

Model Curriculum

Room Attendant

SECTOR: TOURISM AND HOSPITALITY
SUB-SECTOR: HOTELS
OCCUPATION: HOUSEKEEPING
REF ID: PWD/THC/Q0202, V1.0
NSQF LEVEL: 4

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:

'Room Attendant' QP No. 'PWD/THC/Q0202 NSQF Level 4'
Expository and Code: **Locomotor Disability (E001, Version 1.0)**

Date of Issuance: March 27, 2019
Valid up to*: March 27, 2021

*Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above, whichever is earlier



Authorized Signatory
(Skill Council for Persons with Disability)

Table of Contents

1. Curriculum	01
2. Trainer pre-requisites	18
3. Annexure: Assessment Criteria	19
4. Accommodation Guidelines for Inclusive Trainers	39

Room Attendant

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Room Attendant”, in the “Tourism and Hospitality” and aims at building the following key competencies amongst the learner

Program Name	Room Attendant		
Qualification Pack Name & Reference ID	PWD/THC/Q0202, V1.0		
Version No.	1.0	Version Update Date	27-03-2019
Pre-requisites to Training	Preferable Primary Education		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Perform housekeeping operations • Demonstrate the cleaning of washrooms and bathrooms • Perform cleaning furniture, fittings and vertical surfaces • Perform periodic deep cleaning • Maintain area neat and tidy • Explain waste disposal techniques • Describe different forms and formats required for documentation • Demonstrate how to communicate with customer and colleagues • Maintain customer- centric service orientation • Practice standard of etiquette and hospitable conduct • Apply gender and age sensitive service practices while on duty and in routine life • Manage health and apply hygiene practices at workplace • Manage safety at workplace 		

This course encompasses 14 out of 14 National Occupational Standards (NOS) of “Room Attendant”, Qualification Pack issued by “Tourism and Hospitality” The Curriculum is Aligned by “Skill Council for Persons with Disability” for Persons with Locomotor Disability.

Sr. No	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
1.	<p>Identifying housekeeping requirements and resources</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code THC/N0208</p>	<ul style="list-style-type: none"> • Check assigned area as per duty roster for different types of things to be cleaned • Check the occupancy rate for the areas assigned • Inspect the area for cleaning • Identify the types of surfaces to be cleaned • Assess requirement for housekeeping equipment and consumables • Ensure that data and information received is complete and correct • Identify work place procedures for housekeeping • Choose the equipment and materials taken into account • Prepare work area using PPE 	Roster	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
2.	<p>Preparing for housekeeping activities</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code THC/N0208</p>	<ul style="list-style-type: none"> • Obtain the PPE required • Obtain the appropriate equipment and materials and consumables as per organization's standards • Collect the personal protective equipment required for the cleaning method • Follow the instructions and procedures for entering and leaving the workplace • Plan the sequence for cleaning the area to avoid re-soiling • Ensure that all surfaces to be cleaned are accessible • Ensure that there is adequate ventilation • Identify and follow specific requirements for housekeeping activities 		<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software <p>The equipment used should be provided at an accessible height considering the comfort</p>

Sr. No	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<ul style="list-style-type: none"> Follow the manufacturer's instructions for using any tools and equipment Ensure levels of personal hygiene Follow the correct procedures to deal with any lost property or unattended items Prepare work area and equipment so that the job can be done efficiently Explain SOPs of waste removal Prepare checklists and records required for housekeeping duties. 		of the Person with Locomotor Disability.
3.	Cleaning floors Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 07:00 Corresponding NOS Code THC/N0210	<ul style="list-style-type: none"> Use equipment and cleaning agents that are right for the floor Practice removing of dust and debris Apply the cleaning solution Carry out the cleaning as per SOP of the company Practice removing loose dust and debris Explain a method of clearing up the spillage Explain waste disposal techniques Report any stains that cannot be removed to the supervisor 	Dry cleaning Machine Wet cleaning Machine Chemicals to be used for floor cleaning Types of surfaces like marble, tiles, wood etc.	Any of the following tools may be used: <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
4	Cleaning washrooms and bathrooms Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 07:00	<ul style="list-style-type: none"> Follow any special procedures for entering washroom and bathroom Follow any relevant codes of practice for safety measures Choose suitable equipment's and cleaning agents that are suitable for the surface Apply cleaning agents 	Dry cleaning Machine Wet cleaning Machine Chemicals to be used for floor cleaning Types of surfaces like marble, tiles, wood etc	Any of the following tools may be used: <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper

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	<p>Corresponding NOS Code THC/N0210</p>	<ul style="list-style-type: none"> Practice cleaning washrooms and bathrooms including tubs Practice cleaning basins and taps. Check that washrooms are free flushing and draining Inspect appliances, surfaces, fixtures and fittings Practice cleaning the surrounding floors, walls, mirrors and other surfaces Inspect plug holes, waste outlets and overflows Report any faults and problems to the appropriate person. 		<ul style="list-style-type: none"> Automatic Page Turner Grab Bars Speech to Text software <p>The work desk should be at an accessible height according to the person with Locomotor Disability</p>
5.	<p>Replenishing supplies in washrooms and bathrooms and completing cleaning duties</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N0214</p>	<ul style="list-style-type: none"> Inspect supplies and accessories Inspect customer supplies and accessories are clean and free from damage Replenish, replace and refill supplies as per SOP Arrange the area with the right amount of supplies and consumables Report any stock shortages to the appropriate member of staff Ensure cleaning equipment is clean and in working order Put everything back in the right place when work is finished Remove or replace personal protective equipment Ensure floor cleaning duties are conducted following SOP Notify maintenance requirements of any damaged items Complete and ensure checklists and records 		<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software <p>Ensure that there is more participation in mock drills that are carried out for the safety of Persons with Locomotor Disability.</p>

Sr. No	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<ul style="list-style-type: none"> Check work areas to ensure required workplace standards are met 		
6.	<p>Cleaning furniture and upholstery</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N0212</p>	<ul style="list-style-type: none"> Remove loose dust and debris Examine the upholstered material Identify whether the material is colour-fast and shrink-resistant for furnishings Identify and report damaged surfaces Apply the treatment safely, according to the manufacturer's instructions Examine the treated area Use appropriate cleaning agent and equipment for the marks, surface and type of dirt. Apply the cleaning agent and equipment appropriate for the marks, surface and type of dirt Apply the cleaning agent smoothly Practice cleaning the surface Put everything back in the right place Report any marks that cannot be reached or spot cleaned Deal with cleaning equipment correctly after use Make sure that waste containers are taken safely to the right place 		<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
7.	<p>Cleaning vertical spaces, fittings, internal glass spaces</p> <p>Theory Duration (hh:mm) 03:00</p>	<ul style="list-style-type: none"> Loosen dirt that is stuck on to the glass surface without causing damage Remove loose dust and debris first Clean walls so they are free from dust, cobwebs, dirt, grease spots and stains 	Broom, wiper etc. Head gear, eyewear, boots, gloves	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard

Sr. No	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	<p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N0212</p>	<ul style="list-style-type: none"> Choose a cleaning agent and equipment that are right for the surface Apply cleaning agents to fixtures and lights and ensure they are clean and workable Check that heating, lighting and ventilation systems are set correctly Rub off the dirt thoroughly from the glass surface and remove it without damaging the surface Put everything back in the right place when one has finished the work Collect and segregate waste 		<ul style="list-style-type: none"> Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
8.	<p>Obtain linen and covers and change bathroom linen</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N0214</p>	<ul style="list-style-type: none"> Choose and collect clean, laundered and correct type and quantity of linen Check that the linen collected meets the required standard Deal with any linen or bed coverings Transport bed linen and bed coverings safely and correctly Handle and move the linen and bed coverings securely 	Bed and Linen, White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
9.	<p>Making bed, checking and changing linen</p> <p>Theory Duration (hh:mm) 04:00</p> <p>Practical Duration (hh:mm) 15:00</p>	<ul style="list-style-type: none"> Remove all linen and bed covering from the beds Handle and store soiled linen and bed coverings correctly Inspect the bed and mattress before bed making Make sure the bed base, bedhead, linen and bed coverings are clean and not damaged 	Bed and Linen, White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper

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	<p>Corresponding NOS Code THC/N0214</p>	<ul style="list-style-type: none"> • Make the bed with the right linen and bed coverings • Leave the bed neat, smooth and ready for use • Deal with customers personal property according to SOP's • Remove soiled bathroom linen including bath rugs • Fold the towels, napkins and place them at appropriate place • Change the bath rug and mats • Remove use bath robe and replace with a fresh one • Ensure that the bed linen, rugs and mates are clean, soft and free from damage • Leave the bathroom neat and tidy and ready for use • Complete and check complete checklists and records • Report any lost and found proper the authorized person as per SOP • Check work areas to ensure required workplace standards are met 		<ul style="list-style-type: none"> • Automatic Page Turner • Grab Bars • Speech to Text software
10.	<p>Periodic room servicing</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N0215</p>	<ul style="list-style-type: none"> • Ensure availability of necessary information about the schedule and requirements for periodic room servicing • Obtain the necessary stock to replace items in the room • Carry out the required periodic room servicing as required • Leave the room in the required condition as per SOP • Follow the correct procedures for items placed • Identify and report anything that needs specialist maintenance 	Broom, wiper etc. Head gear, eyewear, boots, gloves	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software

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11.	<p>Deep cleaning requirements</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N0215</p>	<ul style="list-style-type: none"> • Make sure one has the necessary information about the schedule • Check requirements for periodic deep cleaning • Prepare areas for periodic deep cleaning • Choose correct cleaning equipment and materials • Leave the room in the required condition as per SOP • Identify and report any items that need specialist maintenance 	Broom, wiper etc. Head gear, eyewear, boots, gloves	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
12.	<p>Reporting</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N0215</p>	<ul style="list-style-type: none"> • Conduct assigned cleaning duties following workplace procedures and ensure removal of waste • Notify maintenance requirements any damaged items to appropriate personnel • Complete checklists and records for housekeeping duties • Report any lost and found property to the authorized person • Check work areas to ensure required workplace standards are met 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
13	<p>Keeping areas neat, tidy and in good order</p> <p>Theory Duration (hh:mm) 05:00</p> <p>Practical Duration (hh:mm) 09:00</p>	<ul style="list-style-type: none"> • Dispose of waste correctly • Report maintenance jobs • Keep displays clean • Inspect areas in accordance to company safety and security policies • Report unclaimed items 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper

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	Corresponding NOS Code THC/N0216			<ul style="list-style-type: none"> Automatic Page Turner Grab Bar Speech to Text software
14	Maintain upkeep Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code THC/N0216	<ul style="list-style-type: none"> Choose appropriate cleaning equipment and materials Use hazard warning signs and PPE Clean surfaces Store cleaning equipment correctly Notify maintenance requirements of damaged items 	White board and Visual Aids	Any of the following tools may be used: <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
15	Waste disposal Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code THC/N0217	<ul style="list-style-type: none"> Use PPE as per waste involved Remove and collect waste as per regulations Sort and segregate waste as per type Reduce the volume by breaking down, compressing, shredding etc. Pack and store in appropriate and clean waste containers Change waste bags regularly Keep waste areas clean and tidy Ensure waste containers are taken to collection point Complete records to maintain waste audit trail Identify and report problems related to collection, storage or disposal of waste Follow legal and regulatory requirement related to waste disposal 	White board and Visual Aids	Any of the following tools may be used: <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software

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16	<p>Checklists and registers</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N0207</p>	<ul style="list-style-type: none"> • Fill up checklists for assigned work areas to record status of work as per the procedure • Fill up checklists for equipment, machines provided and serviceability • Fill up requisition for requirement of housekeeping supplies • Fill up register to record attendance • Fill up description of work carried out during the shift • Record unfinished task in the log book • Record deviations and lost and found belongings • Report any incidents and accidents that take place. • Ensure that the report draws valid conclusions • Adopt the most suitable mode of presentation 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
17	<p>Escalation matrix</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 06:00</p> <p>Corresponding NOS Code THC/N0207</p>	<ul style="list-style-type: none"> • Record unresolved issues and escalations in the logbook • Record job related problems to the supervisor and monitor them • Refer the problem to an internal specialist if not resolved 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
18	<p>Reporting and documentation</p> <p>Theory Duration (hh:mm) 03:00</p>	<ul style="list-style-type: none"> • Prepare regular reports and documents as required by organization's procedures • Prepare special reports from time to time 		<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches

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	<p>Practical Duration (hh:mm) 07:00</p> <p>Corresponding NOS Code THC/N0207</p>	<ul style="list-style-type: none"> • Ensure that the report includes all necessary information and is accurate, clear and concise • Present the report to the relevant people within agreed time scales • Use appropriate templates and formats 		<ul style="list-style-type: none"> • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
19	<p>Interacting with superiors and colleagues</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9901</p>	<ul style="list-style-type: none"> • Receive job order and instructions from reporting superior • Escalate unresolved problems or complaints to relevant superior • Understand work output requirements, targets performance indicators and incentives • Deliver quality work and report anticipated delays with reason • Communicate maintenance and repair schedule to superior • Receive feedback on work standards • Document the completed work • Show trust, support and respect to all colleagues and assist them with information and knowledge • Try to achieve smooth overflow • Identify the potential and existing conflicts with colleagues and resolve them • Seek assistance from colleagues when required • Pass on essential information to colleagues in a timely manner • Behave responsibly and use polite language with colleagues • Interact with colleagues from different functions to understand their nature of work 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software

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		<ul style="list-style-type: none"> To understand teamwork, multitasking, cooperation, co-ordination and collaboration Look out for any errors and help colleagues to rectify them 		
20	<p>Communicating with customers</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 08:00</p> <p>Corresponding NOS Code THC/N9901</p>	<ul style="list-style-type: none"> Identify customer needs by asking questions Have good knowledge on product and services and brief the customer clearly on them in a polite and professional manner Build friendly but impersonal relationship with the customers Use appropriate language and tone and listen actively Show sensitivity to gender/cultural and social differences Understand customer expectations and provide appropriate product/services Understand customer dissatisfaction and address their complaints Maintain proper body language and dress code Communicate clearly and effectively with the guest Inform the customers on any issues and developments involving them Respond back to the customer immediately Upselling/promoting suitable products and services Seek feedback from customers Explain terms and conditions clearly 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
21	<p>Etiquettes</p> <p>Theory Duration (hh:mm) 03:00</p>	<ul style="list-style-type: none"> Greet, welcome and address the customer appropriately Maintain pitch and tone of voice while speaking to customers 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches

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	<p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> Maintain high standards of practice and transparency in pricing Answer the telephone Communicate appropriately with the customer Dress professionally Maintain personal integrity and ethical behaviour Maintain personal grooming and positive body language Demonstrate responsible and disciplined behaviour Escalate grievances to appropriate authority 		<ul style="list-style-type: none"> Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
22	<p>Achieving customer satisfaction by being professional</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9903</p>	<ul style="list-style-type: none"> Use appropriate titles and terms of respect Handle customer grievances professionally Offer friendly, courteous and hospitable service to the customers Provide assistance with sincere attitude Achieve 100% customer satisfaction Understand customer loyalty and brand value 		<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
23	<p>Services and facilities specific to age/gender / special needs</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 07:00</p>	<ul style="list-style-type: none"> Ensure that the customer feels safe Understand procedures to be followed during terrorist attacks Know the facilities and services specific to gender and age Co-ordinate with team to meet these needs Educate customers about entertainment programs for children, basic safeguard procedures for senior citizens 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper

Sr. No	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	Corresponding NOS Code THC/N9904	<ul style="list-style-type: none"> Arrange for transport and equipment as required by senior citizens Understand availability of medical facilities/doctor 		<ul style="list-style-type: none"> Automatic Page Turner Grab Bars Speech to Text software
24	How to behave with women at workplace? Theory Duration (hh:mm) 03:00 Practical Duration (hh:mm) 07:00 Corresponding NOS Code THC/N9904	<ul style="list-style-type: none"> Understand women rights and companies policies regarding them Know special facilities available for women colleagues and customers Inform about methods to ensure safety and security of women Provide comfortable and safe environment for female customers Maintain compliant behaviour etiquette while dealing with women Treat women equally and avoid discrimination Ensure safety and security of female colleagues and customers at all levels 	White board and Visual Aids	Any of the following tools may be used: <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
25	IPR and Copyright Theory Duration (hh:mm) 02:00 Practical Duration (hh:mm) 03:00 Corresponding NOS Code THC/N9905	<ul style="list-style-type: none"> Make sure new initiatives of Hotel are not leaked out Report IPR violations Read copy right clause Protect infringement upon customer's interests Know which aspect of customer information can be used Report any infringement 	White board and Visual Aids	Any of the following tools may be used: <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
26	Cleanliness	<ul style="list-style-type: none"> Keep the workplace clean Identify waste and ensure its disposal 	White board and Visual Aids	Any of the following tools may be used: <ul style="list-style-type: none"> Computer Sticky Keys

Sr. No	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	<p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9906</p>	<ul style="list-style-type: none"> Ensure waste bins are cleared everyday Point out requirements for pest control Ensure work place has fresh air supply and sufficient lighting Ensure maintenance check of air conditioners and other mechanical equipment in the department Know safe and clean handling of linen, laundry and work area Ensure adequate supply of cleaning consumables 		<ul style="list-style-type: none"> Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
27	<p>Hygiene</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9906</p>	<ul style="list-style-type: none"> Hand wash procedure Understand personal hygiene Understand dental hygiene Understand cross contamination and how to prevent it Report on personal health issues Ensure procedures such as covering the mouth and turning away from people while coughing and sneezing Maintain availability of clean drinking water Get appropriate vaccinations regularly Undergo preventive health check-up and treat all illnesses promptly 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper Automatic Page Turner Grab Bars Speech to Text software
28	<p>Work Hazards</p> <p>Theory Duration (hh:mm) 02:00</p> <p>Practical Duration (hh:mm) 05:00</p>	<ul style="list-style-type: none"> Understand various hazards in work areas and how to eliminate or minimize them Analyse the causes of accident at workplace and suggest measures to prevent them Take preventive measures and suggest methods to improve existing safety procedures 	White board and Visual Aids	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> Computer Sticky Keys Foot Pedals Access Switches Wheel Chair Walker One-Handed Keyboard Pencil Gripper

Sr. No	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
	<p>Corresponding NOS Code THC/N9907</p>			<ul style="list-style-type: none"> • Automatic Page Turner • Grab Bars • Speech to Text software
<p>29</p>	<p>Safety standards and procedures</p> <p>Theory Duration (hh:mm) 03:00</p> <p>Practical Duration (hh:mm) 05:00</p> <p>Corresponding NOS Code THC/N9907</p>	<ul style="list-style-type: none"> • Know correct emergency procedures • Know the locations of fire extinguishers, fire emergency etc • Stack items in an organized way to avoid accidents • Handle materials, tools, chemicals etc safely • Ensure safe techniques while moving furniture, and fixtures • Understand guidelines to use electrical equipment • Ensure floors are not slippery • Practice ergonomic lifting, bending or moving equipment • Understand first aid • Know the use of personal protective equipment and safety gear • Knowledge of safety signs • Document first aid treatments and safety procedures • Report to supervisor if any hazard is identified adhere to safety standards 	<p>White board and Visual Aids</p>	<p>Any of the following tools may be used:</p> <ul style="list-style-type: none"> • Computer • Sticky Keys • Foot Pedals • Access Switches • Wheel Chair • Walker • One-Handed Keyboard • Pencil Gripper • Automatic Page Turner • Grab Bars • Speech to Text software
	<p>Total Duration 300 Hrs.</p> <p>Theory Duration 90Hrs.</p> <p>Practical Duration 210Hrs.</p>	<p>Unique Equipment Required: The set-up required to deliver this training programme include that of a Practical Room with Laptop, white board, marker, projector, Queen-size bed and seating area (preferably) a roll away bed as well Mattresses, Pillows, Cushions, Flat screen TV, Mini refrigerator, Coffee brewer, Tea tray with Coasters, Stirrers, coffee, tea and amenities, Iron and Ironing board, Study table and chairs, Coffee table, Glass windows, Curtain and sheers, Sofa set, Rug. Carpet, Telephone, Ashtray, Matches, Standing and bed side lamps, Closet with hangers, Safe, Door with safety chain, Door Knob, Breakfast menu, Slippers, DND and Clean my room Card, Stationery, Tent cards, Services Directory, Dustbin and liners, Slippers, Shoe tuck, Laundry bags; Shower area with shower head, Water faucets, Bath tub (optional), Wash basin, with faucets, Water Closet with bidet and/or health faucet, Mirror, Hair dryer, Shaving mirror (optional), Bucket and mug, Bathroom amenities, Loofah MIT, Toilet tissue/roll, Facial Tissue, Glass covers,</p>		

Sr. No	Module	Key Learning Outcomes	Equipment Required	Disability-wise Training Tools with reference to Expository for each NOS
		<p>Coasters, Glasses, Shower liners, Shower curtains, Shower caps, Shampoo, Foam bath, Conditioner, Shower gel, Face wash, Face soaps, Body soaps, Lotions, Vanity kits, Sewing kits, Shaving kit, Dental kit, Disposal bags, Cotton buds, Ear bud, Comb, Dustbin and liners, Double sheets Blanket, Duvet with cover, Bed cover/spread, Pillow cases, Bath towels, Hand towels, Face towels, Wash cloths, Dusters, Bath mats, Bath rugs, Bath robes, Nail cutter, Shoe shine, Shoe polish, hand brush, Dental floss, Mouth freshener, Deodorant, Window/glass cleaner, All-purpose disinfectant, Room deodoriser, Furniture polish, Toilet bowl cleaner and disinfectant (noncorrosive), Mould/mildew remover, Chrome polish, Mops, Vacuum cleaner, Broom, Dust pan, Dusting brush, Scrub brush, Grout brush, Scrub pad, Bucket, Pair of rubber gloves, Clean rags, Trash liners, Housekeeping Trolley/Cart</p> <p><u>FORMS & FORMATS:</u> Housekeeping room report, Housekeeping room occupancy report, Linen room and control sheet, Discrepancy report, Lost and found report, Desk control register, Room maintenance order slip, Guest room linen exchange form, Room checklist, Key control sheet</p>		

Grand Total Course Duration: 300 Hours 0 Minutes

Recommended OJT Hours: 240 Hours as a Room Attendant in a Hotel covering the practical aspects of the job

(This syllabus/ curriculum has been approved by Tourism and Hospitality Skill Council)

Trainer Prerequisites for Job role: “Room Attendant” mapped to Qualification Pack: “PWD/THC/ Q0202, version 1.0”

Sr. No	Area	Details
1	Job Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ <u>PWD/THC/Q0202, E001</u> Version 1.0”
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-organised and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Preferable 12 th standard passed
4a	Domain Certification	Certified for training for Job Role: “Room Attendant” mapped to QP: “ <u>THC/Q0202</u> , Version 1.0” with minimum passing score 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “ <u>MEP/Q0102</u> ”. Minimum accepted score is 80%
4c	Disability specific Top Up module	The Inclusive Trainer should be certified in Disability Specific Top Up Training conducted by SCPwD with minimum accepted score of 80% as per SCPwD guidelines.
5	Experience	At least 5 years’ experience in Housekeeping including one year as supervisory capacity in a classified Hotel. Experience as Departmental Trainer/On the Job Trainer would be essential

Annexure: Assessment Criteria

Assessment Room Attendant	
Job Role	Room Attendant
Qualification Pack	PWD/THC/Q0202, Version 1.0
Expository	Locomotor Disability (E001)
Skill Councils	Skill Council for Persons with Disability and Tourism and Hospitality Sector Skill Council

Sr No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for each PC
2	Each NOS will be assessed both for theoretical knowledge and practical which is being proportionately demonstrated in the table below.
3	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
4	To pass the Qualification Pack, every trainee should score a minimum aggregate of 60%.

NOS Element	Performance criteria	Total Marks (700)	Out of	Theory	Skills Practical
THC/N0208 Prepare for housekeeping operations	PC1. Check assigned area as per duty roster	50	1.5	1.0	0.5
	PC2. Check the occupancy rate for the areas assigned		1.5	1.0	0.5
	PC3. Inspect the area for the cleaning		1.0	0.5	0.5
	PC4. Identify the types of surfaces to be cleaned		2.0	1.0	1.0
	PC5. Assess requirement for housekeeping equipment and consumables as per the occupancy rate		1.5	0.5	1.0
	PC6. Identify requirement of ppe to be used		1.5	0.5	1.0
	PC7. Ensure that the data and information received is complete and correct		1.5	1.0	0.5
	PC8. Identify workplace procedures for housekeeping		2.0	1.0	1.0
	PC9. Choose the appropriate equipment and materials taking into account factors such as manufacturers' instructions, risk, efficiency, access, time, surface and type of soiling		1.5	0.5	1.0
	PC10. Obtain the ppe required		2.5	0.5	2.0
	PC11. Obtain the appropriate equipment and materials and consumables and if the same are not available, select suitable alternatives or inform the appropriate person		1.5	0.5	1.0

	PC12. Wear the personal protective equipment required for the cleaning method and materials being used		1.5	1.0	0.5
	PC13. Follow the instructions and procedures for entering and leaving the workplace		2.5	1.0	1.5
	PC14. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		1.5	0.5	1.0
	PC15. Ensure that all surfaces to be cleaned are accessible and can be reached to perform adequate cleaning		2.0	1.0	1.0
	PC16. Ensure that there is adequate ventilation for the work being carried out		2.0	0.5	1.5
	PC17. Identify and follow specific requirements for housekeeping activities in different parts of the work area assigned		2.0	0.5	1.5
	PC18. Select equipment and consumables e.g. Cleaning agents in accordance with work area requirements		2.0	0.5	1.5
	PC19. Follow the manufacturer's instructions for using any tools, equipment, consumables and cleaning agents		1.5	1.0	0.5
	PC20. Carry towels, cleaning items, and cleaning supplies using wheeled carts or as per unit procedure		1.5	0.5	1.0
	PC21. Disinfect equipment and supplies, using appropriate solutions or steam-operated sterilizers		1.5	0.5	1.0
	PC22. Ensure levels of personal hygiene meet workplace requirements and are maintained throughout the cleaning process		1.5	1.0	0.5
	PC23. Ensure that the right people know when cleaning is taking place and when the area will be free for use again		1.5	0.5	1.0
	PC24. Follow the correct procedures to deal with any lost property or unattended items		2.5	0.5	2.0
	PC25. Check and prepare cleaning equipment as per manufacturers' instructions before use		2.5	1.0	1.5
	PC26. Prepare work area and equipment so that the job can be done efficiently, correctly and safely		2.5	0.5	2.0
	PC27. Complete preparation for housekeeping duties following workplace procedures and ensure removal of waste		1.5	0.5	1.0
	PC28. Complete checklists and records for preparation for housekeeping duties		2.0	1.0	1.0
	POINTS		50	20	30
	TOTAL POINTS		50		

THC/N0210 Provide janitorial service	PC1. Choose equipment and cleaning agents that are right for the floor and the amount of ground-in soil/dirt		1.0	0.5	0.5
	PC2. Choose a method of removing the dust and debris that is right for the floor and the amount of dust and debris involved		1.0	0.5	0.5
	PC3. Clear any large items of debris by hand, safely		1.0	0.5	0.5
	PC4. Mix and apply the cleaning solution		1.5	0.5	1.0
	PC5. Carry out the cleaning as per organization's standards and procedure		1.5	0.5	1.0
	PC6. Remove the ground-in soil/dirt without damaging the surface and leave the floor and the surrounding area dry and free of smears		1.0	0.0	1.0
	PC7. Remove the loose dust and debris carefully and put the dust and debris into the correct container for disposal		1.0	0.0	1.0
	PC8. Leave the floor clear of dust and debris and put everything back in the right place when work is finished		1.0	0.0	1.0
	PC9. Choose a method of clearing up the spillage, if any, that is right for the floor and the size and type of spillage		1.0	0.0	1.0
	PC10. Remove the spillage safely and leave the floor surface clean and dry		1.0	0.5	0.5
	PC11. Empty all waste from the bins in the area of responsibility		1.0	0.5	0.5
	PC12. Re-line or clean bins as per procedure		1.0	0.0	1.0
	PC13. Put the garbage and debris in the correct container and remove the left-over cleaning solution aside		1.0	0.0	1.0
	PC14. Report any stains that cannot be removed to the supervisor		1.0	0.0	1.0
	PC15. Follow any special procedures for entering the toilets and washrooms		1.0	0.5	0.5
	PC16. Make sure that there is enough ventilation in the area being cleaned		1.0	0.0	1.0
	PC17. Follow any relevant codes of practice to make sure to protect oneself and others throughout the process e.g. Put-up appropriate signage		1.0	0.0	1.0
	PC18. Choose equipment and cleaning agents that are suitable for the surface		1.0	0.5	0.5
	PC19. Mix and apply cleaning agents		1.0	0.5	0.5

	PC20. Clean washrooms and bathroom including bath tubs		1.5	0.5	1.0
	PC21. Clean basins and taps so that they are free of dirt and removable marks		1.0	0.5	0.5
	PC22. Clean the inside and outside of the washroom so that it is free of dirt and removable marks		0.5	0.0	0.5
	PC23. Check that washrooms are free flushing and draining		1.5	0.5	1.0
	PC24. Clean the fixtures and fittings in an order that is least likely to spread infection		1.0	0.0	1.0
	PC25. Clean the appliances, surfaces, fixtures and fittings so that they are dry and free from dirt and removable marks		1.0	0.5	0.5
	PC26. Clean the surrounding floors, walls, mirrors and other surfaces		1.0	0.0	1.0
	PC27. Make sure waste bins are empty, clean and ready for use		1.0	0.5	0.5
	PC28. Identify waste and get it ready for dispatch		1.0	0.5	0.5
	PC29. Make sure that plug holes, waste outlets and over flows are free from blockages		1.5	0.5	1.0
	PC30. Report any faults and problems to the appropriate person		1.0	0.5	0.5
	PC31. Check that holders contain the correct number of consumables		1.5	0.0	1.5
	PC32. Check supplies and accessories including bathroom linen in the washrooms and washroom		1.0	0.5	0.5
	PC33. Make sure that customer supplies and accessories are clean and free from damage		1.0	0.5	0.5
	PC34. Replenish, replace and refill supplies as per organization procedure		1.5	0.5	1.0
	PC35. Follow the manufacturers' instructions correctly when refilling or replacing items		1.0	0.5	0.5
	PC36. Make sure the area has the right amount of supplies and consumables when work is finished		1.5	0.5	1.0
	PC37. Report any stock shortages to the appropriate member of staff		1.5	0.0	1.5
	PC38. Ensure cleaning equipment is clean and in working order when work is finished taking appropriate action to deal with any items that are not		1.0	0.5	0.5
	PC39. Put everything back in the right place when work is finished		1.5	0.5	1.0

	PC40. Remove or replace personal protective equipment following workplace		1.5	0.5	1.0
	PC41. Ensure floor cleaning duties are conducted following workplace procedures and waste removed		1.5	0.5	1.0
	PC42. Notify maintenance requirements of any damaged items to appropriate personnel		1.0	0.5	0.5
	PC43. Complete and ensure checklists and records for housekeeping duties are maintained		1.0	0.5	0.5
	PC44. Check work areas to ensure required workplace standards are met		1.5	0.0	1.5
	POINTS		50	15	35
	TOTAL POINTS		50		
THC/N0212 Clean furniture, fittings and vertical surfaces	PC1. Remove loose dust and debris making sure it spreads as little as possible either manually or with a vacuum cleaner, as required		1.0	0.5	0.5
	PC2. Examine the upholstered material to make sure that it is suitable for the planned treatment, given the nature of the material and the type, position, form and amount of soiling		1.0	0.5	0.5
	PC3. Identify whether the material is colour-fast and shrink-resistant for furnishings		1.5	0.5	1.0
	PC4. Identify and report damaged or deteriorating surfaces and/or those which may require restorative work		2.0	0.5	1.5
	PC5. Soften ground-in soil and stains before trying to remove them		1.5	0.5	1.0
	PC6. Apply the treatment safely, according to the manufacturer's instructions and without over-wetting or damaging the material		1.5	0.5	1.0
	PC7. Examine the treated area and apply more treatment if it will help to remove the stain safely		1.5	0.5	1.0
	PC8. Leave the material free of excess moisture and ground-in soil		2.0	0.5	1.5
	PC9. Make sure that furnished areas are free from unpleasant smells		1.5	0.5	1.0
	PC10. Choose a cleaning agent and equipment appropriate for the marks, surface and type of dirt on the furniture		2.5	0.5	2.0
	PC11. Scrape off anything that is stuck on to the furniture and fittings		1.5	0.5	1.0
	PC12. Mix and apply the cleaning agent/solution smoothly and evenly; go from mild to harsh if stain cannot be identified		1.5	0.5	1.0

	PC13. Leave the surface clear of the marks that can be reached and spot cleaned		3.0	1.0	2.0
	PC14. Leave the surfaces dry and free of smears and dirt when work is finished		1.5	0.5	1.0
	PC15. Put everything back in the right place when work is finished		1.5	0.5	1.0
	PC16. Report any marks that cannot be reached or spot cleaned to the person in charge		1.5	0.5	1.0
	PC17. Deal with cleaning equipment correctly after use		1.5	0.5	1.0
	PC18. Sort out and handle the waste safely and according to instructions		2.5	0.5	2.0
	PC19. Make sure that waste containers are taken safely to the right collection/ disposal point		1.5	0.5	1.0
	PC20. Loosen dirt that is stuck on to the glass surface without causing damage		1.5	0.5	1.0
	PC21. Remove loose dust and debris first		1.5	0.5	1.0
	PC22. Remove loose dust, making sure it spreads as little as possible		1.5	0.5	1.0
	PC23. Clean walls (interior) so they are free from dust, cobwebs, dirt, grease, spots and stains		1.5	0.5	1.0
	PC24. Choose a cleaning agent and equipment that are right for the surface and type of dirt follow manufacturer's instructions correctly when one mix and apply the cleaning agent		2.5	0.5	2.0
	PC25. Apply cleaning agents to fixtures and lights and ensure they are clean and workable		2.5	0.5	2.0
	PC26. Check that heating, lighting and ventilation systems are set correctly after cleaning		2.5	0.5	2.0
	PC27. Rub off the dirt thoroughly from the glass surface and remove it without damaging the surface		1.5	0.5	1.0
	PC28. Put everything back in the right place when one has finished efficiently, correctly and safely		1.5	0.5	1.0
	PC29. Collect and segregate waste according to instruction without causing any spillage or clutter		1.5	0.5	1.0
	POINTS		50	15	35
	TOTAL POINTS			50	
THC/N0214 Replace linen and make beds	PC1. Choose and collect clean, laundered and correct type and quantity of linen and bed coverings as well as bathroom linen from the store		1.5	0.5	1.0
	PC2. Check that the linen collected meets the required standard		1.5	0.5	1.0

	PC3. Deal with any linen or bed coverings that do not meet the required standard in line with suitable workplace procedures		1.5	0.5	1.0
	PC4. Transport linen and bed coverings correctly and safely to the work areas		1.0	0.5	0.5
	PC5. Handle and move the linen and bed coverings securely		1.5	1.0	0.5
	PC6. Secure linen stores against unauthorized access where necessary		1.0	0.5	0.5
	PC7. Remove all linen and bed covering from the beds		1.5	0.5	1.0
	PC8. Handle and store soiled linen and bed coverings correctly		1.5	0.5	1.0
	PC9. Inspect the bed and mattress before making and get the bed ready for making		1.5	1.0	0.5
	PC10. Make sure the bed base, bed head, linen and bed coverings are clean and not damaged		2.0	0.5	1.5
	PC11. Make the bed with the right linen and bed coverings depending on the type of customer, as per the organization's policy		2.5	0.5	2.0
	PC12. Ensure that the bed base, bed head, linen and bed coverings are clean and free from damage, and carry out work in an efficient manner		2.5	1.0	1.5
	PC13. Make the bed with the correct linen and bed coverings according to whether the customer is a new or stay over customer		2.5	0.5	2.0
	PC14. Leave the bed neat, smooth and ready for use		2.5	0.5	2.0
	PC15. Deal with customers' personal property according to the organization's procedures		2.5	0.5	2.0
	PC16. Perform turn down service as per defined timeline and procedure		2.0	1.0	1.0
	PC17. Remove soiled bathroom linen including bath rugs		2.0	0.5	1.5
	PC18. Fold the towels, napkins and place them at the appropriate place		2.5	0.5	2.0
	PC19. Change the bath rugs and mats		2.0	0.5	1.5
	PC20. Remove used bath robe and replace with a fresh one		2.0	0.5	1.5
	PC21. Ensure that the bed linen, rugs and mats are soft, clean and free from damage		2.0	0.5	1.5
	PC22. Leave the bathroom neat & tidy and ready for use		2.5	0.5	2.0
	PC23. Deal with customers' personal property according to the organization's procedures		2.0	0.5	1.5

	PC24. Complete and check complete checklists and records		2.0	0.5	1.5
	PC25. Report any lost and found property to authorized person as per procedure		2.0	0.5	1.5
	PC26. Check work areas to ensure required workplace standards are met		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS		50		
THC/N0215 Conduct periodic deep cleaning	PC1. Ensure availability of necessary information about the schedule and requirements for periodic room servicing		2.5	1.0	1.5
	PC2. Obtain the necessary stock to replace items in the room		2.5	1.0	1.5
	PC3. Carry out the required periodic room servicing		3.0	1.0	2.0
	PC4. Leave the room in the required condition		3.0	0.5	2.5
	PC5. Follow the correct procedures for items replaced		3.0	0.5	2.5
	PC6. Identify and report anything that needs specialist maintenance		3.0	0.5	2.5
	PC7. Make sure one has the necessary information about the schedule		3.0	1.0	2.0
	PC8. Check requirements for periodic deep cleaning		2.5	1.0	1.5
	PC9. Prepare areas for periodic deep cleaning		2.5	0.5	2.0
	PC10. Choose correct cleaning equipment and materials for each part of the area		2.5	1.0	1.5
	PC11. Carry out periodic deep cleaning as required		3.0	1.0	2.0
	PC12. Leave the room in the required condition		2.5	0.5	2.0
	PC13. Identify and report any items that need specialist maintenance		3.0	1.0	2.0
	PC14. Conduct assigned cleaning duties following workplace procedures and ensure removal of waste		2.5	0.5	2.0
	PC15. Notify maintenance requirements of any damaged items to appropriate personnel		3.0	1.0	2.0
	PC16. Complete checklists and records for housekeeping duties		2.5	1.0	1.5
	PC17. Report any lost and found property to authorized person as per procedure		3.0	1.0	2.0
	PC18. Check work areas to ensure required workplace standards are met		3.0	1.0	2.0
	POINTS		50	15	35

	TOTAL POINTS		50		
THC/N0216 Maintain area neat and tidy	PC1. Empty waste containers and dispose of waste correctly		2.5	1.0	1.5
	PC2. Arrange furniture neatly		3.5	1.0	2.5
	PC3. Keep displays neat, tidy and up-to-date		3.5	1.0	2.5
	PC4. Spot and report any faults e.g. Lights not working, damage to furniture and fixtures etc. In the area to the appropriate member of staff		2.5	1.0	1.5
	PC5. Regularly and discreetly check that the areas are clean, tidy and free from obstructions in line with company safety and security policies		3.5	1.5	2.0
	PC6. Identify and report anything that needs specialist maintenance		2.5	1.0	1.5
	PC7. Report any items which are found lying unclaimed		5.0	1.5	3.5
	PC8. Choose the right cleaning equipment and materials for the area being cleaned		3.5	1.0	2.5
	PC9. When necessary, put up hazard warning signs		3.5	1.0	2.5
	PC10. When necessary, wear protective clothing		2.5	1.0	1.5
	PC11. Clean off dust, dirt, debris and removable marks from the surfaces being cleaned		3.0	1.0	2.0
	PC12. Store the cleaning equipment correctly and safely after use		3.0	1.0	2.0
	PC13. Notify maintenance requirements of any damaged items to appropriate personnel		2.5	1.0	1.5
	PC14. Conduct assigned cleaning duties following workplace procedures and ensure the area is neat and tidy		3.5	1.5	2.0
	PC15. Report any lost and found property to authorized person as per procedure		3.0	1.0	2.0
	PC16. Check work areas to ensure required workplace standards are met		2.5	1.0	1.5
POINTS		50	17.5	32.5	
	TOTAL POINTS		50		
THC/N0217 Collect and dispose waste properly	PC1. Wear appropriate protective clothing as required for the waste involved		4.0	1.0	3.0
	PC2. Remove waste from the areas cleaning safely and according to regulations, instructions and good practice		3.5	1.0	2.5
	PC3. Collect waste according to instruction without causing any spillage or clutter		3.5	1.5	2.0

	PC4. Sort out and segregate waste according to type, making sure it is handled safely		4.0	1.5	2.5
	PC5. Reduce the volume of waste by breaking down, compressing or shredding as required		3.0	1.5	2.0
	PC6. Pack waste and store in appropriate waste containers/ assigned bins		4.0	1.5	2.5
	PC7. Clean the waste bins if dirty		3.5	1.0	2.5
	PC8. Change waste bags regularly and promptly when full and to avoid foul smell		3.5	1.5	2.0
	PC9. Keep waste areas and its contents clean, tidy and sanitized at all times		3.5	1.0	2.5
	PC10. Make sure that sites of cleaning operations are clear of waste that is not to be left at the site		3.5	1.0	2.5
	PC11. Make sure that waste containers are taken safely to the allocated collection point and made secure where necessary		3.5	1.5	2.0
	PC12. Complete records to maintain a waste audit trail in line with the unit procedures		3.0	1.5	1.5
	PC13. Identify and report problems associated with the collection and storage of waste according to company procedures		3.5	1.5	2.0
	PC14. Follow the legal and regulatory requirements, health and safety, hygiene and environmental standards and instructions		4.0	1.0	3.0
	POINTS		50	17.5	32.5
	TOTAL POINTS			50	
THC/N0207 Report, record and prepare documentation	PC1. Fill up checklists for assigned work areas to record status of work as per procedure and timelines prescribed		2.5	1.0	1.5
	PC2. Fill up checklists for equipment and machines provided for serviceability and maintenance		2.5	1.0	1.5
	PC3. Fill up register or requisition for requirement of housekeeping supplies		2.5	1.0	1.5
	PC4. Fill up register to record attendance as per duty roster		2.0	0.5	1.5
	PC5. Fill up description of work carried out during the shift		3.0	1.0	2.0
	PC6. Record unfinished tasks in the log book		3.0	1.0	2.0
	PC7. Record deviations from the sop, if any, in the log book		3.0	1.0	2.0
	PC8. Report any lost and found belongings		2.5	0.5	2.0

	PC9. Report any incidents and accidents which need to be brought to the notice of superiors		2.5	0.5	2.0
	PC10. Ensure that the report draws valid conclusions from the presented data		2.0	0.5	1.5
	PC11. Adopt the most suitable method of presentation		2.0	0.5	1.5
	PC12. Record unresolved issues and other escalations in the log book		2.5	0.5	2.0
	PC13. Record jobs related problems to supervisor for support		3.0	1.0	2.0
	PC14. Monitor the problem and keep the supervisor informed about progress or any delays in resolving the problem		2.0	0.5	1.5
	PC15. Refer the problem to a competent internal specialist if it cannot be resolved		3.0	1.0	2.0
	PC16. Prepare regular reports and documents as required by organization's procedures e.g. Occupancy report, duty roster etc		2.5	0.5	2.0
	PC17. Prepare special reports as required from time to time by the management, e.g. Monthly consumption report of amenities etc.		2.5	0.5	2.0
	PC18. Ensure that the report includes all necessary information and is accurate, clear and concise		2.5	1.0	1.5
	PC19. Ensure the presentation of results conforms to relevant procedures carried out		2.5	1.0	1.5
	PC20. Present the report to the relevant people within agreed timescales, using appropriate templates and formats		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS		50		
THC/9901 Communicate with customer and colleagues	PC1. receive job order and instructions from reporting superior		1.0	0.5	0.5
	PC2. understand the work output requirements, targets, performance indicators and incentives		0.5	0.5	0.0
	PC3. deliver quality work on time and report any anticipated reasons for delays		0.5	0.5	0.0
	PC4. escalate unresolved problems or complaints to the relevant senior		1.0	0.5	0.5
	PC5. communicate maintenance and repair schedule proactively to the superior		0.5	0.5	0.0
	PC6. receive feedback on work standards		1.0	0.5	0.5
	PC7. document the completed work schedule and handover to the superior		1.0	0.5	0.5

	PC8 exhibit trust, support and respect to all the colleagues in the workplace		1.5	0.5	1.0
	PC9. aim to achieve smooth workflow		1.5	0.5	1.0
	PC10.help and assist colleagues with information and knowledge		1.0	0.5	0.5
	PC11.seek assistance from the colleagues when required		1.0	0.5	0.5
	PC12. identify the potential and existing conflicts with the colleagues and resolve		1.5	0.5	1.0
	PC13. pass on essential information to other colleagues on timely basis		1.5	0.5	1.0
	PC14.maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviours to the colleagues		1.5	0.5	1.0
	PC15.interact with colleagues from different functions clearly and effectively on all aspects to carry out the work among the team and understand the nature of their work		1.5	0.5	1.0
	PC16. put team over individual goals and multi task or share work where necessary supporting the colleagues		1.5	0.5	1.0
	PC17.highlight any errors of colleagues, help to rectify and ensure quality output		1.5	0.5	1.0
	PC18 work with cooperation, coordination, communication and collaboration, with shared goals and supporting each other's performance		1.0	0.5	0.5
	PC19. ask more questions to the customers and identify their needs		1.0	0.5	0.5
	PC20.possess strong knowledge on the product, services and market		0.5	0.5	0.0
	PC21. brief the customers clearly		0.5	0.5	0.0
	PC22.communicate with the customers in a polite, professional and friendly manner		1.5	0.5	1.0
	PC23. build effective but impersonal relationship with the customers		1.5	0.5	1.0
	PC24. ensure the appropriate language and tone are used to the customers		1.5	0.5	1.0
	PC25. listen actively in a two-way communication		1.5	0.5	1.0
	PC26. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.		1.5	0.5	1.0

	PC27. understand the customer expectations correctly and provide the appropriate products and services		1.5	0.5	1.0
	PC28. understand the customer dissatisfaction and address to their complaints effectively		2.0	0.5	1.5
	PC29. maintain a positive, sensible and cooperative manner all time		1.5	0.5	1.0
	PC30. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the customers		2.0	0.5	1.5
	PC31. avoid interrupting the customers while they talk		1.0	0.5	0.5
	PC32. ensure to avoid negative questions and statements to the customers		1.0	0.5	0.5
	PC33. inform the customers on any issues or problems before hand and also on the developments involving them		2.0	0.5	1.5
	PC34. ensure to respond back to the customer immediately for their voice messages, e-mails, etc.		2.0	0.5	1.5
	PC35. develop good rapport with the customers and promote suitable products and services		2.0	0.5	1.5
	PC36. seek feedback from the customers on their understanding to what was discussed		2.0	0.5	1.5
	PC37. explain the terms and conditions clearly		3.0	0.5	2.5
	POINTS		50	18.5	31.5
	TOTAL POINTS			50	
THC/N9903 Maintain standard of etiquette and hospitable conduct	PC1. greet the customers with a handshake or appropriate gesture based on the type of customer on their arrival		0.5	0.0	0.5
	PC2. welcome the customers with a smile		0.5	0.0	0.5
	PC3. ensure to maintain eye contact		0.5	0.0	0.5
	PC4. address the customers in a respectable manner		1.0	0.5	0.5
	PC5. do not eat or chew while talking		0.5	0.0	0.5
	PC6. use their names as many times as possible during the conversation		0.5	0.0	0.5
	PC7. ensure not to be too loud while talking		0.5	0.0	0.5
	PC8. maintain fair and high standards of practice		2.5	1.0	1.5
	PC9. ensure to offer transparent prices		2.0	0.5	1.5

PC10. maintain proper books of accounts for payment due and received	2.0	0.5	1.5
PC11. answer the telephone quickly and respond back to mails faster	2.0	0.5	1.5
PC12. ensure not to argue with the customer	2.0	0.5	1.5
PC13. listen attentively and answer back politely	2.0	0.5	1.5
PC14. maintain personal integrity and ethical behaviour	2.5	1.0	1.5
PC15. dress professionally	2.0	0.5	1.5
PC16. deliver positive attitude to work	2.0	0.5	1.5
PC17. maintain well-groomed personality	2.0	0.5	1.5
PC18. achieve punctuality and body language	2.0	0.5	1.5
PC19. maintain the social and telephonic etiquette	2.0	0.5	1.5
PC20. provide small gifts as token of appreciation and thanks giving to the customer	2.0	0.5	1.5
PC21. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism	2.0	0.5	1.5
PC22. demonstrate responsible and disciplined behaviours at the workplace	2.0	0.5	1.5
PC23. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict	2.0	0.5	1.5
PC24. use appropriate titles and terms of respect to the customers	2.0	0.5	1.5
PC25. use polite language	1.0	0.5	0.5
PC26. maintain professionalism and procedures to handle customer grievances and complaints	1.5	0.5	1.0
PC27. offer friendly, courteous and hospitable service and assistance to the customer upholding levels and responsibility	1.0	0.5	0.5
PC28. provide assistance to the customers maintaining positive sincere attitude and etiquette	1.0	0.5	0.5
PC29. provide special attention to the customer at all time	1.5	0.5	1.0
PC30. achieve 100% customer satisfaction on a scale of standard	1.5	0.5	1.0
PC31. gain customer loyalty	1.5	0.5	1.0
PC32. enhance brand value of company	2.0	0.5	1.5
POINTS	50	14	36
TOTAL POINTS		50	

THC/N9904 Follow gender and age sensitive service practices	PC1. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		1.5	1.5	0.0
	PC2. inform about company's policies to prevent women from sexual harassments, both physical and verbal, and objectifications by other customers and staff		1.5	1.5	0.0
	PC3. list all the facilities available with respect to transportation facilities, night trips and safeguards, reporting abuse, maternity related and other grievance		1.0	1.0	0.0
	PC4. inform about methods adopted to ensure safety and personal and baggage security of women, e.g., CCTV cameras, security guards, women's helpline		2.0	0.5	1.5
	PC5. provide the necessary comfort to the female traveller customers such as secure and safe environment, chain locks/latches, smoke detector, comfortable accommodation, etc.		2.0	0.5	1.5
	PC6. Maintain compliant etiquette while dealing with women customers such as asking permission before entering room and for cleaning, avoiding touch contact, using abusive language or gesture, etc.		2.0	0.5	1.5
	PC7. ensure that the customer feels safe at all times without being over threatened by the security procedures and related environment		2.0	0.5	1.5
	PC8. ensure that in the event of terrorist attacks customers are calmly handled, led to safer places and instructed properly in order to achieve zero casualties		2.0	0.5	1.5
	PC9. ensure the quality of facilities and services offered cater to the needs of every individual, be it man, woman, child, particularly the very young and the aged		2.0	0.5	1.5
	PC10. be aware of the customer unique needs and wants of each category of customer, e.g., for an infant, for a young woman, for an old person, others		3.0	0.5	2.5
	PC11. coordinate with team to meet these unique needs, also keeping in mind their diverse cultural backgrounds		3.0	0.5	2.5
	PC12. provide entertainment programs and events suited for the children tourists		2.0	0.5	1.5
	PC13. educate parents and attendants of senior citizens on basic safeguards and procedures for them in case of emergencies		2.0	0.5	1.5
	PC14. arrange for transport and equipment as required by senior citizens		2.0	0.5	1.5
	PC15. ensure availability of medical facilities and doctor		2.0	0.5	1.5

	PC16. treat women equally across both the horizontal as well as vertical segregation of roles in the workplace		2.0	0.5	1.5
	PC17. ensure a fair and equal pay to the women as men, more of formal training, advancement opportunities, better benefits, etc.		2.0	0.5	1.5
	PC18. involve women in the decision-making processes and management professions		2.0	0.5	1.5
	PC19. avoid specific discrimination and give women their due respect		2.0	0.5	1.5
	PC20. motivate the women in the work place towards utilizing their skills		2.0	0.5	1.5
	PC21. educate the tourists, employers and the colleagues at workplace on women rights and the respect that is to be given to them		2.0	0.5	1.5
	PC22. establish policies to protect the women from sexual harassments, both physical and verbal, and objectifications by customers and colleagues		2.0	0.5	1.5
	PC23. frame women friendly work practices such as flexible working hours, maternity leave, transportation facilities, night shift concessions, women grievance cell.		2.0	0.5	1.5
	PC24. ensure the safety and security of women in the workplace, particularly when their nature of job is to deal with night shifts, attend guest rooms, back end work, etc.		2.0	0.5	1.5
	PC25. ensure safety and security of women at all levels		2.0	0.5	1.5
	POINTS		50	15	35
	TOTAL POINTS		50		
THC/N9905 Maintain IPR of organisation and customers	PC1. prevent leak of new plans and designs to competitors by reporting on time		7.5	3.5	4.0
	PC2. be aware of any of company's product, service or design patents		7.0	7.0	0
	PC3. report IPR violations observed in the market, to supervisor or company head		7.5	3.5	4.0
	PC4. read copyright clause of the material published on the internet and any other printed material		7.0	3.0	4.0
	PC5. protect infringement upon customer's business or design plans		7.0	3.5	3.5
	PC6. consult supervisor or senior management when in doubt about using information available from customer		7.0	3.5	3.5
	PC7. report any infringement observed by anyone in the company		7.0	3.5	3.5
	POINTS		50	27.5	22.5

TOTAL POINTS		50		
THC/N9906 Maintain health and hygiene	PC1. keep the workplace regularly clean and cleared-off of food waste or other litter	1.5	0.5	1.2
	PC2. ensure that waste is disposed-off as per prescribed standards or in trash cans earmarked for waste disposal	1.5	0.5	1.2
	PC3. ensure that the trash cans or waste collection points are cleared everyday	1.5	0.5	1.2
	PC4. arrange for regular pest control activities at the workplace	1.5	0.5	1.2
	PC5. to maintain records for cleanliness and maintenance schedule	1.5	0.5	1.2
	PC6. ensure the workplace is well ventilated with fresh air supply	1.5	0.5	1.2
	PC7. check the air conditioner and other mechanical systems on a regular basis and maintain them well	1.5	0.5	1.2
	PC8. ensure the workplace is provided with sufficient lighting	1.5	0.5	1.2
	PC9. ensure clean work environment where food is stored, prepared, displayed and served	1.5	0.5	1.2
	PC10. ensure safe and clean handling and disposal of linen and laundry, storage area, accommodation, public areas, storage areas, garbage areas, etc.	1.5	0.5	1.2
	PC11. identify and report poor organizational practices with respect to hygiene, food handling, cleaning	1.5	0.5	1.2
	PC12. ensure adequate supply of cleaning consumables such as equipment, materials, chemicals, liquids	1.5	0.5	1.2
	PC13. ensure to clean the store areas with appropriate materials and procedures	1.5	0.5	1.2
	PC14. identify the different types of wastes, e.g., liquid, solid, food, non-food, and the ways of handling them for disposal	1.5	0.5	1.2
	PC15. wash hands on a regular basis	2.0	0.5	1.5
	PC16. ensure to wash hands using suggested material such as soap	1.5	0.5	1.2
	PC17. wash the cups	1.5	0.5	1.2
	PC18. ensure to maintain personal hygiene of daily bath	1.5	0.5	1.2
	PC19. ensure to maintain dental hygiene in terms of brushing teeth every day	1.5	0.5	1.2
	PC20. ensure no cross contaminations of items such as linen	1.5	0.5	1.2

	PC21. report on personal health issues related to injury, food, air and infectious diseases		1.5	0.5	1.2
	PC22. ensure not to go for work if unwell, to avoid the risk of being spread to other people		1.5	0.5	1.2
	PC23. use a tissue, cover the mouth and turn away from people while sneezing or coughing		2.0	0.5	1.5
	PC24. wash hands on using these tissues after coughing and sneezing and after using the wastes		2.0	0.5	1.5
	PC25. ensure to use single use tissue and dispose these tissues immediately		1.5	0.5	1.2
	PC26. coordinate for the provision of adequate clean drinking water		2.0	0.5	1.5
	PC27. ensure to get appropriate vaccines regularly		2.0	0.5	1.5
	PC28. avoid serving adulterated or contaminated food		2.0	0.5	1.5
	PC29. undergo preventive health check-ups at regular intervals		2.0	0.5	1.5
	PC30. take prompt treatment from the doctor in case of illness		1.5	0.5	1.2
	PC31. have a general sense of hygiene and appreciation for cleanliness for the benefit of self and the customers or local community		1.5	0.5	1.2
	POINTS		50	15.5	34.5
	TOTAL POINTS		50		
THC/N9907 Maintain safety at workplace	PC1. assess the various work hazards		1.0	1.0	0.0
	PC2. take necessary steps to eliminate or minimize them		1.5	0.5	1.0
	PC3. suggest methods to improve the existing safety procedures at the workplace		1.5	0.5	1.0
	PC4. analyse the causes of accidents at the workplace		1.5	0.5	1.0
	PC5. suggest measures to prevent such accidents from taking place		1.5	0.5	1.0
	PC6. take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces such as stoves, gas, fire, hot liquids, hot foods, hot oil, etc.		1.5	0.5	1.0
	PC7. be aware of the locations of fire extinguishers,		1.5	0.5	1.0
	PC8. practice correct emergency procedures		1.5	0.5	1.0
	PC9. check and review the storage areas frequently		1.5	0.5	1.0
	PC10. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas		1.5	0.0	1.5
	PC11. ensure to be safe while using handling materials, tools, acids, chemicals, detergents, etc.		1.5	0.5	1.0
	PC12. store these chemicals and acids in a wellventilated and locked areas with warning signs not to touch		1.5	0.5	1.0

PC13. ensure safe techniques while moving furniture and fixtures	1.5	0.5	1.0
PC14. ensure to reduce risk of injury from use of mixers, slicers, grinders, heaters, fridge, ironer and other electrical tools	1.5	0.5	1.0
PC15. read the manufacturers manual carefully before use of any equipment	1.5	0.5	1.0
PC16. unplug the electrical equipment before performing housekeeping, cleaning and maintenance to avoid injuries	2.0	0.5	1.5
PC17. keep the floors free from water and grease to avoid slippery surface	2.0	0.5	1.5
PC18. ensure to use non-slip liquids and waxes to polish and treat floors	1.5	0.5	1.0
PC19. use rubber mats to the places where floors are constantly wet	2.0	0.5	1.5
PC20. ensure safety from injuries of cuts to loss of fingers, while handling sharp tools such as knives, needles, etc.	2.0	0.5	1.5
PC21. use flat surfaces, secure holding and protective wear while using such sharp tools	2.0	0.5	1.5
PC22. use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies	2.0	0.5	1.5
PC23. practice personal safety when lifting, bending, or moving equipment and supplies	2.0	0.5	1.5
PC24. ensure the workers have access to first aid kit when needed	1.0	0.0	1.0
PC25. ensure all equipment and tools are stored and maintained properly and safe to use	1.5	0.5	1.0
PC26. ensure to use personal protective equipment and safe wear like gloves, mask, headwear, footwear, glasses, goggles, etc. for specific tasks and work conditions where required emergency exits, etc.	1.5	0.5	1.0
PC27. Ensure to display safety signs at places where necessary for people to be cautious	1.0	0.0	1.0
PC28. take all electrical precautions like insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc.	1.5	0.5	1.0
PC29. ensure availability of general health and safety equipment such as fire extinguishers, first aid equipment, safety equipment, clothing, safety installations like fire exits, exhaust fans, etc. are available	1.5	0.5	1.0

	PC30. document all the first aid treatments, inspections, etc. conducted to keep track of the safety measures undertaken		1.5	0.5	1.0
	PC31. comply with the established safety procedures of the workplace		1.0	0.5	0.5
	PC32. report to the supervisor on any problems and hazards identified		0.5	0.0	0.5
	PC33. ensure zero accident at workplace		0.5	0.0	0.5
	PC34. adhere to safety standards and ensure no material damage		1.0	0.5	0.5
	POINTS		50	15	35
	TOTAL POINTS		50		
	GRAND TOTAL	700			

Accommodation Guideline 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 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