptional – Computer or Laptop At	/ three bucket/ cid /rubber hand gloves/c Tong, Metal Scissors, Standard Blaster, 2 Line ush, Felt Ring Buff, Lapp r Sand Blaster, Ring Wo action with Machine, Standard Blaster, Buff / Copper Ornaments, W ution, Table Brush, Buff cullet, Eye Protective Gog ective Medical Mask, Buff Metal Plating Machine and Cloth, Hammer Set, Jew extinguisher, First Aid Kit	clean water, Red cotton hand gloves/ velvet eel Scale, Weighing Scale, Hair Brush, Rough Rouge bing Wheel, Ultrasonic Jig, oden Stick, Sand Blaster, eam Cleaner, Magnetic coden Polish Sticks, Red s - Cloth, Sticks, Emery gles, Polishing Wax, Thick ing Machine with All Types d Components for Plating,

Grand Total Course Duration: 330 Hours, 0 Minutes











Trainer Prerequisites for Job role: "Polisher & Cleaner" mapped to Qualification Pack: "PWD/G&J/Q0701 v2.0"

Sr. No	Area	Details
1	Description	Trainer is responsible for delivering accredited training service, mappedto the curriculum detailed above, in accordance with the Qualification Pack "G&J/Q0701, v2.0".
2	Personal Attributes	Aptitude for conducting training, and pre/post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	10th standard
4a	Domain Certification	Certified for Job Role: "Polisher & Cleaner" mapped to QP: "G&J/Q0701 v2.0" with scoring of minimum 80%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: "Trainer",mapped to the Qualification Pack: "MEP/Q2601" with scoring of minimum 80%.
4c	Disability specific Top Up module	The Inclusive Trainer should be certified in Disability Specific Top Uptraining PWD/Q0101, v2.0 Trainer-PwD conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.
5	Experience	The minimum experience required is 3 years in QC/ trainer/ manager/ team leader/ supervisor Polishing and Cleaning.











Annexure: Assessment Criteria

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
TUC/NOOO1, Communicate of	iootivaly and main			Iviarks
THC/N9901: Communicate eff			andards	10
Communicate effectively with guests,	20	20		10
colleagues and superiors				
PC1. greet the guests promptly and				
appropriately as per organization's				
procedure				
PC2. communicate with the guests in a				
polite and professional manner				
PC3. clarify guest's requirements by asking				
appropriate questions				
PC4. address guest's dissatisfactions and				
complaints effectively				
PC5. build effective yet impersonal				
relationship with guests				
PC6. inform guests on any issue/problem				
beforehand including any developments				
involving them				
PC7.seek feedback from the guests and				
incorporate that to improve the guest				
experience				
PC8. escalate any negative feedback from				
the guests to immediate reporting authority				
on high priority				
PC9. pass on essential information to your				
colleagues timely				
PC10. report any workplace issues to the				
superior immediately				
Maintain professional etiquette	10	10		5
PC11. report to work on time				
PC12. follow proper etiquette while				
interacting with colleagues and superiors				
PC13. follow the dress code as per				
organizational policy				
PC14. maintain good personal hygiene				
PC15. respect privacy of others at the				
workplace				
Provide specific services as per the guests'	10	10		5
requirement				~
PC16. offer services and maintain the				
quality of facilities to cater to specific needs				
of every individual, across all gender and				
age group as per company standards				
PC17. provide assistance to Persons with				
Disability, if required				











PC18. follow the organisational policies				
specified for Persons with Disability				
PC19. follow gender and age sensitive				
service practices at all times				
PC20. adhere to the company policies				
related to prevention of sexual harassment				
NOS Total	40		40	20
THC/N9903: Maintain organisation	_	d respect que	_	
Maintain organisational confidentiality	6	6		3
PC1. ensure not leaving any confidential				
information visible and unattended on the				
workstation				
PC2. comply to organizational IPR policy at				
all times				
PC3. report any infringement of IPR				
observed by anyone in the company to the				
concerned person				
PC4. maintain the confidentiality of the				
organisational information through				
appropriate use, storage and disposal				
Respect guest's privacy	4	4		2
PC5. protect personal and financial	4	4		
information of the guest				
PC6. refrain self from infringing upon				
guest's professional deals and plans				
NOS Total	10	10		5
THC/N9906: Follow hea	_	_		ວ
	10	10		5
Maintain personal and workplace hygiene	10	10		3
PC1. wash and sanitize hands at regular				
intervals using hand wash & alcohol-based sanitizers				
PC2. clean the workplace with appropriate				
cleaning solution and disinfectants as				
recommended				
PC3. clean the crockery and other articles				
as per established standards				
PC4. sanitize all tools and equipment				
requiring touch points at regular intervals				
PC5. ensure that the trashcans are cleared				
regularly following the cleanliness and maintenance schedule				
PC6. use appropriate PPE (headwear,				
glasses, goggles, footwear etc.) considering				
the task to be performed and the working environment				
PC7. dispose of the waste as per the prescribed standards				
PC8. maintain personal hygiene by				
brushing teeth regularly, wearing clean				
clothes, following a healthy diet etc.		 		0
Take precautionary health measures	5	5		0
PC9. attend regular health check-ups				
organized by the management				
PC10. report personal health issues related				
to injury, food, air and infectious disease				
PC11. report to the concerned authority in				











case any coworker is unwell				
Follow standard safety procedure	5	10		5
PC12. follow safety procedures while				
handling materials, tools, equipment etc.				
PC13. follow first aid procedures				
appropriately				
PC14. identify hazards at the workplace				
and report to the concerned person in time				
Follow effective waste management	5	10	5	5
PC15. identify and segregate recyclable,				
nonrecyclable and hazardous waste at				
workplace				
PC16. segregate waste into different				
coloured dustbins				
PC17. handle the waste as per SOP				
PC18. recycle waste wherever applicable				
PC19. dispose of PPEs in a plastic bag,				
sealed and labelled as infectious waste				
	25	25		4.5
NOS Total	25	35		15
	form front office a			
Prepare for front office operation	10	10		5
PC1. identify the operational structure of				
different front office functions, like				
reception, reservation, guest services,				
accounts, communication, etc.				
PC2. interact with the supervisor/manager				
to understand service requirements and				
clarify doubts				
PC3. report for duty on time				
PC4. wear proper uniform as per the				
organizational policies				
Complete the pre-arrival process	10	10		5
PC5. check occupancy forecast, expected				
arrivals and, departures, guest				
confirmation, VIP in-house, special				
movements or events etc.				
PC6. review the room				
assignment/allocation status, especially for				
VIPs, etc				
PC7. print Registration Card (for				
preregistered guests)				
PC8. prepare amenity voucher				
PC9. check that all special guest requests				
are taken care of				
PC10. ensure all travel arrangements like				
pick-up, if any, are taken care of				
PC11. arrange for special welcome				
arrangements as required				
PC12. ensure all VIP/group arrival				
requirements are arranged for accordingly				
Complete guest registration process	20	20		5
PC13. greet and welcome the guest as per		 		†
organizational policy				
PC14. enquire the name of the guest to				
search for the reservation record				
PC15, collect mandatory information from				
FOTO. CONECT MANUALORY INFORMATION FROM				











the guests			
PC16. cross-check the identity document			
details of the guests against original			
PC17. fill guest registration record,			
manually or in the property management			
system, and attach the counter signed true			
copies of valid ID documents			
PC18. collect advance money from the			
guests if the reservation is not pre-paid			
PC19. prepare advance receipt for advance			
payment			
PC20. present the receipt to the guests as			
per organizational standards			
PC21. update advance payment details in			
the PMS			
Check reservation details and allot room to	20	25	10
guest			
PC22, cross-check the reservation details			
with the guest			
PC23. check for details such as room type,			
meal plan, number of people, etc. and			
confirm the guest's room preference (e.g.,			
pool view, suite, non-smoking, etc.			
PC24. check for availability of room as per			
guest's preference			
PC25. inform walk-in guests about any			
nonavailability of room and inform the next			
available date/time			
PC26. inform guests of reservation of any			
non-availability of preferred room and			
provide alternate options			
PC27. allot the room if it is already blocked			
for the guest as per reservation			
status/instructions or allot a VR (Vacant			
Ready) room			
PC28. handle any special request from			
guest, e.g. wheelchair etc.			
PC29. negotiate with the guest requesting			
ad hoc discounts, as per organizational			
guidelines			
PC30. offer discount based on the seasonal			
occupancy and within the organization's			
stipulated limit			
PC31. reconfirm the type of room, tariff, and			
other agreed details to the guest before			
allotting the room			
PC32. allot adjacent rooms, if available to			
the guests travelling in a group/families			
PC33. ensure collection of advance money			
from the guests if the reservation is not			
prepaid			
PC34. reconfirm mode of payment from			
guest (e.g. credit/debit card, cash, travel			
voucher, forex card, etc.)			
PC35. upsell and cross- sell services to			
maximize revenue for the organization			











PC36. update reservation status to check-in			
and link to guest history, manually or in the			
Property Management System (PMS			
PC37. ensure guest's satisfaction with room			
allocation as per their preference			
PC38. handover room keys to bell			
attendant to escort guest to room			
NOS Total	60	65	25
THC/N0107: Handlir	ng guest services d	uring stay	
Respond to guest queries and requests	10	10	5
PC1. respond to guest queries/request on			
reservation/rooms/facilities, etc.			
PC2. assist guests with			
requests/information on transportation,			
restaurants in the city, shopping areas, etc			
PC3. respond to clarification request on			
operating procedure of any			
equipment/controls inside the guest room			
PC4. change guest's room as per guest			
preference or request, if possible			
PC5. coordinate with bell desk to carry out			
room change procedure and luggage			
movement in presence of guest			
Receive and deliver	10	10	5
mails/messages/package to guest			
PC6. screen packages/parcels for security			
check			
PC7. deliver any received			
message/mail/package to the correct guest			
room on time			
PC8. enter messages /mail			
/facsimiles/parcel/package details in the log			
book with guest name, room number and			
staff responsible for delivery			
PC9. keep the deliverables safely at the			
Front Office/Bell Desk, if the guest is not in			
the room or, if the guest is not in-house but			
is due for arrival that and set an alert on the			
PMS			
PC10. inform guest if there are any visitors	20	20	10
NOS Total	20	20	10
	e guest reservation		10
Attend to guest reservation	20	20	10
PC1. respond to guest inquiries as per SOP			
PC2. provide the details and availability of			
various rooms and respective facilities to			
the guest based on guest preference and availability			
PC3. inform guests about various plans,			
packages, and seasonal rates during their			
request for booking as per the reservation			
policy of the hotel and the reservations			
agreement guidelines			
PC4. obtain necessary details from guests			
to process the reservation			
PC5. maintain reservation record of the			
i Co. maintain reservation recold of the	l		











guests			
PC6. inform concerned departments like			
housekeeping, travel, etc. about changes in			
the guest reservations to arrange the			
requirements accordingly			
Modify and cancel guest reservation	20	20	10
PC7. make changes in guest reservation if			
requested by the guest like modifying			
reservation dates, altering type of room			
reserved, upgrading/ downgrading room			
reservations in case of room unavailability			
PC8. inform the guest about the			
cancellation policy and provide reservation			
cancellations services on guest's request			
PC9. inform the guests about the			
modification/reservation cancellation made			
PC10. process refund payments to guests			
in the event of cancellation			
NOS Total	40	40	20











DGT/VSQ/N0101 Employability Skills 30 hours

Mapped to DGT/VSQ/N0101, V1.0 Terminal Outcomes:

- introduction to employability skills
- constitutional values citizenship
- becoming a professional in the 21st century
- basic english skills
- · career development & goal setting
- communication skills
- diversity & inclusion
- financial and legal literacy
- · essential digital skills
- entrepreneurship
- customer service

exploitation

getting ready for apprenticeship & jobs

Duration: 30:00 Duration: 00:00 Theory – Key Learning Outcomes Practical – Key Learning Outcomes discuss employability skills required for demonstrate how to follow jobs in various industries environmentally sustainable practices explain ways to explore learning and roleplay the 21st Century Skills such as employability portals Self-Awareness, Behaviour Skills, time management, critical and adaptive discuss the significance of thinking, problem-solving, creative constitutional values, including civic thinking, social and cultural awareness, rights and duties, citizenship, emotional awareness, learning to learn responsibility towards society etc. and for continuous learning etc. in personal personal values and ethics such as and professional life honesty, integrity, caring and respecting others, etc. practice the use basic English for everyday conversation in different explain the significance of 21st contexts, in person and over the Century Skills for employment telephone explain how to read and understand write short messages, notes, letters, routine information, notes, instructions, emails etc. in English mails, letters etc. written in English prepare a sample career development list the difference between job and plan with short- and long-term goals, career based on aptitude communicate and behave practice following verbal and nonverbal appropriately with all genders and PwD communication etiquette and active discuss how to escalate any issues listening techniques in various settings related to sexual harassment at roleplay how to work collaboratively with workplace according to POSH Act others in a team list common components of salary and roleplay how to escalate any issues compute income, expenses, taxes, related to sexual harassment at investments etc workplace according to POSH Act discuss relevant rights and laws and show how to select financial institutions, use legal aids to fight against legal

Polisher & Cleaner 1

products and services as per

requirement











- identify and list different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- identify and list sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity
- explain how to identify different types of customers
- identify and list apprenticeship opportunities and register for it as per guidelines and requirements

- practice how to carry out offline and online financial transactions, safely and securely
- operate digital devices and carry out basic internet operations securely and safely
- demonstrate the use of e- mail and social media platforms and virtual collaboration tools to work effectively
- practice the of use basic features of word processor, spreadsheets, and presentations
- develop a sample business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- roleplay how to respond to customer requests and needs in a professional manner
- show how to follow appropriate hygiene and grooming standards
- create a sample professional Curriculum vitae (Résumé)
- practice how to search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- show how to apply to identified job openings using offline /online methods as per requirement
- demonstrate how to answer questions politely, with clarity and confidence, during recruitment and selection

Classroom Aids:

Charts, Models, Video presentation, Flip Chart, White-Board/Smart Board, Marker, Duster

Tools, Equipment and Other Requirements

PPE, Basic Stationary, digital devices as per the requirement.











Accommodation Guidelines recommended for Inclusive 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 forcreating 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 difficultyin 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