

QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR DOMESTIC WORKERS

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding



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Introduction

Qualification Pack - Elderly Caretaker (Non Clinical)

SECTOR:	DOMESTIC WORKER
SUB SECTOR:	Care taking
OCCUPATION:	Elderly Care
REFERENCE ID:	DWC/Q0801
ALIGNED TO:	NCO-2015/NIL

An **Elderly Caretaker (Non-Clinical)** in the Informal sector is one of the most crucial operational roles in the domestic worker segment taking care of an elderly person who may or may not have any disability but will not be bed-ridden.

Brief Job Description: The primary role of the elderly caretaker is to assist elderly person in day to day activities such as ambulation, eating, dressing, toileting, grooming and in running errands .Assist in sanitation and housekeeping duties of elderly person’s room and create and maintain hygienic and pleasant work environment.

Personal Attributes:This job requires the individual to be fit and energetic The person should be attentive, empathetic, dedicated and trust worthy. The person should possess effective and compassionate communication with client, family, and co- workers. The individual should have enthusiasm for the work they do and those in his/her care.

Job Details

Qualifications Pack Code	DWC/Q0801		
Job Role	Elderly Caretaker (Non Clinical)		
Credits(NSQF)	TBD	Version number	1.0
Sector	Domestic Worker	Drafted on	27/06/15
Sub-sector	Care taking	Last reviewed on	02/07/16
Occupation	Elderly Care	Next review date	02/07/19
NSQC Clearance on			

Job Role	Elderly Caretaker (Non Clinical)
Role Description	The main role of the elderly caretaker is to assist client in day to day activities such as ambulation, eating, dressing, toileting, grooming and in running errands. Assist in sanitation and housekeeping duties of elderly person’s room and create and maintain hygienic and pleasant work environment.
NSQF level	3
Minimum Educational Qualifications	Class V preferable
Maximum Educational Qualifications	Not applicable
Training (Suggested but not mandatory)	Not mandatory
Minimum Job Entry Age	18 years
Experience	Not mandatory
Applicable National Occupational Standards (NOS)	<p>Compulsory</p> <ol style="list-style-type: none"> DWC/N0801Assisting the elderly person with daily activities and personal hygiene DWC /N0802Preparing food and assiting in consuming meals and drinks DWC/N0803Support in cleaning and tiding up client’s room DWC/N0804Building effective communication and relation with the elderly person, their social network and the medical/nursing staff <p>Optional: N.A.</p>
Performance Criteria	As described in the relevant OS units

Definition

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-functions	Sub-functions are sub-activities essential to fulfill achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding; he/she needs to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to find the required one.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of required performance.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform up to the required standard.

Acronyms	Keywords /Terms	Description
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	NSQF	National Skill Qualifications Framework
	TBD	To Be Determined

DWC/N0801 Assisting the elderly person with daily activities and personal hygiene

National Occupational Standard



Overview

This unit is about assisting the elderly person who are partly self-sufficient or non-self-sufficient with the tasks of daily hygiene and dressing/undressing.

DWC/N0801 Assisting the elderly person with daily activities and personal hygiene

National Occupational Standard

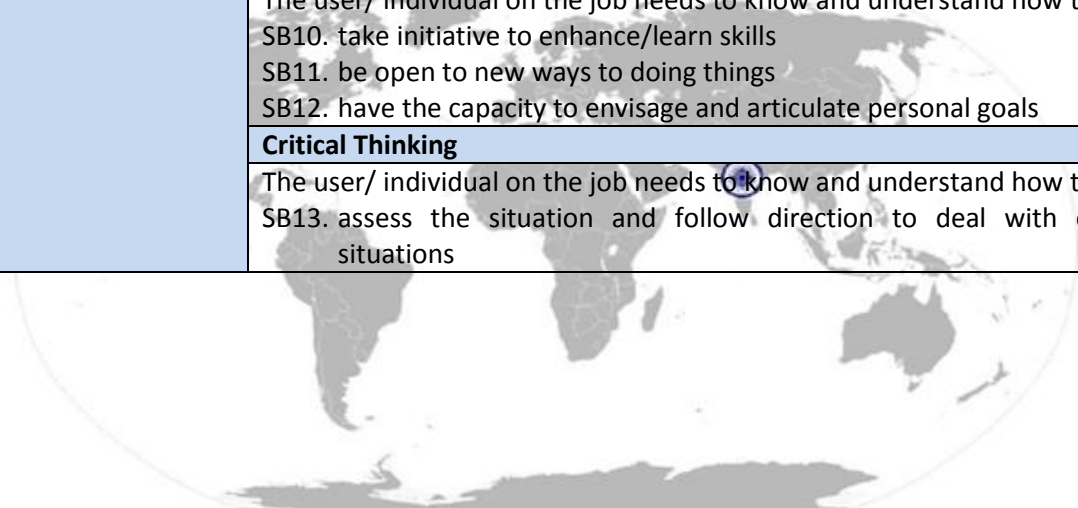
Unit Code	DWC/N0801
Unit Title (Task)	Assisting the elderly person with daily activities and personal hygiene
Description	This unit is about assisting the elderly person who are partly self-sufficient or non-self-sufficient with the tasks of daily hygiene and dressing/undressing..
Scope	This unit/task covers the following: <ul style="list-style-type: none"> To assist elderly person in personal hygiene tasks, dressing/undressing. To assist the elderly person in his/her daily activities in task. Communication with the elderly person and family.
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
To assist elderly person in personal hygiene tasks, dressing/undressing.	To be competent, the user/individual on the job must be able to: PC1. assist the elderly person with personal hygiene tasks, depending on his/her degree of ability PC2. assist the elderly person with dressing/undressing, depending on his/her degree of ability PC3. assist the elderly person with routine bodily functions (toileting) with due respect to his/her constraint and privacy PC4. making beds and changing linen on timely basis
To assist the elderly person in his/her daily activities and tasks	PC5. assist with walking and light exercise if required PC6. assist with bathing, dressing and grooming PC7. reminder for daily medication and routine checkups PC8. escort to outdoor event and recreational activities PC9. act as a Companion or a friend to provide emotional support PC10. taking care of laundry and ironing
Communication with the elderly person and the family	PC11. interact with the elderly person in order to empower them, overcome resistance, cope with conflicts, reassure them and obtain their cooperation while fully respecting individual identity and constraint PC12. interact with the elderly person's family and doctor in order to inform them of any changes in his/her behaviour and other aspects related to their health and well-being
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	* Organization to be read as Employer The user/individual on the job needs to know and understand: KA1. the basic culture, tradition and lifestyle of the family KA2. the basic responsibilities and desirable results for the activity being undertaken KA3. codes of practice, standards, frameworks and guidance relevant to his/her work KA4. his/her own roles and responsibilities with limitations KA5. who he/she must report to at work KA6. the roles and responsibilities of other people with whom he/she work KA7. how to determine language(s) spoken in the home
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. techniques used to support the elderly person in personal hygiene

DWC/N0801 Assisting the elderly person with daily activities and personal hygiene

	<p>KB2. using adequate techniques to assist the with routine bodily functions KB3. how to interact with the elderly person and the family KB4. techniques for the prevention of physical injury and stress KB5. general knowledge of personal hygiene KB6. dressing/undressing techniques KB7. mental and physical features of people of different age group KB8. basic knowledge of diseases and their symptoms KB9. basic communication and conflict management KB10. communication techniques aimed at: reassuring, enhancing participation, encouraging food acceptance, obtaining cooperation KB11. emotion management and listening skills KB12. definition of the following concepts: physical, mental, and social needs, health, illness/distress, dependence in daily life activities KB13. care-related ethical issues</p>
Skills (S)	
<p>A. Core Skills / Generic Skills</p>	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to: SA1. record the completion of the task with relevant details SA2. record the unusual symptoms or any observation made during the task and inform the appropriate person SA3. record and report the output quantity in response / behavior</p>
	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to: SA4. read and understand manuals, health and safety instructions etc SA5. read labels, images, symbols SA6. read the instructions and interpret them correctly SA7. cross check the instructions for proper understanding</p>
	Oral Communication (Listening and Speaking Skills)
<p>The user/ individual on the job needs to know and understand how to: SA8. discuss and understand the requirements of the client SA9. enquire with the guardian in case of any confusion related to the elderly person’s dressing SA10. discuss procedures with the elderly person and make the elderly person feel comfortable SA11. answer the doubts that the elderly person may have in his/her mind SA12. check frequently with the elderly person if that they are comfortable and fine</p>	
<p>B. Professional Skills</p>	Decision Making
	<p>The user/ individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned work SB2. be able to understand any critical situation related to the work</p>
	Plan and Organize
<p>The user/ individual on the job needs to know and understand how to: SB3. plan and organize things around, so that the tasks can be completed</p>	

DWC/N0801 Assisting the elderly person with daily activities and personal hygiene

	efficiently and in most effective way and so that proper time can be given to the child as well as proper care can be taken
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB4. avoid absenteeism SB5. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB6. work in discipline SB7. be punctual
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB8. think through if there is a problem, evaluate the possible solution(s) and do the best in case if the family of the elderly person is not around SB9. identify immediate or temporary solutions to resolve problem
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. take initiative to enhance/learn skills SB11. be open to new ways to doing things SB12. have the capacity to envisage and articulate personal goals
Critical Thinking	
The user/ individual on the job needs to know and understand how to: SB13. assess the situation and follow direction to deal with emergency situations	

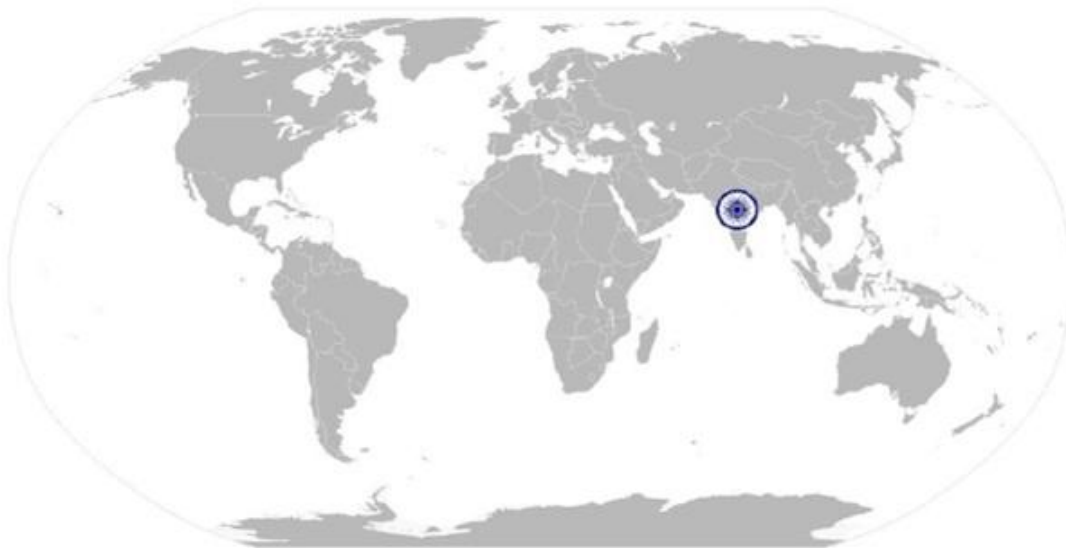


DWC/N0801 Assisting the elderly person with daily activities and personal hygiene

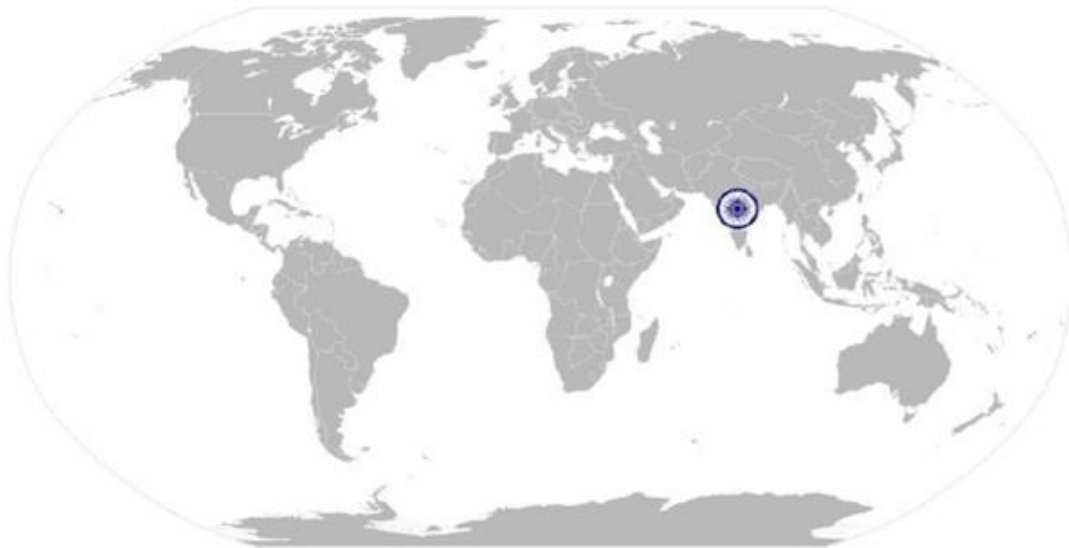
NOS Version Control

NOS Code	DWC/N0801		
Credits(NSQF)	TBD	Version number	1.0
Sector	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Care taking	Last reviewed on	02/07/16
Occupation	Elderly Care	Next review date	02/07/19

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National Occupational Standard



Overview

This unit is about assisting individuals who are partly self-sufficient or non-self-sufficient with preparing food and consuming food and drink, taking into account the elderly person's taste, nutritional and dietary requirements etc in order to ensure that elderly person has healthy meals that meet needs and preferences.

DWC /N0802 Preparing food and assisting in consuming meals and drinks

National Occupational Standard

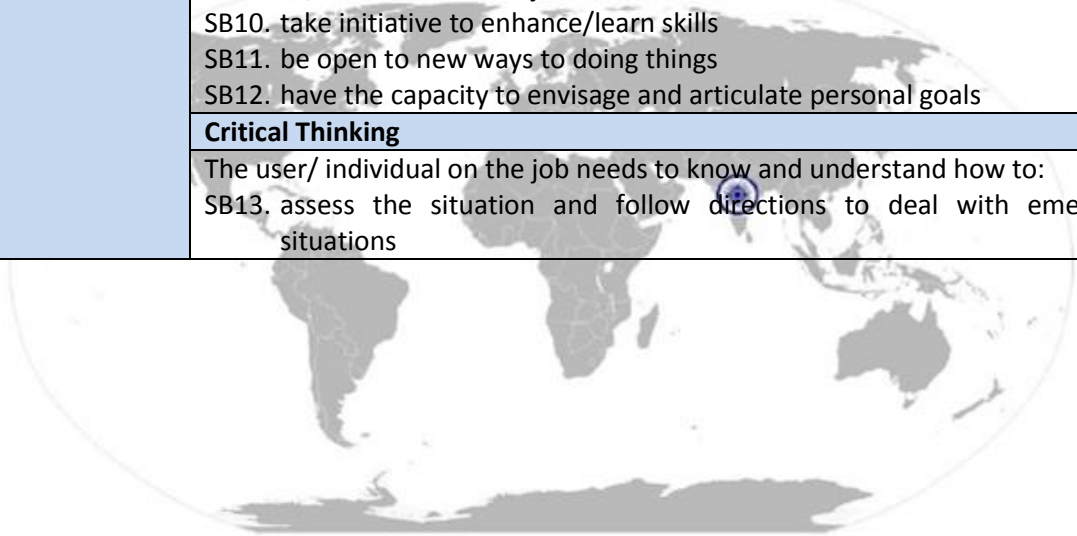
Unit Code	DWC /N0802
Unit Title (Task)	Preparing food and assisting in consuming meals and drinks
Description	This unit is about assisting individuals who are partly self-sufficient or non-self-sufficient with preparing food and consuming food and drink, taking into account the elderly person's taste, nutritional and dietary requirements etc in order to ensure that he/she has healthy meals that meet needs and preferences.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Assist the elderly person in purchasing foodstuff; prepare food as per their diet chart. Tracking elderly person's food and drink intake as per the prescribed diet.
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist the elderly person in purchasing foodstuff; prepare food as per their diet chart	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. support the in purchasing foodstuff or purchase them on his/her own, taking into account prescribed nutrition plans as well as any other instructions provided by the elderly person's family</p> <p>PC2. when cooking, comply with basic health, hygiene and safety requirements and check that foodstuff are properly stored and not out of date, in order to ensure that the meals being prepared are of adequate quality and prevent any food poisoning</p> <p>PC3. the food should be cooked as per the elder person's ability to chew and swallow, in order to enable them to eat their meals without any difficulty</p> <p>PC4. use appropriate cooking techniques (frying, boiling, steaming, microwaving), in order to prepare the food</p>
Tracking elderly person's food and drink intake as per the prescribed diet	<p>PC5. encourage the elder person to drink and eat as per their nutritional plan and medical conditions (liquid and/or solid dysphagia, lack of appetite, eagerly eating, food refusal)</p> <p>PC6. monitor the elder person's food and drink intake to provide information to the family and doctor</p> <p>PC7. when cooking and serving food, use relational styles that are adequate to the elder person's specificities and medical conditions, in order to reassure them, enhance their participation, encourage food acceptance, obtain their cooperation</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>* Organization to be read as Employer</p> <p>The user/individual on the job needs to know and understand:</p> <p>KA1. the basic culture, tradition and lifestyle of the family</p> <p>KA2. the basic responsibilities and desirable results of the activities being undertaken</p> <p>KA3. codes of practice, standards, frameworks and guidance relevant to his/her work</p> <p>KA4. his/her own roles and responsibilities with his/her limitations</p> <p>KA5. whom he/ she should report at work</p> <p>KA6. the roles and responsibilities of other people, he/she works with</p> <p>KA7. how to determine language(s) spoken in the home</p>

DWC /N0802 Preparing food and assisting in consuming meals and drinks

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. being capable of purchasing foodstuff based on the elderly person's taste and habit</p> <p>KB2. using appropriate cooking techniques (frying, boiling, steaming, microwaving)</p> <p>KB3. the information on nutrition plans prescribed to the elderly person</p> <p>KB4. how to encourage the elderly person to have enough food and drink?</p> <p>KB5. how to keep a hold of food and drink intake of client based on the elderly person's medical condition?</p> <p>KB6. compilation with basic health, hygiene and safety requirements in preparing and storing foodstuff</p> <p>KB7. general standards on the use of cooking appliances and home safety and security</p>
<p>Skills (S)</p>	
<p>A. Core Skills / Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record the completion of the task with relevant details</p> <p>SA2. record the unusual symptoms or any observation made during the task and inform the appropriate person</p> <p>SA3. record and report the output quantity in response / behavior</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. read and understand manuals, health and safety instructions etc</p> <p>SA2. read labels, images, symbols</p> <p>SA3. read the instructions and interpret them correctly</p> <p>SA4. cross check the instructions for proper understanding</p> <p>Oral Communication (Listening and Speaking Skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. discuss and understand the requirements of the elderly person</p> <p>SA6. enquire with the guardian in case of any confusion related to the elderly person's dressing</p> <p>SA7. discuss procedures with the elderly person and make them feel comfortable</p> <p>SA8. answer the doubts that the elderly person may have in his/her mind</p> <p>SA9. check frequently with the elderly person if that they are comfortable and fine</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned work related to the elderly person</p> <p>SB2. be able to understand any critical situation related to the work</p> <p>Plan and Organize</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize things around, so that the tasks can be completed efficiently and in most effective way and so that proper time can be given</p>

DWC /N0802 Preparing food and assisting in consuming meals and drinks

	to the elderly person as well as proper care can be taken
	Customer Centricity
	The user/ individual on the job needs to know and understand how to:
	SB4. avoid absenteeism
	SB5. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	SB6. work in discipline
	SB7. be punctual
Problem Solving	
The user/ individual on the job needs to know and understand how to:	
SB8. think through if there is a problem, evaluate the possible solution(s) and do the best in case if the relatives and guardian of the elderly person are not around	
SB9. identify immediate or temporary solutions to resolve problem	
Analytical Thinking	
The user/ individual on the job needs to know and understand how to:	
SB10. take initiative to enhance/learn skills	
SB11. be open to new ways to doing things	
SB12. have the capacity to envisage and articulate personal goals	
Critical Thinking	
The user/ individual on the job needs to know and understand how to:	
SB13. assess the situation and follow directions to deal with emergency situations	

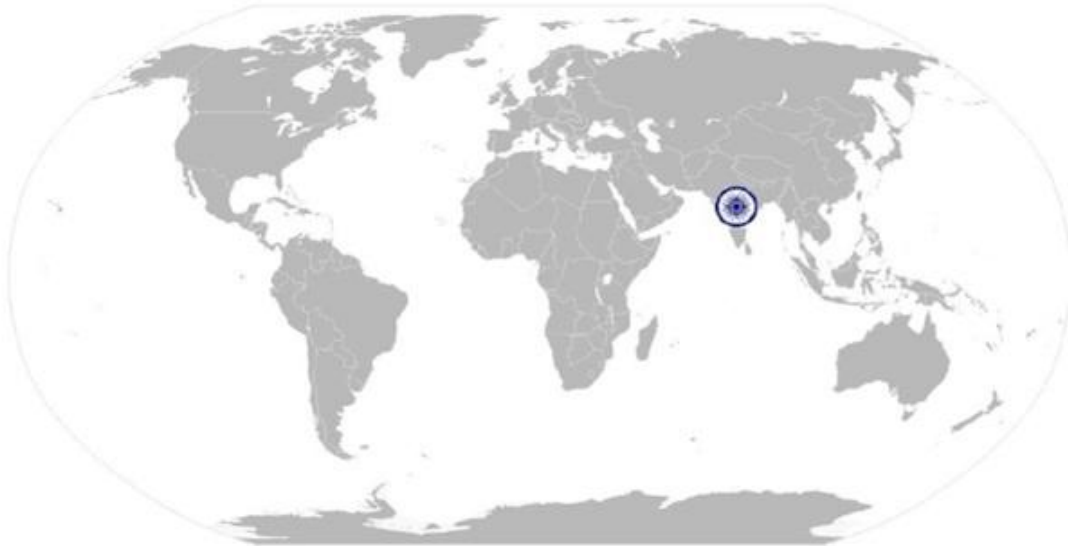


DWC /N0802 Preparing food and assisting in consuming meals and drinks

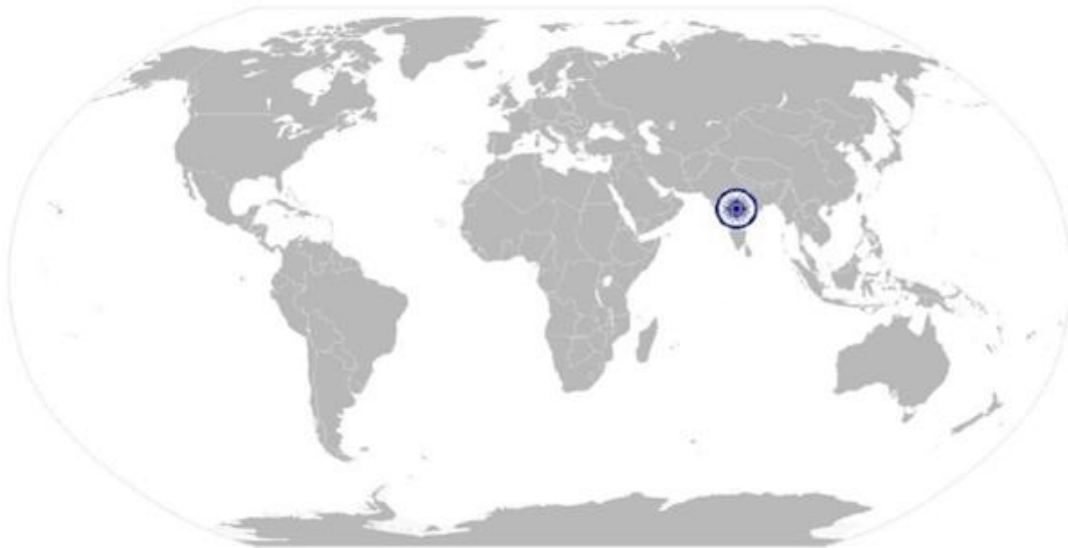
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NOS Code	DWC /N0802		
Credits(NSQF)	TBD	Version number	1.0
Sector	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Care taking	Last reviewed on	02/07/16
Occupation	Elderly Care	Next review date	02/07/19

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National Occupational Standard



Overview

This unit is about supporting the elderly person in cleaning, sanitizing, and tidying up rooms and paying careful attention to safety and security for oneself and the elderly person in order for the latter to live in cozy, clean, safe, and well-organized environments.

DWC/N0803

Support in cleaning and tidying up client's room

Unit Code	DWC/N0803
Unit Title (Task)	Support in cleaning and tidying up client's room
Description	This unit is about supporting the elderly person in cleaning, sanitizing, and tidying up rooms and paying careful attention to safety and security for oneself and the elderly person in order for the latter to live in cozy, clean, safe, and well-organized environments.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assist the elderly person in cleaning the room and follow good practices for cleanliness and personal hygiene
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist the elderly person in cleaning the room and follow good practices for cleanliness and personal hygiene	To be competent, the user/individual on the job must be able to: PC1.support the elderly person in cleaning and tidying up room or perform these tasks on his/her own using the products and tools available in the house PC2.provide a proper and cozy living environment PC3.do laundry and ironing of clothes and linen, using the products and tools available in the house PC4.minimize possible risks arising while washing, cleaning and sanitizing of rooms
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	* Organization to be read as Employer The user/individual on the job needs to know and understand: KA1. the basic culture, tradition and lifestyle of the family KA2. the basic responsibilities and desirable results of the activities being undertaken KA3. codes of practice, standards, frameworks and guidance relevant to his/her work KA4. his/her own roles and responsibilities with his/her limitations KA5. whom he/ she should report to at work KA6. the roles and responsibilities of other people with whom he/she works KA7. how to determine language(s) spoken in the home
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. being capable of tidying up the elderly person's living environments (making beds, changing linen, tidying out the elderly person's personal belongings and wardrobes) KB2. making rooms accessible and practical KB3. simple procedures for the prevention of home accidents KB4. know how to wash and iron garments KB5. products and tools for the cleaning and sanitation of rooms, sterilization of medical devices and tools; infections, infectious diseases, and risk factors KB6. home safety and prevention
Skills (S)	
A. Core Skills / Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to:

DWC/N0803

Support in cleaning and tidying up client's room

	SA1. record the completion of the task with relevant details
	SA2. record the unusual symptoms or any observation made during the task and inform the appropriate person
	SA3. record and report the output quantity in response / behavior
	Reading Skills
	The user/ individual on the job needs to know and understand how to:
	SA4. read and understand manuals, health and safety instructions etc.
	SA5. read labels, images, symbols
	SA6. read the instructions and interpret them correctly
	SA7. cross check the instructions for proper understanding
	Oral Communication (Listening and Speaking Skills)
	The user/ individual on the job needs to know and understand how to:
	SA8. discuss and understand the requirements of the client
SA9. enquire with the guardian in case of any confusion related to the elderly person 's dressing	
SA10. discuss procedures with the elderly person and make the elderly feel comfortable	
SA11. answer the doubts that the elderly person may have in his/her mind	
SA12. check frequently with the elderly person if that they are comfortable and fine	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned work
	SB2. be able to understand any critical situation related to the work
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB3. plan and organize things around, so that the tasks can be completed efficiently and in most effective way so that proper time can be given to the elderly person as well as proper care can be taken
	CustomerCentricity
	The user/individual on the job needs to know and understand how to:
	SB4. avoid absenteeism
	SB5. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	SB6. work in discipline
	SB7. be punctual
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB8. think through if there is a problem, evaluate the possible solution(s) and do the best in case if the family of the client is not around
	SB9. identify immediate or temporary solutions to resolve problem
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB10. take initiative to enhance/learn skills

DWC/N0803

Support in cleaning and tidying up client's room

	SB11. be open to new ways to doing things
	SB12. have the capacity to envisage and articulate personal goals
	Critical Thinking
The user/individual on the job needs to know and understand how to:	
	SB13. assess the situation and follow direction to deal with emergency situations

NOS Version Control

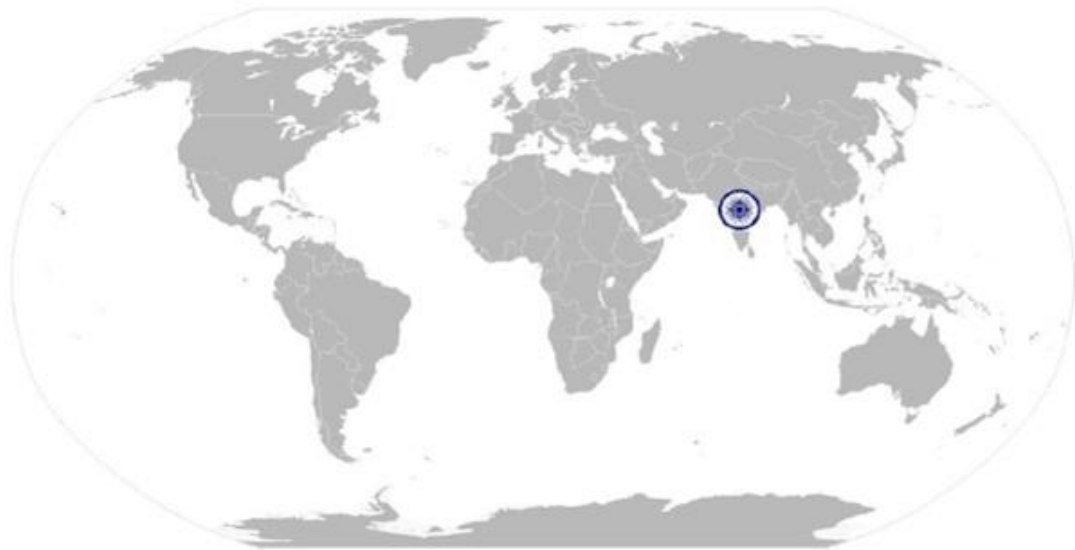
NOS Code	DWC/N0803		
Credits(NSQF)	TBD	Version number	1.0
Sector	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Care taking	Last reviewed on	02/07/16
Occupation	Elderly Care	Next review date	02/07/19

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DWC/N0804 Building effective communication and relation with the elderly person, their social network and the medical/nursing staff

National Occupational Standard



Overview

This unit is about maintaining adequate relations with the elderly person, having regular positive interactions with the family and friends and being involved in several social networks.

DWC/N0804 Building effective communication and relation with the elderly person, their social network and the medical/nursing staff

National Occupational Standard

Unit Code	DWC/N0804
Unit Title (Task)	Building effective communication and relation with the elderly person, their social network and the medical/nursing staff
Description	This unit is about maintaining adequate relations with the elderly person, having regular positive interactions with the family and friends and being involved in several social networks..
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • assist in social interaction, pursuing hobbies and interest and to prevent isolation • Keeping safe and secure environment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Assist in social interaction, pursuing hobbies and interest and to prevent isolation	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. use appropriate communication approach towards the client PC2. use relevant communication and integration approach as per the elderly person’s psychological profile PC3. listen to the elderly person and respond to implicit relational requests PC4. respond to the elderly person’s rightful demands carefully and subsequently meet relational needs and avert the elderly person’s isolation PC5. interact with the elderly person to support on a daily basis in such a way as to stimulate them and trigger their mnemonic (aid-memory) skills PC6. support the elderly person in socializing at different occasions by helping and fostering the elder person’s participation in social initiatives PC7. listen to and understand family’s requests on a daily basis and ask all sorts of information to learn about any changes in the client’s mental and physical condition PC8. recognize and cope with emotions arising from his/her relationship with the elderly person as well as with the stress resulting from the relationship PC9. take keen interest in encouraging the elderly person to pursue hobbies and interests
Safety and security	<ul style="list-style-type: none"> PC10. maintain record of relevant helplines and immediate family, neighbor’s contact details PC11. take necessary precaution to prevent casualties such as bulgery, fire, short circuits etc PC12. take proper care of safety and security while using electrical and household appliances
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the basic culture, tradition and lifestyle of the family KA2. should understand the basic responsibilities and desirable results for the activity being undertaken KA3. should understand codes of practice, standards, frameworks and guidance

DWC/N0804 Building effective communication and relation with the elderly person, their social network and the medical/nursing staff

its processes)	<p>relevant to his/her work</p> <p>KA4. should know his/her own roles and responsibilities with his/her limitations</p> <p>KA5. should know who he/she must report to at work</p> <p>KA6. should know the roles and responsibilities of other people with whom he/she work</p> <p>KA7. determine language(s) spoken in the home</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. using appropriate communication ways, depending upon the elderly person' specificities as well as on the message and goal of communication</p> <p>KB2. maintaining confidentiality and respect towards fundamental rights and the requirements of the client</p> <p>KB3. establishing appropriate relations with the elderly person's family</p> <p>KB4. encouraging the elderly person 's self-esteem, moral and confidence</p> <p>KB5. giving affection and paying due respect</p> <p>KB6. listening to individuals as well as to client's narrative communication</p> <p>KB7. interacting with individuals in such a way as to stimulate and trigger the elderly person's mnemonic skills</p> <p>KB8. the importance of being alert to signs of possible abuses and harassments & the ways to deal with it</p> <p>KB9. should ensure self-hygiene, cleanness and ensure appropriate dressing</p>
Skills (S)	
A. Core Skills / Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record the completion of the task with relevant details</p> <p>SA2. record the unusual symptoms or any observation made during the task and inform the appropriate person</p> <p>SA3. record and report the output quantity in response / behavior</p> <p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. read and understand manuals, health and safety instructions etc</p> <p>SA5. read labels, images, symbols</p> <p>SA6. read the instructions and interpret them correctly</p> <p>SA7. cross check the instructions for proper understanding</p> <p>Oral Communication (Listening and Speaking Skills)</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA8. discuss and understand the requirements of the elderly person</p> <p>SA9. enquire with the guardian in case of any confusion related to the elderly person's dressing</p> <p>SA10. discuss procedures with the elderly person and make the elderly feel comfortable</p> <p>SA11. answer the doubts that the elderly person may have in his/her mind</p> <p>SA12. check frequently with the elderly person if that they are comfortable and fine</p>
B. Professional Skills	Decision Making

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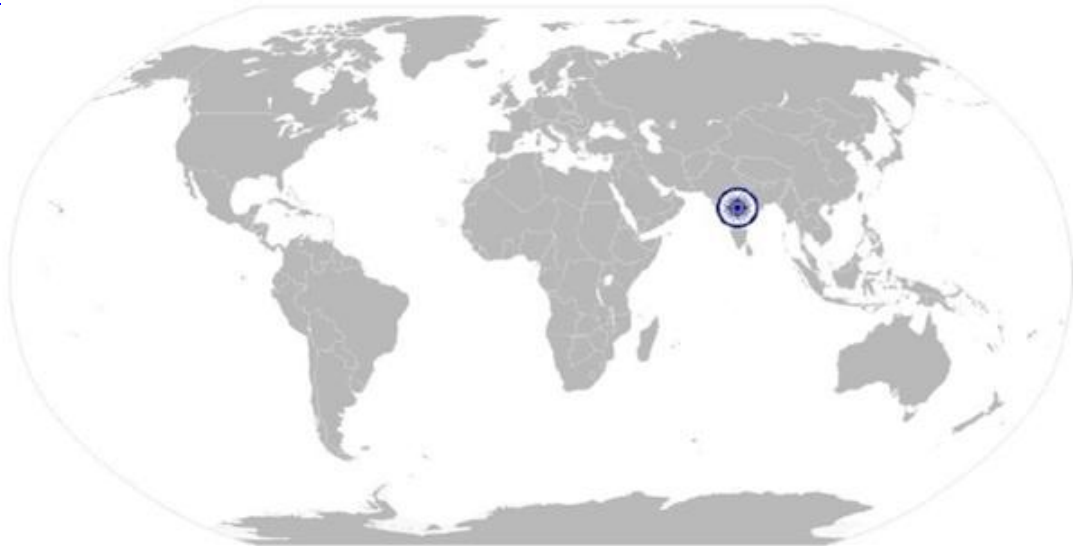
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned work</p> <p>SB2. be able to understand any critical situation related to the work</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize things around, so that the tasks can be completed efficiently and in most effective way so that proper time can be given to the child as well as proper care can be taken</p>
	<p>CustomerCentricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. avoid absenteeism</p> <p>SB5. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB6. work in discipline</p> <p>SB7. be punctual</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. think through if there is a problem, evaluate the possible solution(s) and do the best in case if the family of the client is not around</p> <p>SB9. identify immediate or temporary solutions to resolve problem</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. take initiative to enhance/learn skills</p> <p>SB11. be open to new ways to doing things</p> <p>SB12. have the capacity to envisage and articulate personal goals</p>
	<p>Critical Thinking</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. assess the situation and follow direction to deal with emergency situations</p>	

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NOS Version Control

NOS Code	DWC/N0804		
Credits(NSQF)	TBD	Version number	1.0
Sector	Domestic Worker	Drafted on	27/06/15
Industry Sub-sector	Care taking	Last reviewed on	02/07/16
Occupation	Elderly Care	Next review date	02/07/19

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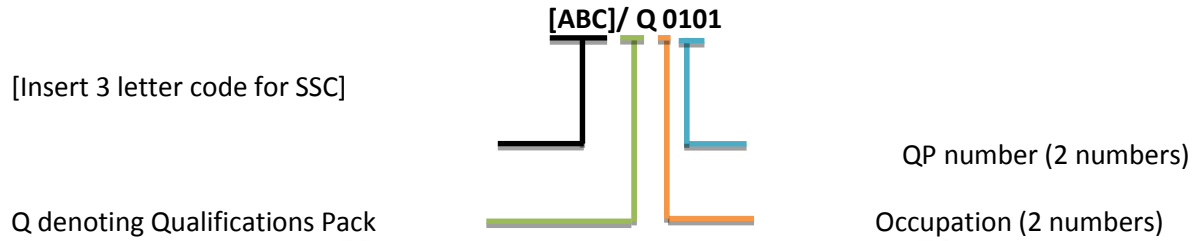


Annexure

Nomenclature for QP and NOS

Qualifications Pack

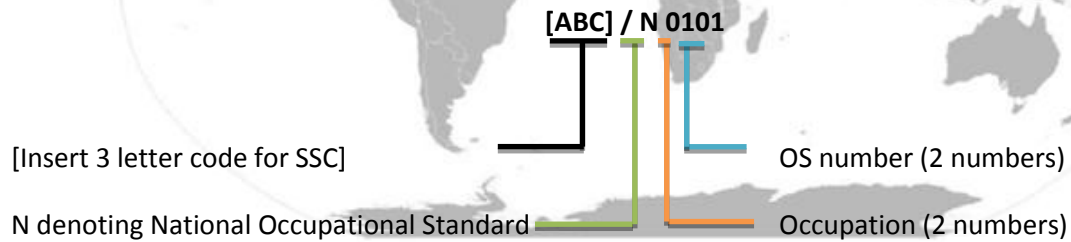
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Occupational Standard

An example of NOS with 'N'

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CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Elderly Caretaker (Non Clinical)

Qualification Pack: DWC/ Q 0801

Sector Skill Council: Domestic Worker Sector Skill Council

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 Theory and Skills Practical for each PC
- 2 The assessment for the theory part will be based on knowledge bank of questions created by the SSC
- 3 Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
- 4 Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
- 5 To pass the Qualification Pack , every trainee should score a minimum of 50% in every NOS
- 6 In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

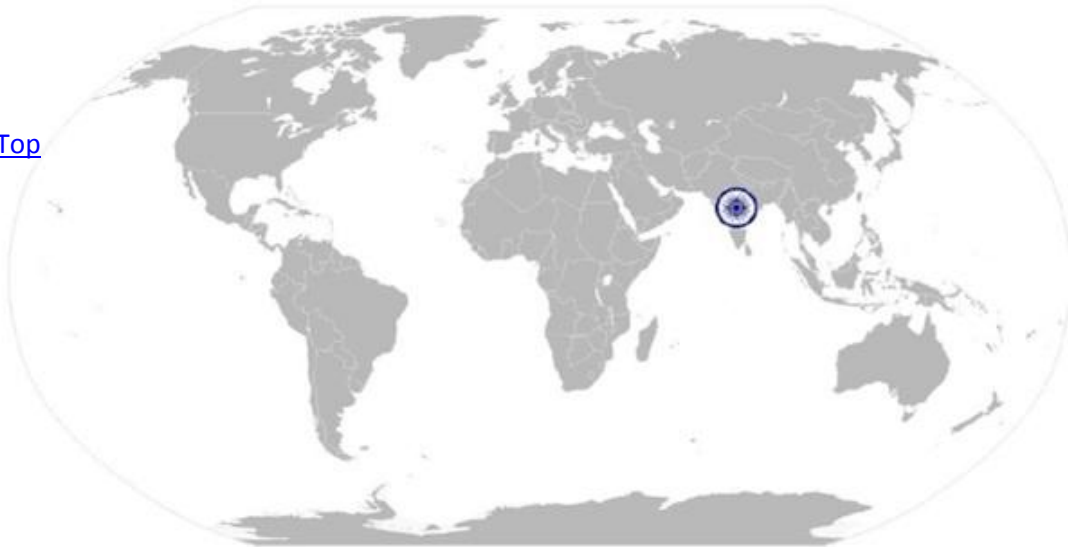
Assessable Outcomes	Assessment Criteria	Total Mark 200	Out of	Theory	Skills Practical /Viva
1 DWC/ N 0801 (Assisting the elderly person with daily activities and personal hygiene)	PC1 Assist with walking and light exercise if required	68	6	2	4
	PC2 Assist with bathing, dressing and grooming		6	2	4
	PC3 Reminder for daily medication and routine check-ups		6	4	2
	PC4 Escort to outdoor event and recreational activities		6	2	4
	PC5 Act as a Companion or a friend to provide emotional support		6	3	3
	PC6 Taking care of laundry and ironing		4	0	4
	PC7 Assist the elderly person with personal hygiene tasks, depending on the elderly person's degree of ability		6	3	3
	PC8 Assist the elderly person with dressing/undressing, depending on elderly person's degree of ability		6	2	4
	PC9 Assist the elderly person with routine bodily functions (toileting) with due respect to the elderly person's constraint and privacy		6	6	2

	PC1.0 Making beds and changing linen on timely basis		4	1	3
	PC11 Interact with the elderly person in order to empower them, overcome resistance, cope with conflicts, reassure them and obtain their cooperation while fully respecting individual identity and constraint		6	4	2
	PC12 Interact with elderly person's family and doctor in order to inform them of any changes in the elderly person's behaviour and other aspects related to their health and well-being		6	3	3
		Total	68	28	40
2 DWC/ N 0802 (Preparing food and assisting in consuming food and drink)	PC1 Support the elderly person in purchasing foodstuff or purchase them on his/her own, taking into account prescribed nutrition plans as well as any other instructions provided by the elderly person's family		4	2	2
	PC2 When cooking, comply with basic health, hygiene and safety requirements and check that foodstuff are properly stored and not out of date, in order to ensure that the meals being prepared are of adequate quality and prevent any food poisoning		6	4	2
	PC3 The food should be cooked as per the elderly person's ability to chew and swallow, in order to enable them to eat their meals without any difficulty		6	2	4
	PC4 Use appropriate cooking techniques (frying, boiling, steaming, microwaving), in order to prepare the food		6	2	4
	PC5 Encourage the elderly person to drink and eat as per their nutritional plan and medical conditions (liquid and/or solid dysphagia, lack of appetite, eagerly eating, food refusal)		6	2	4
	PC6 Monitor the elderly person's food and drink intake to provide information to the family and doctor		6	2	4
	PC7 When cooking and serving food, use relational styles that are adequate to the elderly person's specificities and medical conditions, in order to reassure them, enhance their participation, encourage food acceptance, obtain their cooperation	40	6	2	4

		Total	40	16	24
3 DWC/ N0803 (Supporting in cleaning and tidying up the elderly person's room)	PC1 Support the elderly person in cleaning and tidying up room or perform these tasks on his/her own using the products and tools available in the house	20	4	1	3
	PC2 Provide a proper and cosy living environment		6	2	4
	PC3 Do laundry and ironing of clothes and linen using the products and tools available in the house		4	2	2
	PC4 Minimise possible risks arising while washing, cleaning and sanitizing of rooms		6	2	4
	Total	20	7	13	
4 DWC/ N0704 (Building effective communication and relations with the elderly person, their social network, and the medical/nursing staff)	PC1 Use appropriate communication approach towards the elderly person	72	6	2	4
	PC2 Use relevant communication and integration approach as per the elderly person's psychological profile		6	3	3
	PC3 Listen to the elderly person and respond to implicit relational requests		6	2	4
	PC4 Respond to the elderly persons' rightful demands carefully and subsequently meet relational needs and avert the elder's isolation		6	2	4
	PC5 Interact with the elderly person to support on a daily basis in such a way as to stimulate them and trigger their mnemonic (aid-memory) skills		6	3	3
	PC6 Support the elderly person in socialising at different occasions by helping and fostering the elder's participation in social initiatives		6	2	4
	PC7 Listen to and understand family's requests on a daily basis and ask all sorts of information to learn about any changes in the elderly person's mental and physical condition		6	4	2
	PC8 Recognise and cope with emotions arising from his/her relationship with the elderly person as well as with the stress resulting from the relationship		6	2	4

PC9 Take keen interest in encouraging the elderly person to pursue hobbies and interests	6	2	4
PC1.0 Maintain record of relevant helplines and immediate family, neighbour's contact details	6	4	2
PC11 Take necessary precaution to prevent casualties such as bulgery, fire, short circuits etc	6	2	4
PC12 Take proper care of safety and security while using electrical and household appliances	6	0	6
Total	72	28	44

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SSC	QPCode	Name of the QP	NSQF Level	Equipment Name	Min. No. of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment to be available at the Training Center (Yes/No)	Dimension/Specification/Description of the Equipment/ ANY OTHER REMARK
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Vaccum Cleaner	1	piece	No	Vaccum Cleaner
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Iron And Iron Board	1	piece	Yes	Iron Board
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Ceiling Fan	1	piece	Yes	24 INCH
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Exhaust Fan	1	piece	Yes	9 INCH
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Carpet	1	piece	Yes	Carpet
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Rugs	1	piece	Yes	Rugs
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Cooking Range	1	piece	Yes	2 BURNER GAS STOVE
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Dishwasher	1	piece	No	Dishwasher
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Refrigerator	1	piece	Yes	170
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Washing Machine	1	piece	Yes	6.5 KG
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Microwave	1	piece	Yes	20 KG
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Otg	1	piece	No	20 KG

Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Juicer-Mixer-Grinder	1	piece	Yes	Mixer-Grinder
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Bed	1	piece	Yes	QUEEN SIZE (6*6 FEET)
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	6*4 Feet	1	piece	Yes	6*4 FEET
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Pillows	2	piece	Yes	Pillows
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Cushions	3	piece	Yes	Cushions
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Blanket/ Quilt	1	piece	Yes	Blanket/ Quilt
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Cloth Drying Stand	1	piece	Yes	Drying Stand
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Door Mats	2	piece	Yes	Door Mats
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Cupboards	1	piece	Yes	Cupboards
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Almirah	1	piece	Yes	6*3 FEET
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Mirror	1	piece	Yes	Mirror
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Cutlery Set	1	set	Yes	Cutlery Set
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Cooking Utensils	1	set	Yes	Cooking Utensils
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Tableware	1	piece	Yes	Tableware
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Plastic Bowls Of Various Sizes	6	piece	Yes	various sizes
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Food Storage Containers For Fridge	6	piece	Yes	various sizes

Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Grocery Storage Containers	6	piece	Yes	various sizes
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Wheel Chair	1	piece	Yes	Wheel Chair
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Crutchus	1	piece	Yes	Crutchus
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Fire Extenguisher	1	piece	Yes	Fire Extenguisher
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Aprons	30	piece	Yes	Aprons
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Hard Broom (Tili Jhadu)	3	piece	Yes	Tili Jhadu)
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Soft Broom (Indian)	3	piece	Yes	Indian)
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Mop (Indian/Western)	1	piece	Yes	1 Mob with 5 Cloth
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Floor Cleaner Liquid	1	piece	Yes	1 LTR
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Toilet Cleaner	1	piece	Yes	1 LTR
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Rubber Hand Gloves	5	piece	Yes	Hand Gloves
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Bucket (20 Ltr.)	2	piece	Yes	20 Ltr
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Bucket (10 Ltr.)	1	piece	Yes	10 Ltr
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Toilet Brush	1	piece	Yes	STANDARD
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Feather Duster - Big & Small	1	piece	Yes	STANDARD
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Cleaning Easy Wipes	1	set	Yes	STANDARD

Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Dust Pan	1	piece	Yes	STANDARD
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Garbage Bags Black	1	unit	Yes	STANDARD
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Utensils Cleaner Liquid & Bar	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Scrubber	5	piece	Yes	STANDARD
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Laundry Basket	1	piece	Yes	Laundry Basket
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Plastic Baskets	3	piece	Yes	Plastic Baskets
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Hand Sanitizer	2	piece	Yes	500 ML
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Room Freshner	2	piece	Yes	100 ML
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Insect Killer Spray	2	piece	Yes	100 ML
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Air Freshner	2	piece	Yes	500 ML
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Wiper	2	piece	Yes	Wiper
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Dust Bin	4	piece	Yes	3*2.5 FEET
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Waste News Paper	10	piece	Yes	News Paper
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Paper Napkins	5 PACK	piece	Yes	Paper Napkins
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Various Clothes For Different Seasons		piece	Yes	Different Seasons
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Detergent Powder	1 Packet	piece	Yes	1 KG

Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Cloth Hangers And Clips	1 SET	piece	Yes	12
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Liquid Detergent	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Liquid Fabric Whitner	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Grocery & Food Items	10	KC	Yes	Food Items
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Fruit & Vegetables	10	KG	Yes	& Vegetables
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Zip Lock Bags	1	unit	Yes	Lock Bags
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Hand Towels	6	piece	Yes	Hand Towels
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Hand Wash	2	piece	Yes	Hand Wash
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Bed Sheets	2	piece	Yes	Bed Sheets
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Needle And Thread	1	set	Yes	And Thread
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Disposable Tableware	4	unit	Yes	Disposable Tableware
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Bath Towels	2	piece	Yes	Bath Towels
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Liquid Antiseptic	1	piece	Yes	100 ML
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	First Aid Box	2	piece	Yes	Aid Box
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Urobags	10	piece	Yes	Urobags
Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Bedpans	2	piece	Yes	Bedpans

Domestic Worker	DWC/Q0801	Elderly Caretaker	3	Clothes Cleaning Brush	1	piece	Yes	Cleaning Brush
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