NCVET Code
2020/PWD/SCPWD/04068

QUALIFICATION FILE – CONTACT DETAILS OF SUBMITTING BODY
Name and address of submitting body:

Skill Council for Persons with Disability
501, City Centre, Plot No 5, Sector -12
Dwarka, New Delhi-110076
011 2808 5058-59
 info@scpwd.in

Name and contact details of individual dealing with the submission

Name: Mr. Ravindra Singh

Position in the organization: Chief Executive Officer

Address if different from above: same as above

Tel number(s): + 91-011-2808558-59

Email address: ravindra.singh@scpwd.in

List of documents submitted in support of the Qualification File

1. Qualification Pack for Room Attendant and Model curriculum aligned for Persons with **Locomotor Disability.**
2. QRC approval (Joint observation sheet) on Room Attendant for **Locomotor Disability.**
3. Guidelines for Persons with **Locomotor Disability** for Assessors.
4. List of Assistive Tools and Trainer Pre-requisites for **Locomotor Disability.**

QUALIFICATION FILE SUMMARY FOR THE PwD

Qualification Title	Room Attendant – PwD LD
Qualification code, If any	PWD/THC/Q0202
Body/ Bodies which will assess candidates	SCPwD affiliated assessment agency
Body/ bodies which will award the certificate for the qualification	Skill Council for Persons with Disability
Body which will accredit providers to offer the qualification	Skill Council for Persons with Disability
National Learning Hours	300
Disability	Locomotor Disability (LD)
Entry Requirement	Preferable Primary Education
Date of planned review of the qualification	31/03/2023

Formal Structure of the Qualification

Locomotor Disability				
Title of the unit or other component (Include any identification code used)	**Mandatory / Optional**	**Estimated size (learning hours)**		**Level**
		Theory	Practical	
Identifying housekeeping requirements and resources (THC/N0208)	Mandatory	5	10	4
Preparing for housekeeping activities (THC/N0208)	Mandatory	5	10	4
Cleaning floors (THC/N0210)	Mandatory	3	7	4
Cleaning washrooms and bathrooms THC/N0210)	Mandatory	3	7	4
Replenishing supplies in washrooms and bathrooms and completing cleaning duties (THC/N0214)	Mandatory	3	7	4
Cleaning furniture and upholstery (THC/N0212)	Mandatory	3	7	4
Cleaning vertical spaces, fittings, internal glass spaces (THC/N0212)	Mandatory	3	7	4
Obtain linen and covers and change bathroom linen (THC/N0214)	Mandatory	3	7	4
Making bed, checking and changing linen (THC/N0214)	Mandatory	4	15	4
Periodic room servicing (THC/N0215)	Mandatory	3	5	4
Deep cleaning requirements (THC/N0215)	Mandatory	3	5	4
Reporting (THC/N0215)	Mandatory	3	5	4
Keeping areas neat, tidy and in good order (THC/N0216)	Mandatory	5	9	4
Maintain upkeep (THC/N0216)	Mandatory	5	10	4
Waste disposal (THC/N0217)	Mandatory	5	15	4
Checklists and registers (THC/N0207)	Mandatory	2	8	4
Escalation matrix (THC/N0207)	Mandatory	2	6	4
Reporting and documentation (THC/N0207)	Mandatory	3	7	4
Interacting with superiors and colleagues (THC/N9901)	Mandatory	2	8	4

Communicating with customers (THC/N9901)	Mandatory	2	8	4
Etiquettes (THC/N9903)	Mandatory	3	5	4
Achieving customer satisfaction by being professional (THC/N9903)	Mandatory	2	5	4
Services and facilities specific to age/gender / special needs (THC/N9904)	Mandatory	3	7	4
How to behave with women at workplace? (THC/N9904)	Mandatory	3	7	4
IPR and Copyright (THC/N9905)	Mandatory	2	3	4
Cleanliness (THC/N9906)	Mandatory	2	5	4
Hygiene (THC/N9906)	Mandatory	3	5	4
Work Hazards (THC/N9907)	Mandatory	2	5	4
Safety standards and procedures (THC/N9907)	Mandatory	3	5	4
Total		**90**	**210**	

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

ASSESSMENT

Name of Assessment Agency (AA):

If there will be more than one Assessment Agency (AA) for this qualification, give details.

- Aspiring Minds Assessments Private Limited
- Diversified Business Solutions Pvt Ltd
- IRIS-Corporate Solutions Private Limited
- Induslynk Training Services Pvt. Ltd. (Mercer - Mettl)
- Radiant Infonet Pvt Ltd
- SP Institute of Workforce Development Pvt Ltd
- Integrated Learning Solution Private Limited (Wheebox)
- Aon Consulting Private Limited
- Skills Mantra Edutech Consulting India Pvt Ltd

The list of Assessment Agencies is not limited to above and can extend basis their empanelment with SCPwD and having certified Assessor for the Job role from Domain SSC as well as SCPwD.

ASSESSMENT PROCESS

NOTE: SCPwD adopts the Criteria of the Domain SSC and Assessment is conducted by the AA's which are approved by the Domain SSC as well as empaneled with SCPwD. SCPwD develops Assessment guidelines for Persons with Blindness, Low vision, Speech and Hearing Impairment and **Locomotor Disability** to assist the assessors during assessment of the candidate. SCPwD conducts Training of Assessors (ToA) and provide them Disability Orientation and Sensitization.

Process followed by SCPwD for assessments:

Being a Horizontal Council, the prerequisites to the assessment process shared by the Domain SSC is followed mandatorily by the Assessment Agencies. Additionally, they must also follow the guidelines of SCPwD. Below is the assessment process in brief:

Pre-Assessment Phase-

1. Batch allocated to the Assessment Agency by SCPwD through Portal/ Email.
2. Assessment Agency to connect with Training Provider and communicate/confirm the date of assessment through email.
3. Assessment Agency to share requisite lab infrastructure & checklist with TP and discuss about the availability through email.
4. Assessment Agency aligns the Assessor for the assessment (Assessor should be Dual Certified by the Domain SSC as well as SCPwD, and the certification should be valid).
5. Prepare the Assessment link, formats and share with the Assessor over an email.
6. Share the Assessment demo link with the Training Partner over an email.

Assessment Phase-

1. The Assessor verifies the identity and disability through Aadhar Card and Disability Certificate and reports to SCPwD in-case of any discrepancy [*In case of J&K and NE Voter ID & Pan Card also allowed for Candidates Identification*].
2. The candidates are briefed on the assessment process (Prior to starting of the assessment).
3. The Assessor verifies the lab equipment's and reports to SCPwD in-case of any variance.
4. Post validation of photo Id proof for each candidate, attendance of candidate is captured according to the scheme's requirement. i.e., under PMKVY, attendance of the candidates is captured through Aadhar Enabled Assessor Application, however, under other schemes candidates sign the attendance sheet.
5. The candidates attempt the assessment on TAB/Computer System.
6. The Assessor takes the photos and videos of respective activities and complete the documentation formalities.

Post Assessment Phase-

1. The Assessment Agency prepares the result based on responses captured in server.
2. The Assessment Agency shares the result with SCPwD in the prescribed format.

SECTION 2

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

The Job role has been shortlisted and mapped with Persons with **Locomotor Disability**, based on demand by the Industry, Training Partners, Experts and views from the reverent Persons with Locomotor Disability themselves.

What is the estimated uptake of this qualification and what is the basis of this estimate?

The Indian tourism and hospitality industry have emerged as one of the key drivers of growth among the services sector in India. Tourism in India has significant potential considering the rich cultural and historical heritage, variety in ecology, terrains and places of natural beauty spread across the country. Tourism is also a potentially large employment generator besides being a significant source of foreign exchange for the country. In FY20, 39 million jobs were created in the tourism sector in India; this accounted for 8.0% of the total employment in the country. The number is expected to rise to 52.3 million jobs by 2028. The industry is also looking forward to the expansion of e-Visa scheme, which is expected to double the tourist inflow in India.

Based on positive experiences on PwD inclusion, there is a clear requirement from employers to hire PwD talent. The Hospitality Industry is highly dynamic and labor intensive in nature, and an industry in which the turnover rate is often reported to be extremely high. Given this occurrence, many experts have suggested that disability inclusiveness will be a promising employment strategy in response to the shrinking labor force facing the hospitality industry. In the view of the current pandemic, however, a new perspective needs to be given to the traditional approach. More, cross sectoral and multitasking job opportunities need to be created.

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

Non duplication has been ensured by the Domain SSC

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

The Qualification Pack for Room Attendant was adopted based on the industry demand for Persons with Disability. SCPwD develops disability specific Expository which contains expounded information on tools/technology /assistive devise for specific disability. The QP is revised at frequent intervals by Domain SSC, to capture updates in the sector. Similarly, Expository is also reviewed and revised to capture updates on any further development /innovations in the specific disability for facilitating the trainers as well as the assessors in addition to the learners. It may be noted that as and when the Domain SSC revises the QP corresponding adoption and updating is done by SCPwD in the related Job Role.

Annexure 1: QRC approval (Joint observation sheet)

SCPWD – 13 MCs.

N·S·D·C
National
Skill Development
Corporation
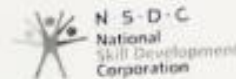
Date March 27, 2019.

QRC Members Joint Declaration/Recommendations Sheet

QRC Members SS Arya, Praveen Roy, P Saxena, JV Rao, Meghna Mishra.

SSC Representatives
Anup K. Srivastava, Nilanika Nigam

Recommendations

The recommended increase of hours by disability – & not job role – is referred as per previous decisions of the QRC

Discussion on the effects of Interactive technologies – like google. assistant, Alexa – on the productivity & learning of PwD. esp. those of Low Vision.

Resolutions as Accepted by SSC

Submission Date 28/03/2019

Approved.

Annexure 2: Guidelines for the assessment of Persons with Locomotor Disability

Common guidelines for assessment of Trainees from all the categories of Disability

- Validate the type of Disability of the candidate along with the original Disability Certificate (Please note: In PMKVY, the batch should not have the candidates with Multiple Disabilities and the Disability type should be same as provided in SDMS).
- Do ask questions openly. Do not assume anything. For example, ask your trainees with disability if they need any change in the kind of assessment setup provided.
- Be prepared to make your assessments person-specific including the practical part too without compromising on the criteria set up by the Domain SSC.
- Provide the candidate with the desired assistive devices which may vary from candidate to candidate.
- Do understand that every trainee with disability has a journey: he/she are likely to have identified solutions that best work for him/her. Do not expect your trainees with disability to go through the same processes with the same rigour as your trainees without disability.
- Remember that your trainees with disability are going to work with persons without disability. Pitying, belittling or lowering the standards would defeat the purpose.
- An extension of 20 minutes per hour is recommended. This can be further increased as per circumstances/ requirement of the candidate (for details please refer to the Examination Guideline developed by MSJE).
- Services of scribe/ writer/ reader/ lab assistant should be allowed to any person who has Disability of 40% or more if so desired by the person.
- General comfort of the candidate should be kept in view inside the assessment room.
- Follow the health/ safety guidelines if any issued by the authorities.

Specific Guidelines

- Do not hang onto or lean on a wheelchair. It is often considered to be part of the person's "body space."
- There may be a requirement of re-arrangement of equipment based on nature of Disability for ease of access like placing tools on left-hand-side or right-hand-side.
- May require process changes based on the nature of the assessment – for example, use of feet by an individual for different tasks having restricted mobility in upper limbs.
- There may be a requirement of modified/one-handed keyboard or mouse, computer configured with Sticky Keys for ease of using keyboard shortcuts, computer compatibility with speech recognition software or camera-mouse.
- Allow a scribe when requested by the candidate,
- In assessments, some trainees may prefer using a laptop over a desktop due to movement constraints.
- Many persons with spinal cord injury are unable to sit for extended periods of time. This should be taken into account, and extra time should be allocated to the person for completion of the assessment.

Annexure 3: Assistive Tools, Trainer Pre-requisites

List of tools/equipment to conduct the training

Any of the following tools may be used during the training of Persons with Locomotor Disability

- Computer
- Sticky Keys
- Foot Pedals
- Access Switches
- Wheel Chair
- Walker
- One-Handed Keyboard
- Pencil Gripper
- Automatic Page Turner
- Grab Bars
- Speech to Text software

Trainer Qualification

Minimum Educational Qualifications: Certificate/Diploma/Degree in Hotel Management

In addition to Domain SSC (as above) Disability specific additional requirement for the trainer

Disability Specific Top Up Module- The Inclusive Trainer should be certified by SCPwD with minimum qualifying score of 80% as per SCPwD guidelines in Disability Specific Top Up Training / QP of Trainer-PwD

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