

## 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 - Housekeeper cum Cook

<b>SECTOR:</b>	DOMESTIC WORKER
<b>SUB SECTOR:</b>	Housekeeping services
<b>OCCUPATION:</b>	Housekeeping
<b>REFERENCE ID:</b>	DWC/Q0101
<b>ALIGNED TO:</b>	NCO-2015 /5152.0100

A **housekeeper cum Cook** in the Informal sector is a critical operational role in the domestic worker segment providing various types of housekeeping services and cooking at private houses.

**Brief Job Description:** Provide basic housekeeping services – cooking, sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets and garbage disposal. Maintain daily, weekly, long-time cleaning schedule for the house.

**Personal Attributes:** This job requires the individual to take full responsibility of the basic housekeeping services in a domestic set up and should have physical fitness, should be adaptable and loyal to the employer. The individual should be able to cater to the expectations in terms of cleanliness, have basic communication skills, able to recognize safety and hygiene issues.

Job Details	<b>Qualifications Pack Code</b>	<b>DWC/Q0101</b>		
	<b>Job Role</b>	<b>Housekeeper cum Cook</b>		
	<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
	<b>Sub-sector</b>	<b>Housekeeping services</b>	<b>Last reviewed on</b>	<b>02/07/16</b>
	<b>Occupation</b>	<b>Housekeeping</b>	<b>Next review date</b>	<b>02/07/19</b>
	<b>NSQC Clearance on</b>			
	<b>Job Role</b>	<b>Housekeeper cum Cook</b>		
<b>Role Description</b>	Provide basic housekeeping services – cooking, sweeping, dusting, laundry, cleaning of utensils, bathroom and toilets and garbage disposal Maintain daily, weekly, long-time cleaning as schedule for the house			
<b>NSQF level</b>	3			
<b>Minimum Educational Qualifications</b>	Class V preferable			
<b>Maximum Educational Qualifications</b>	Not applicable			
<b>Training</b> (Suggested but not mandatory)	Not mandatory			
<b>Minimum Job Entry Age</b>	18 years			
<b>Experience</b>	Not mandatory			
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory</b></p> <ol style="list-style-type: none"> <li><a href="#">DWC/N0101 Carry out basic housekeeping services</a></li> <li><a href="#">DWC/N0102 Carry out basic laundry and making of beds</a></li> <li><a href="#">DWC/0103 Prepare and maintain routine cleaning of the kitchen</a></li> <li><a href="#">DWC/N0104 Garbage Disposal and Clean Environment</a></li> <li><a href="#">DWC/N0105 Carry out basic domestic cooking services for the house</a></li> <li><a href="#">DWC/N0106 Provide basic table service during meal time</a></li> <li><a href="#">DWC/N0107 Maintain health, safety and positive relationship at the workplace</a></li> <li><a href="#">DWC/N0108 Create a positive impression of oneself in the household</a></li> <li><a href="#">DWC/N0109 Managing self, money and dignity at workplace</a></li> </ol> <p><b>Optional:</b> N.A.</p>			
<b>Performance Criteria</b>	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.

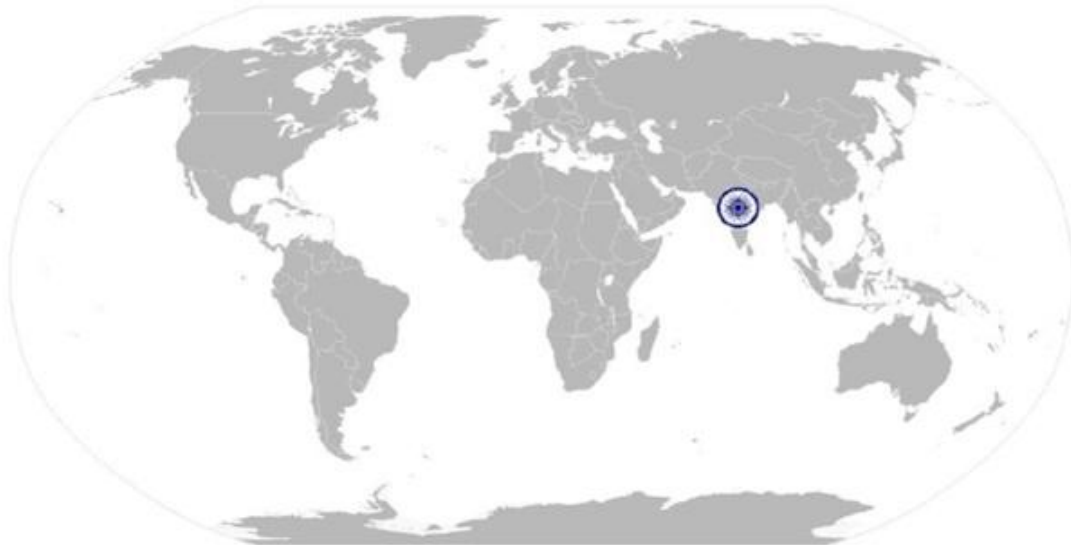
Acronyms	Keywords /Terms	Description
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	NSQF	National Skill Qualifications Framework
	TBD	To Be Determined

DWC/N0101

Carry out basic housekeeping services

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# National Occupational Standard



## Overview

This unit is about carrying out basic housekeeping services which involves the cleaning of the house and kitchen including handling its equipment.

## DWC/N0101

## Carry out basic housekeeping services

<b>Unit Code</b>	<b>DWC/N0101</b>
<b>Unit Title (Task)</b>	<b>Carry out basic housekeeping services</b>
<b>Description</b>	This unit is about carrying out basic housekeeping services which involves the cleaning of the house and kitchen including handling its equipment.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Sweeping, Dusting and Mopping of the house / work area</li> <li>• Washing utensils and placing them in their respective locations</li> <li>• Tidying up all rooms on daily basis and arrange articles appropriately</li> <li>• Handling basic household products &amp; equipment</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Sweeping, Dusting and Mopping of the house / work area</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. sweep, scrub and mop rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops</p> <p>PC2. dust off air conditioners, ceiling fans, rugs, carpets, exhaust fans, fireplace chimney, upholstered furniture, artifacts, etc.</p> <p>PC3. empty garbage cans, ash-trays etc. and transfer waste to the waste disposal areas</p> <p>PC4. remove dust from carpets, rugs, sofas etc. using appropriate equipment</p>
<b>Washing utensils and placing them in their respective locations</b>	<p>PC5. wash dishes, glassware, pots or pans by hand or using equipment</p> <p>PC6. place clean dishes, utensils, or cooking equipment in storage areas</p>
<b>Tidying up all rooms on daily basis and arrange articles appropriately</b>	<p>PC7. fold and carry bed sheets, towels, tablecloths etc. from one place to another</p> <p>PC8. transfer toilet items and clean supplies from one place to another</p> <p>PC9. remove the dirty bedding and pillow cases and replace them with fresh, clean ones</p> <p>PC10. scrub the toilet, wash the shower/bathtub, scrub the floor and tidy the counter and sink</p>
<b>Handling basic household products &amp; equipment</b>	<p>PC11. operate that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly</p> <p>PC12. operate daily use appliances like fridge, microwave, washing machine, cooking range etc.</p> <p>PC13. clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 cleaning and tidiness expectation of the employer</p> <p>KA2. the system, processes, timetable &amp; the method of performance to be set up as per the requirement of the employer</p> <p>KA3. the overall safety, sanitation, working and condition of the house</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. types of cleaning products and their usage</p> <p>KB2. steps in cleaning the floors, bathrooms, kitchen and appliances</p> <p>KB3. common appliances and how to handle them in case of an emergency like short</p>

DWC/N0101

Carry out basic housekeeping services

	<p>circuit, spark etc.</p> <p>KB4. how to prioritize the work and do time management</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. list the tasks to be performed every day
	SA2. record the completion of the tasks
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA3. read and be able to develop numeracy
	SA4. read and understand the instructions
	<b>Oral Communication (Listening and Speaking Skills)</b>
The user/ individual on the job needs to know and understand how to:	
SA5. discuss task lists, schedules, and work-load of the household with co-workers (if any)	
SA6. discuss with household members appropriately in order to understand their requirements	
SA7. assert clearly in front of the house members	
SA8. keep house members informed about progress of tasks	
SA9. be able to demonstrate and use proper and befitting language, communicate and behave	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to:
	SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to:
	SB3. manage relationships with employers who may be stressed, frustrated, confused, or angry
	SB4. build relationships and follow a customer centric approach
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to:
SB5. think through if there is a problem, evaluate the possible solution(s) and suggest the optimum/best possible one	
SB6. identify immediate or temporary solutions to avoid delays	
<b>Analytical Thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB7. use existing resources to make best use of them	
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

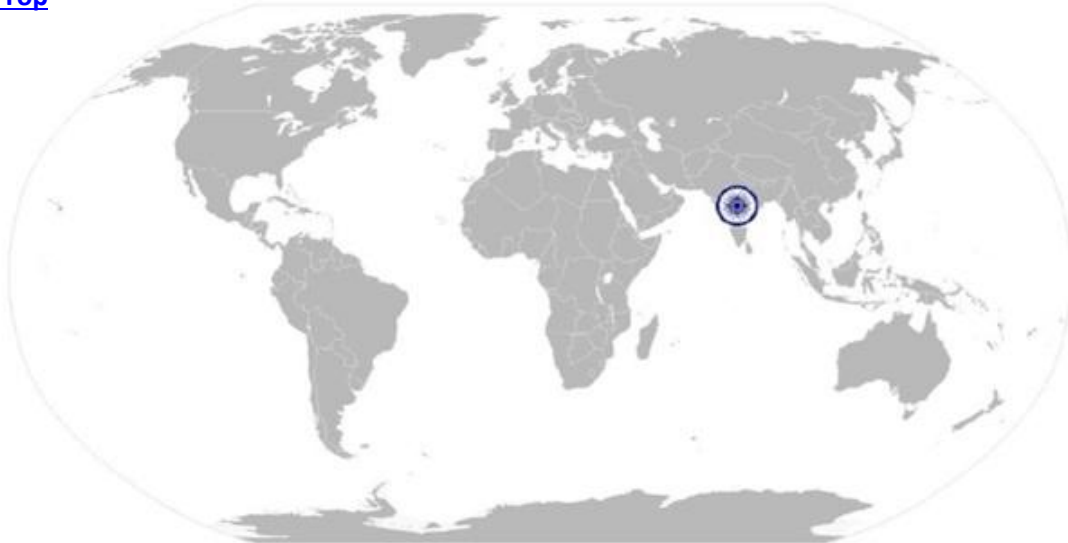
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**Carry out basic housekeeping services**

## NOS Version Control

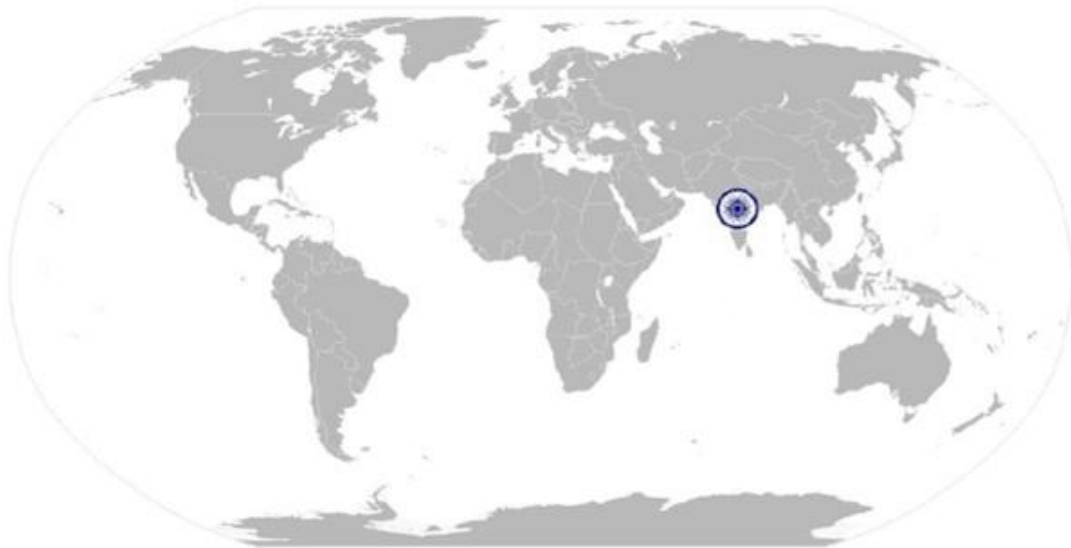
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<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
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# National Occupational Standard



## Overview

This unit is about carrying out laundry activity appropriately according to their type and maintaining cleanliness along with making of the bed.

## DWC/N0102 Carry out basic laundry and making of beds

<b>Unit Code</b>	<b>DWC/N0102</b>
<b>Unit Title (Task)</b>	<b>Carry out basic laundry and making of beds</b>
<b>Description</b>	This unit is about carrying out laundry activity appropriately according to their type and maintaining cleanliness along with making of the bed.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li><b>Laundry service</b> -Sorting, washing, drying, ironing, folding and organizing the clothes, linen, upholstery etc.</li> <li><b>Making of Beds</b></li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Laundry service</b>	To be competent, the user/individual on the job must be able to: PC1. categories clothes/linen/upholstery before washing – whites, coloured, home clothes, delicates, woollens, curtains, pillow, bed sheets, dusters/floor mops/doormats etc. and wash them in separate batches PC2. wash clothes/linen/upholstery using appropriate product PC3. take clothes from the washing unit and spread appropriately for drying PC4. take clothes from the washing unit and spread on a cloth hanger if required PC5. fold the dried clothes PC6. iron clothes and then stack them properly PC7. arrange clothes in the appropriate cupboards, almirahs and store rooms etc.
<b>Making of beds</b>	PC8. change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc. PC9. spread a bedcover if needed
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 laundering expectation of employer KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. different types of fabrics and their washing procedures KB2. various types of washing detergents and soaps KB3. operating functions of washing machine KB4. how to follow instructions for washing delicates by hands
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. make a list of the tasks that need to be finished and keep checking the ones that are done to assure smooth working of the tasks
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. read instructions from the appliance manuals to know how to operate them

**DWC/N0102**

**Carry out basic laundry and making of beds**

	SA3. read brochures, pamphlets, and product information sheets related to household products
	SA4. read usage instructions on products used for cleaning etc..
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to:
	SA5. discuss task lists, schedules, and work-load of the household with co-workers (if any)
	SA6. discuss with household members appropriately in order to understand their requirements
	SA7. assert clearly in front of the house members
	SA8. keep house members informed about the progress of tasks
	SA9. demonstrate and use proper and befitting language, communicate and behave
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to:
	SB2. plan and organize things around so that the tasks can be completed efficiently and in minimum time
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to:
	SB3. avoid absenteeism
	SB4. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	SB5. work in discipline
	SB6. be punctual
SB7. practice honesty with employer and family members	
SB8. communicate with people in a form and manner and using language that is open and respectful	
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to:
	SB9. think through if there is a problem, evaluate the possible solution(s) and do the best in case if the parents and guardian of the child are not around
	SB10. identify immediate or temporary solutions to resolve problem
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to:
	SB11. use existing resources to make best use of them
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to:
	SB12. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

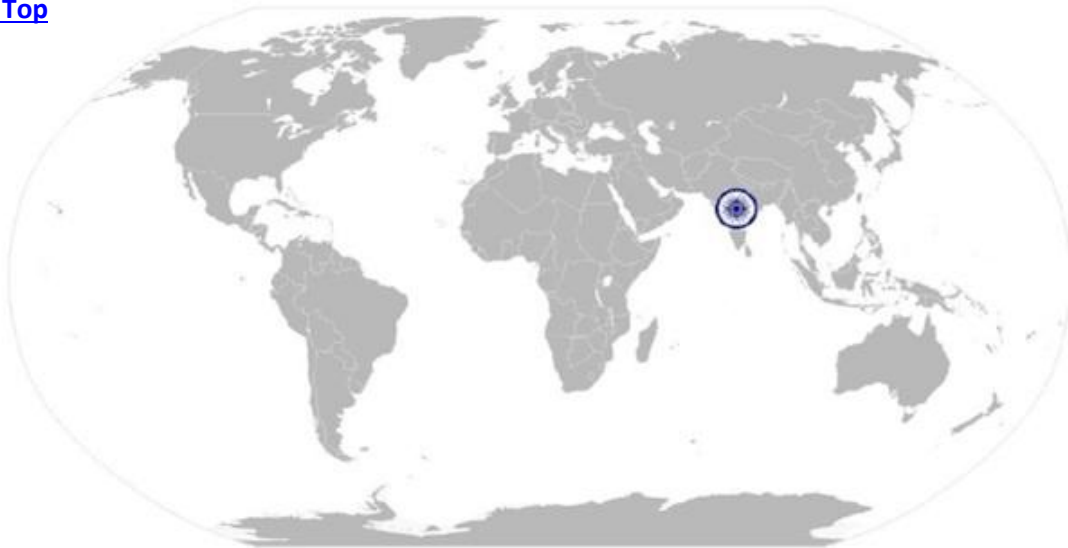
**DWC/N0102**

**Carry out basic laundry and making of beds**

## **NOS Version Control**

<b>NOS Code</b>	<b>DWC/N0102</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
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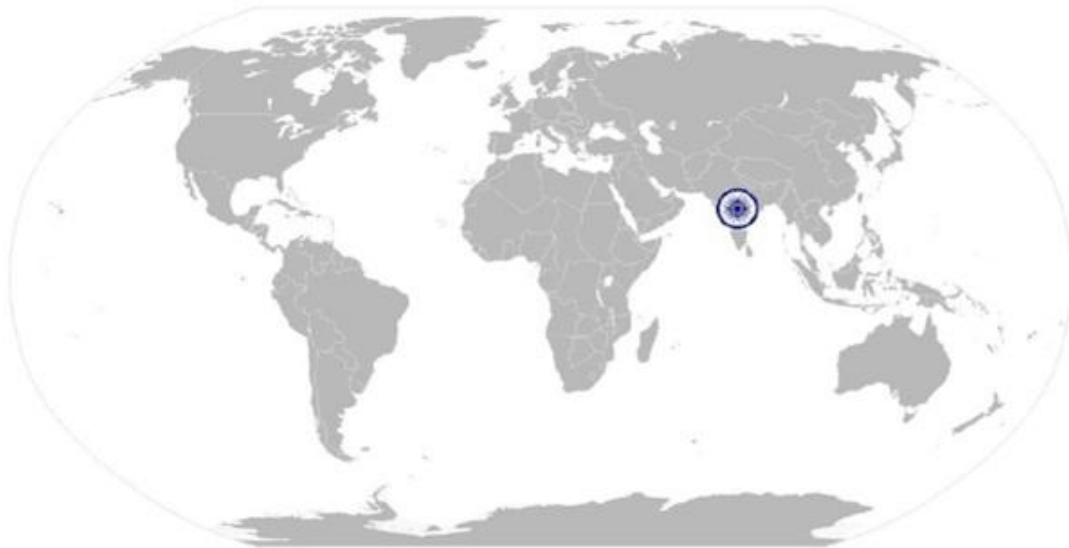


DWC/0103

Prepare and maintain routine cleaning of the kitchen

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# National Occupational Standard



## Overview

This unit is about cleaning and maintaining the kitchen and supplying basic household stuff for the kitchen.

## DWC/0103 Prepare and maintain routine cleaning of the kitchen

<b>Unit Code</b>	<b>DWC/0103</b>
<b>Unit Title (Task)</b>	<b>Prepare and maintain routine cleaning of the kitchen</b>
<b>Description</b>	This unit is about cleaning and maintaining the kitchen and supplying basic household stuff for the kitchen.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li><b>Cleaning and Maintaining</b>-Regularly clean the kitchen cabinet, appliances, fridge, shelves, slabs etc</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Cleaning and Maintaining</b>	To be competent, the user/individual on the job must be able to: <p>PC1. maintain hygiene while transferring things from kitchen cabinets, fridge, bathroom cabinets, wardrobes in dressing area, cupboards in bedroom, living room etc. in order to empty and clean the shelves</p> <p>PC2. organize things back appropriately – discard waste like rotten fruits &amp; vegetables from the fridge, soiled/greased containers from the kitchen cabinets, dirty towels etc. from the bathroom cabinets</p> <p>PC3. ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly</p> <p>PC4. clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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: <p>KA1. the laundering expectation of employer</p> <p>KA2. the system, processes, timetable &amp; the method of performance to be set up as per the requirement of the employer</p>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <p>KB1. different surface cleaning products</p> <p>KB2. importance of discarding waste and soiled things from the kitchen</p> <p>KB3. types of items that need to be replenished if the stock is over</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <p>SA1. make a list of the tasks that need to be finished, and keep checking the ones that are done to assure smooth working of the tasks</p>
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: <p>SA2. read and be able to develop numeracy</p> <p>SA3. read the instructions written on the manuals, pamphlets etc.</p>
	<b>Oral Communication (Listening and Speaking Skills)</b>
The user/ individual on the job needs to know and understand how to: <p>SA4. discuss task lists, schedules, and work-loads of the household with co-workers (if any)</p> <p>SA5. enquire and seek clarity from family members appropriately in order to understand their requirements</p>	

**DWC/0103**

**Prepare and maintain routine cleaning of the kitchen**

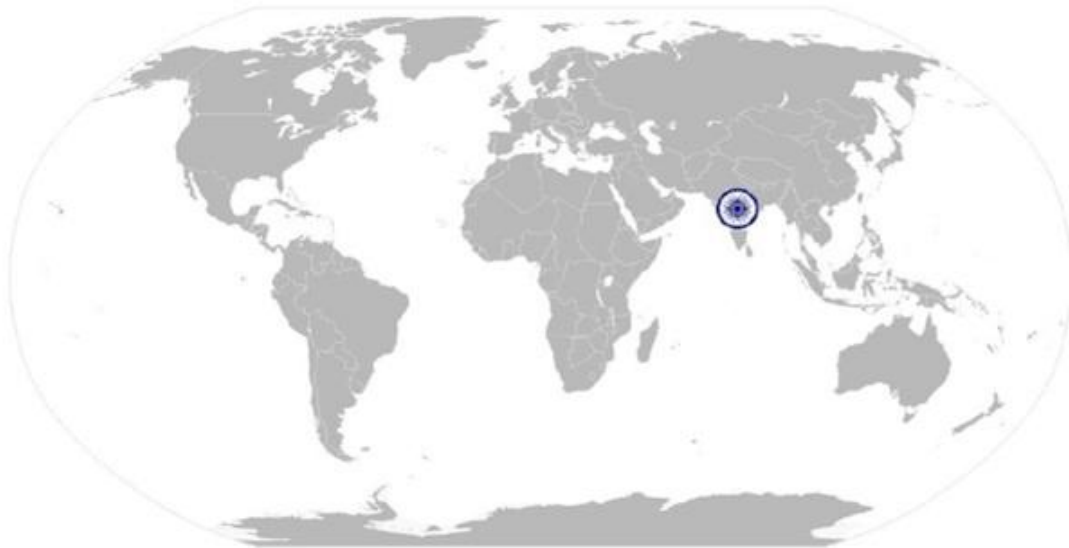
	<p>SA6. assert clearly in front of the house members</p> <p>SA7. keep house members informed about the progress of tasks</p> <p>SA8. demonstrate and use proper and befitting language, communicate and behave</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to:
	SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to:
	SB3. avoid absenteeism
	SB4. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	SB5. work in discipline
	SB6. be punctual
SB7. practice honesty with employer and family members	
SB8. communicate with people in a form and manner and using language that is open and respectful	
<b>Problem Solving</b>	
The user/ individual on the job needs to know and understand how to:	
SB9. think through if there is a problem, evaluate the possible solution(s) and suggest the optimum/best possible one	
SB10. identify immediate or temporary solutions to avoid delays	
<b>Analytical Thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB11. use existing resources to make best use of them	
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to:	
SB12. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

**DWC/0103      Prepare and maintain routine cleaning of the kitchen**

**NOS Version Control**

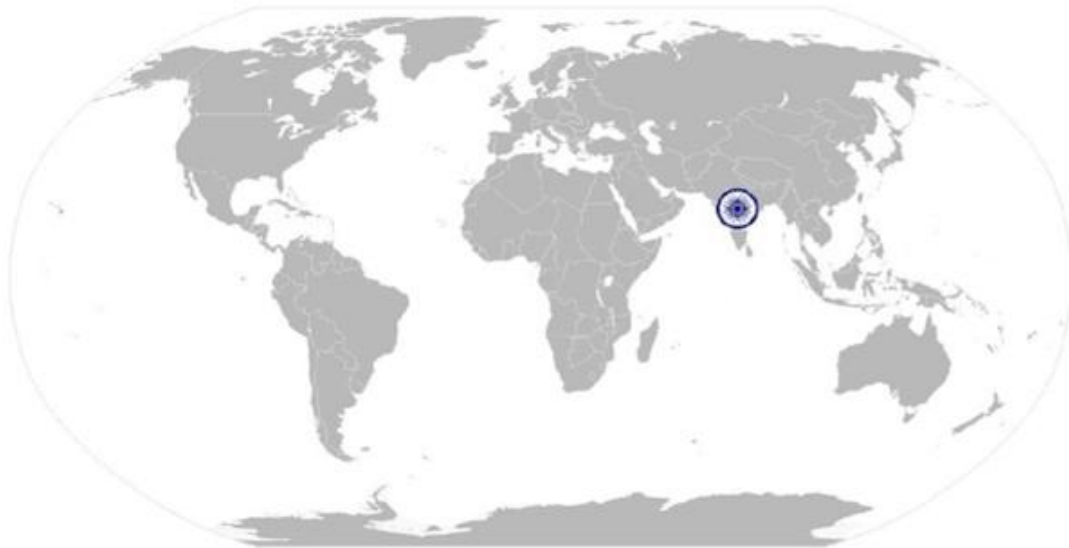
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# National Occupational Standard



## Overview

This unit is about carrying the cleaning of the household, waste disposal procedures including sharp and hazardous material and keeping the house insect-free.

## DWC/N0104 Garbage Disposal and Clean Environment

National Occupational Standard

<b>Unit Code</b>	<b>DWC/N0104</b>
<b>Unit Title (Task)</b>	<b>Garbage Disposal and Clean Environment</b>
<b>Description</b>	This unit is about carrying the cleaning of the household, waste disposal procedures including sharp and hazardous material and keeping the house insect-free.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li><b>Disposal of Waste for cleanliness-</b> e.g, dry, wet, plastics, paper, etc. and keep the environment neat and clean</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Disposal of Waste for cleanliness</b>	To be competent, the user/individual on the job must be able to: <p>PC1. identify waste material from various parts of the house</p> <p>PC2. categorize waste in multiple heads like dry, wet, plastics, paper etc.</p> <p>PC3. transport waste to the disposal area</p> <p>PC4. dispose waste according to its type</p> <p>PC5. take precautions while disposing sharps/medical waste/chemical waste etc.</p> <p>PC6. keep the house clean of flies, mosquitoes and other bugs and insects by using appropriate environment at home products</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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: <p>KA1. the expectation of employer</p> <p>KA2. the system, processes, timetable &amp; the method of performance to be set up as per the requirement of the employer</p>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <p>KB1. different types of waste materials in a house</p> <p>KB2. the procedure of disposing each type of waste</p> <p>KB3. the handling of hazardous waste materials</p> <p>KB4. the importance of keeping the house out of the reach of flies, mosquitoes etc.</p> <p>KB5. different types of techniques available to keep the mosquitoes/flyes away</p> <p>KB6. usage of mosquito repellents, sprays etc. with precautions</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <p>SA1. make a list of the tasks that need to be finished, and keep checking the ones that are done to assure smooth working of the tasks</p>
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: <p>SA2. read and be able to develop numeracy</p> <p>SA3. read the instructions</p>
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to:

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**Garbage Disposal and Clean Environment**

	<p>SA4. discuss task lists, schedules, and work-load of the household with co-workers (if any)</p> <p>SA5. discuss with household members appropriately in order to understand their requirements</p> <p>SA6. assert clearly in front of the house members</p> <p>SA7. keep house members informed about the progress of tasks</p> <p>SA8. avoid using filthy language</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. avoid absenteeism</p> <p>SB4. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB5. work in discipline</p> <p>SB6. be punctual</p> <p>SB7. practice honesty with employer and family members</p> <p>SB8. communicate with people in a form and manner and using language that is open and respectful</p>
	<p><b>Problem Solving</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. 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>SB10. identify immediate or temporary solutions to resolve problem</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB11. use existing resources to make best use of them</p>
	<p><b>Critical Thinking</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB12. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

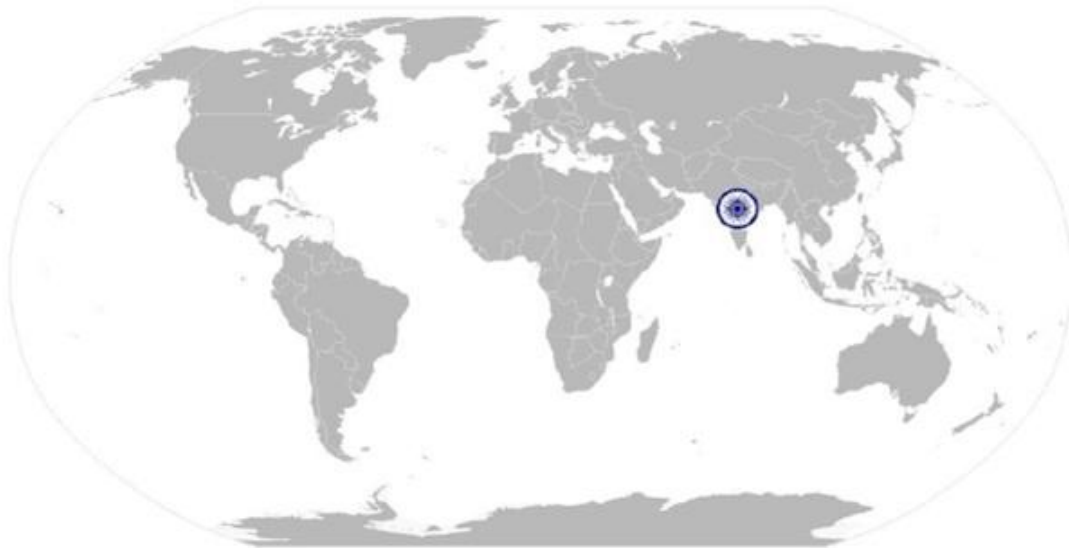
**DWC/N0104**

**Garbage Disposal and Clean Environment**

## NOS Version Control

<b>NOS Code</b>	<b>DWC/N0104</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
<b>Industry Sub-sector</b>	<b>Housekeeping services</b>	<b>Last reviewed on</b>	<b>02/07/16</b>
<b>Occupation</b>	<b>Housekeeping</b>	<b>Next review date</b>	<b>02/07/19</b>

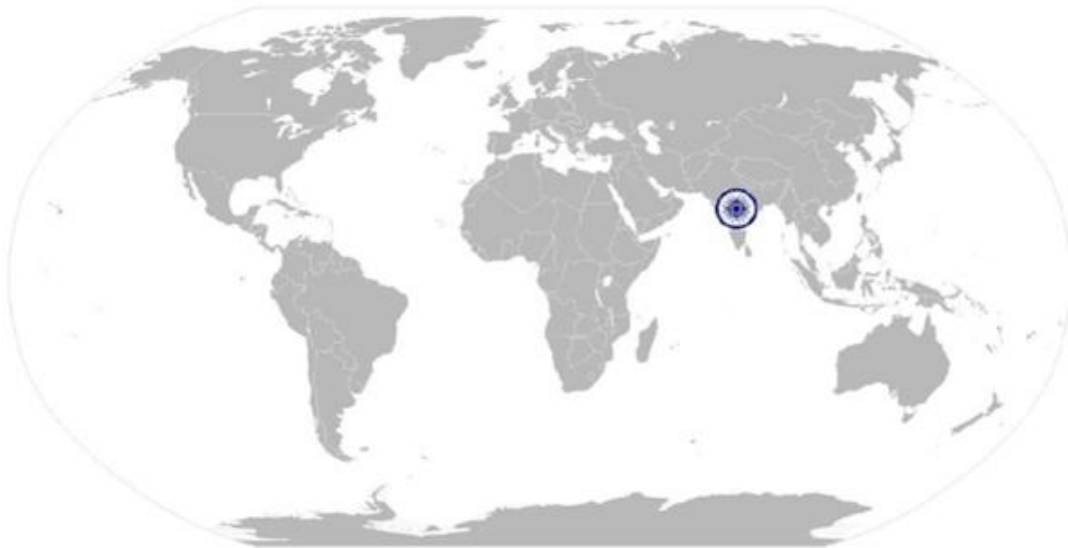
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DWC/N0105 Carry out basic domestic cooking services for the house

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# National Occupational Standard



## Overview

This unit is about carrying out cooking, preparation and storage of food.

## DWC/N0105 Carry out basic domestic cooking services for the house

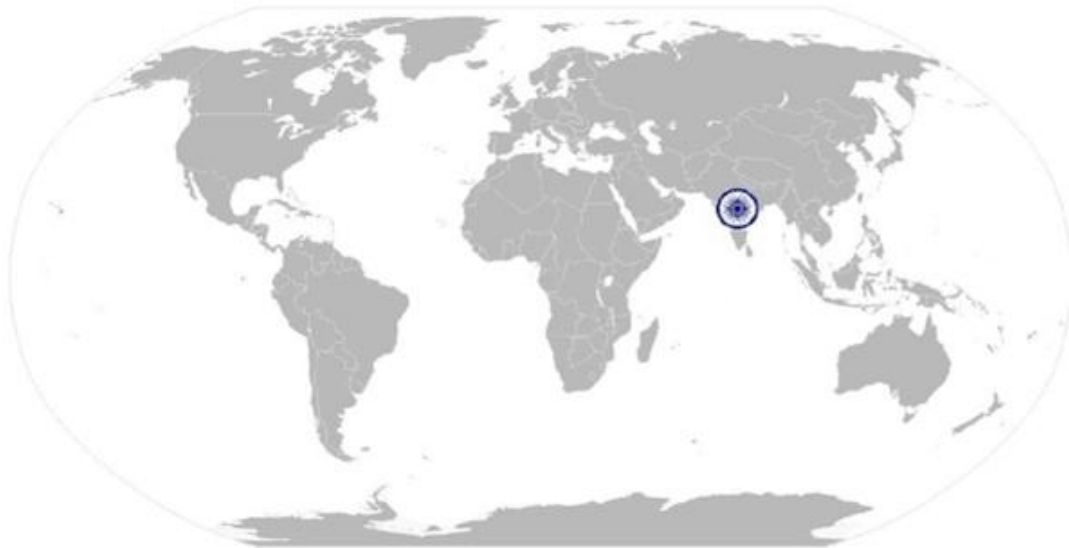
<b>Unit Code</b>	<b>DWC/N0105</b>
<b>Unit Title (Task)</b>	<b>Carry out basic domestic cooking services for the house</b>
<b>Description</b>	This unit is about carrying out cooking, preparation and storage of food.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Purchase and ensure appropriate stock of grocery</li> <li>• Preparing ingredients &amp; method to cook</li> <li>• Knowledge and understanding of all kitchen tools, equipment &amp; appliances</li> <li>• Storing and preserving of cooked food</li> <li>• Maintain a safe, secure and hygienic environment in the kitchen as well as dining area</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Purchase and ensure appropriate stock of grocery</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. make a roster of regular grocery and food items needed in the kitchen</p> <p>PC2. keep a check on items that are finished or about to finish for replenishing the stock</p> <p>PC3. purchase daily need food items like bread, milk, eggs etc. from the market</p>
<b>Preparing ingredients &amp; method to cook</b>	<p>PC4. prepare the listed ingredients like vegetables, spices, flour, fruits etc.</p> <p>PC5. chop vegetables, fruits; prepare sauces, pickles, dressings; wash and prepare meat etc. before cooking</p> <p>PC6. use appropriate cooking methods and recipes to cook</p> <p>PC7. have accord with the taste, spices, flavours and requirements of the household</p> <p>PC8. cook breakfast, lunch, dinner, snacks and mini meals with tea, coffee and drinks</p> <p>PC9. cook special recipes for special occasions like birthdays, festivals etc.</p>
<b>knowledge of all kitchen tools, equipment &amp; appliances</b>	<p>PC10. operate all the tools, appliances to be used in the process of preparing, cooking, storing the food including cooking stove, electric plates, oven, refrigerator, griller, toaster, cookware, knives, choppers, grinders etc.</p>
<b>Storing and preserving of cooked food</b>	<p>PC11. store and preserve the prepared food in appropriate storage containers</p> <p>PC12. serve the dishes appropriately in requirement with different food items</p> <p>PC13. store the food that needs to be prepared in advance in the right container at the right place</p>
<b>Maintain a safe, secure and hygienic environment in the kitchen as well as dining area</b>	<p>PC14. make sure that the appliances like microwave, oven, cooking range etc. are turned off after each use</p> <p>PC15. seek appropriate help if there is an emergency or accident</p> <p>PC16. keep the waste-bins, kitchen counters, cabinets, walls, other surfaces disinfected and clean</p> <p>PC17. make sure that the chimneys, exhaust fans etc. are used diligently to avoid fumes and grime on the surfaces</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b>	<p>* Organization to be read as Employer</p> <p>The user/individual on the job needs to know and understand:</p>

## DWC/N0105 Carry out basic domestic cooking services for the house

(Knowledge of the company / organization and its processes)	<p>KA1. the cooking expectation of employer</p> <p>KA2. the system, processes, timetable &amp; the method of performance to be set up as per the requirement of the employer</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. daily needed food items in a household</p> <p>KB2. how to buy things from a grocery/vegetable/fruit store or a supermarket</p> <p>KB3. ingredients that are used in different dishes</p> <p>KB4. how to cut/chop/grind/grate food items according to the need</p> <p>KB5. usage of items like spices, chilies, juices, garnishing items, condiments etc.</p> <p>KB6. how to cook different types of dishes that can be made for breakfast, brunch, lunch, dinner etc.</p> <p>KB7. how to cook special dishes like cakes, cookies and other delicacies for special occasions</p> <p>KB8. various types of storage containers and their usage</p> <p>KB9. types of cooking techniques like –boiling, roasting, shallow/deep frying, sautéing, blanching etc.</p> <p>KB10. types of appliances, cleaning agents and their usage</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. make a list of the tasks that need to be finished, and keep checking the ones that are done</p> <p>SA2. make a list of ingredients that are required to prepare a dish</p> <p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets</p> <p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. discuss task lists, schedules, and work-loads with co-workers (if any)</p> <p>SA5. question households appropriately in order to understand the nature of the problem and make a diagnosis</p> <p>SA6. keep house members informed about progress</p> <p>SA7. avoid using filthy language</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p> <p><b>Plan and Organize</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize service feedback files/documents</p> <p><b>Customer Centricity</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with households who may be stressed, frustrated, confused, or angry</p>

**DWC/N0105 Carry out basic domestic cooking services for the house**

	SB4. build relationships and follow customer centric approach
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB6. use resources to make best use of them
	<b>Critical Thinking</b>
The user/ individual on the job needs to know and understand how to: SB7. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	



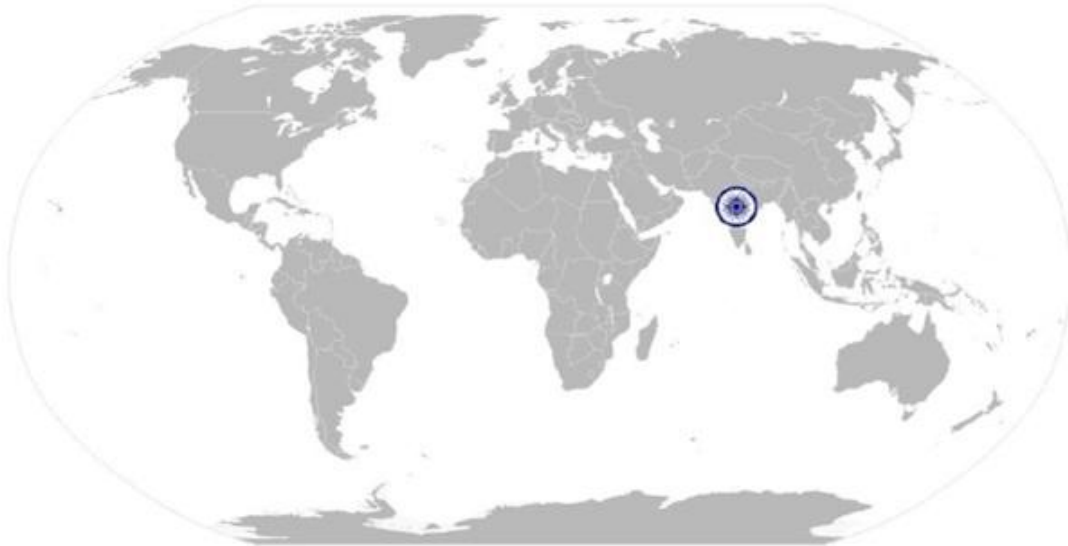


**DWC/N0105      Carry out basic domestic cooking services for the house**

## **NOS Version Control**

<b>NOS Code</b>	<b>DWC/N0105</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
<b>Industry Sub-sector</b>	<b>Housekeeping services</b>	<b>Last reviewed on</b>	<b>02/07/16</b>
<b>Occupation</b>	<b>Housekeeping</b>	<b>Next review date</b>	<b>02/07/19</b>

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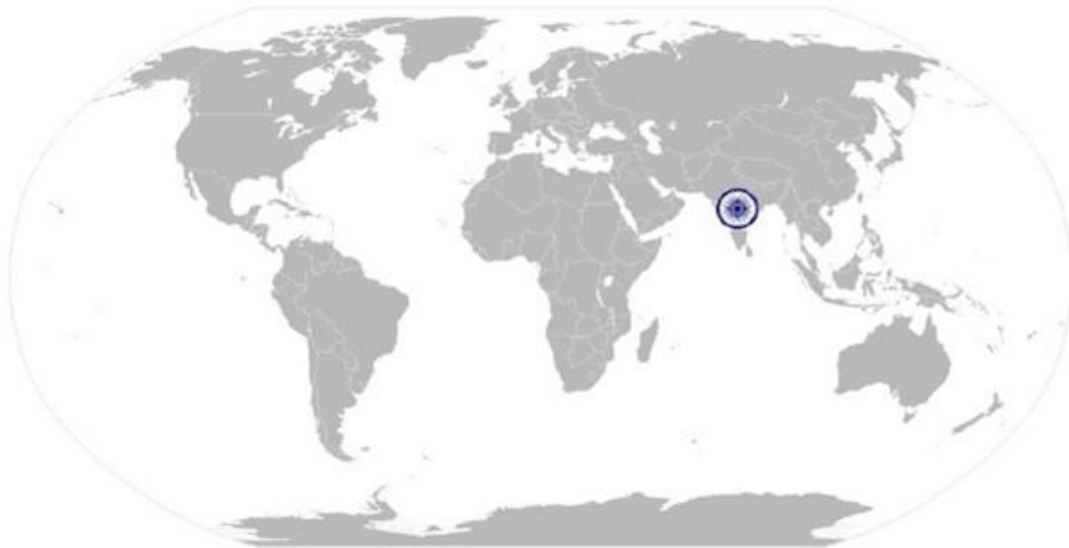


DWC/N0106

Provide basic table service during meal time

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# National Occupational Standard



## Overview

This unit is about preparation and setting up the table and creating hospitable environment throughout.

**DWC/N0106 Provide basic table service during meal time**

<b>Unit Code</b>	<b>DWC/N0106</b>
<b>Unit Title (Task)</b>	<b>Provide basic table service during meal time</b>
<b>Description</b>	This unit is about preparation and setting up the table and creating hospitable environment throughout..
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Preparing table for service</li> <li>• Serving food, maintaining a hospitable and hygienic environment</li> <li>• Effectively managing the left-over food</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Preparing table for service</b>	To be competent, the user/individual on the job must be able to: PC1. arrange cutlery on the table, at appropriate places PC2. place table mats, coasters, decorative items like candles, flower vases etc.
<b>Serving food, maintaining a hospitable and hygienic environment</b>	PC3. serve the food in appropriate plates, bowls etc. PC4. refill the serving dishes and glasses with drinks if required PC5. maintain a friendly, warm and hospitable environment during meal service PC6. ensure health and hygiene by keeping everything clean and fresh
<b>Effectively managing the left-over food</b>	PC7. store the leftovers in appropriate containers and keep them in the fridge PC8. discard leftovers that cannot be stored
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 hospitality service expected by the employer KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. how to set up a table – where to place items like – full plates, quarter plates, forks, spoons, knives, water glasses, wine glasses, mats etc. KB2. what kind of food is better served in what kind of dish and with which type of serving spoon KB3. the importance of serving with a smile KB4. the importance of maintaining health and hygiene KB5. how leftovers needs to be handled
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. keep abreast with the latest knowledge by reading brochures, pamphlets, and product information sheets
	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. make a list of the tasks that need to be finished, and keep checking the ones that are done SA3. make a list of ingredients that are required to prepare the dish

**DWC/N0106**

**Provide basic table service during meal time**

	<p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. discuss task lists, schedules, and work-loads of the household with co-workers (if any)</p> <p>SA5. discuss with household members appropriately in order to understand their requirements</p> <p>SA6. assert clearly in front of the house members</p> <p>SA7. keep house members informed about the progress of tasks</p> <p>SA8. avoid using filthy language</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. make decisions pertaining to the concerned area of work</p> <p><b>Plan and Organize</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB2. how to plan and organize service feedback files/documents</p> <p><b>Customer Centricity</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB3. manage relationships with house members who may be stressed, frustrated, confused, or angry</p> <p>SB4. manage relationships and follow customer centric approach</p> <p><b>Problem Solving</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s)</p> <p><b>Analytical Thinking</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB6. use the resources in the best possible manner</p> <p><b>Critical Thinking</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SB7. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action</p>

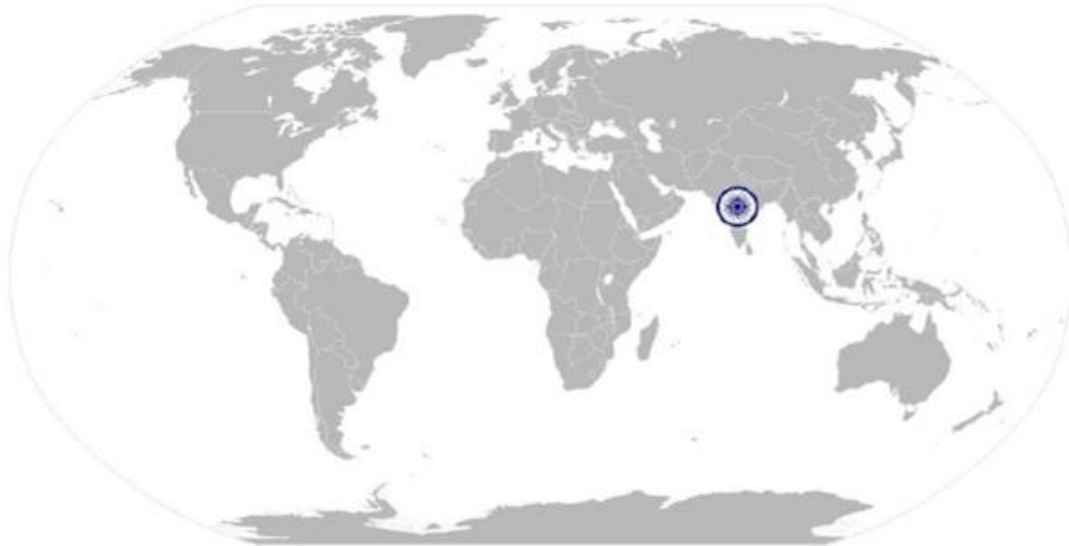
**DWC/N0106**

**Provide basic table service during meal time**

## NOS Version Control

<b>NOS Code</b>	<b>DWC/N0106</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
<b>Industry Sub-sector</b>	<b>Housekeeping services</b>	<b>Last reviewed on</b>	<b>02/07/16</b>
<b>Occupation</b>	<b>Housekeeping</b>	<b>Next review date</b>	<b>02/07/19</b>

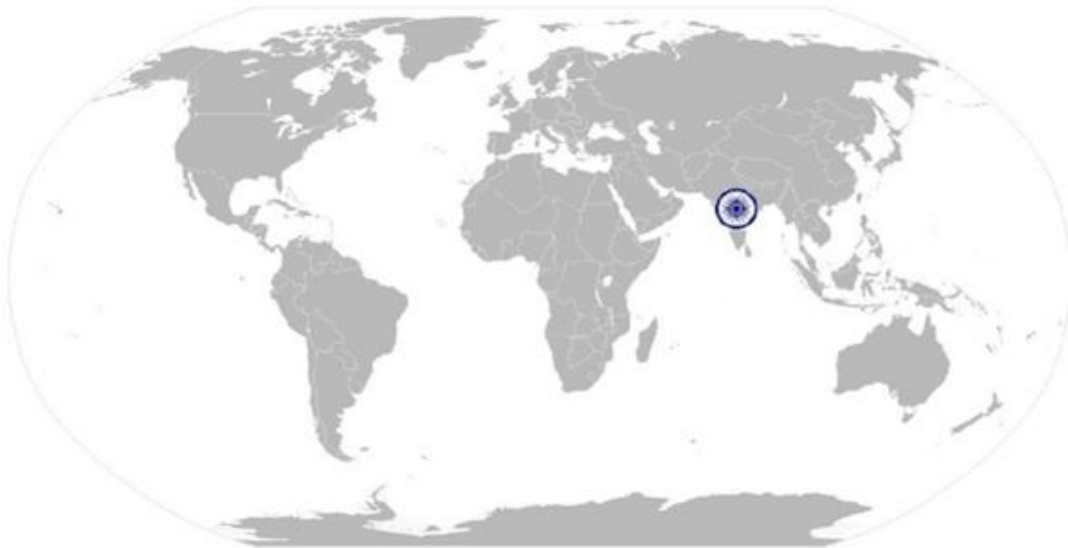
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DWC/N0107 Maintain health, safety and positive relationship at the workplace

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# National Occupational Standard



## Overview

This unit is about carrying maintaining the basic health & safety at the workplace and to maintain a good relationship with the client.

## DWC/N0107 Maintain health, safety and positive relationship at the workplace

National Occupational Standard

<b>Unit Code</b>	<b>DWC/N0107</b>
<b>Unit Title (Task)</b>	<b>Maintain health, safety and positive relationship at the workplace</b>
<b>Description</b>	This unit is about carrying maintaining the basic health & safety at the workplace and to maintain a good relationship with the client.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Understand basic healthcare &amp; emergency procedures at home</li> <li>• Self-Awareness, ethical behavior &amp; time Management</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Understand basic healthcare &amp; emergency procedures at home</b>	To be competent, the user/individual on the job must be able to: PC1. competent, the user/individual on the job must be able to: PC2. identify basic health concerns like fever, cold & cough etc. for self and other family members PC3. understand what to do in case of an emergency at home and use of emergency helpline numbers etc. PC4. seek help during emergency from neighbourhood and inform people who aren't at home at that time PC5. use fire extinguishers etc.
<b>Self-Awareness, Ethical Behavior &amp; time Management</b>	PC6. display ethical behaviour at all times PC7. follow safety procedures PC8. manage time effectively, especially in case of a health concern or emergency
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 expectation of the employer KA2. the system, processes, timetable & the method of performance to be set up as per the requirement of the employer
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. how to manage health issues like fever, vomiting, cuts etc. KB2. usage of fire extinguishers etc. KB3. information about how household accidents like fire, accident, gas leakage, short circuit, electric shock can occur and accordingly take precautions to avoid them and know the plan of action if they occur KB4. the importance of emergency contact numbers KB5. the importance of being alert to signs of possible abuses and harassments & the ways to deal with it
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. make a list of the tasks that need to be finished, and keep checking the ones that are done to assure smooth working of the tasks
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. read and be able to develop numeracy

## DWC/N0107 Maintain health, safety and positive relationship at the workplace

	SA3. be able to understand the instructions
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to:
	SA4. discuss task lists, schedules, and work-load of the household with co-workers (if any)
	SA5. discuss with household members appropriately in order to understand their requirements
	SA6. assert clearly in front of the house members
	SA7. keep house members informed about the progress of tasks
	SA8. avoid using filthy language
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to:
	SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to:
	SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to:
	SB3. manage relationships with employers who may be stressed, frustrated, confused, or angry
	SB4. build relationships and follow customer centric approach
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to:
	SB5. think through if there is a problem, evaluate the possible solution(s) and suggest an optimum/best possible one
	SB6. identify immediate or temporary solutions to avoid delays
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to:
	SB7. use existing resources to make best use of them
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to:
	SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action

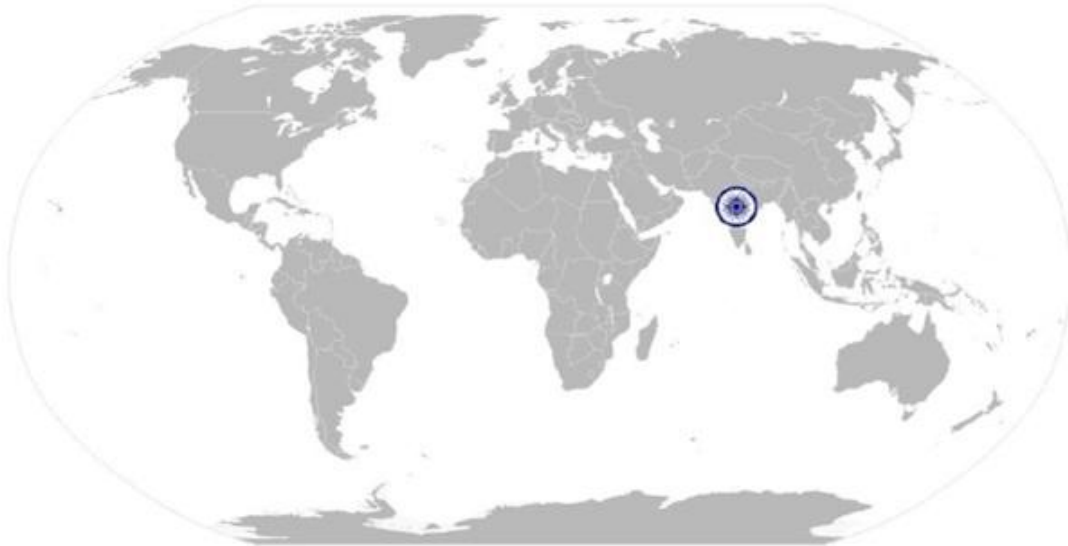


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### NOS Version Control

<b>NOS Code</b>	<b>DWC/N0107</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
<b>Industry Sub-sector</b>	<b>Housekeeping services</b>	<b>Last reviewed on</b>	<b>02/07/16</b>
<b>Occupation</b>	<b>Housekeeping</b>	<b>Next review date</b>	<b>02/07/19</b>

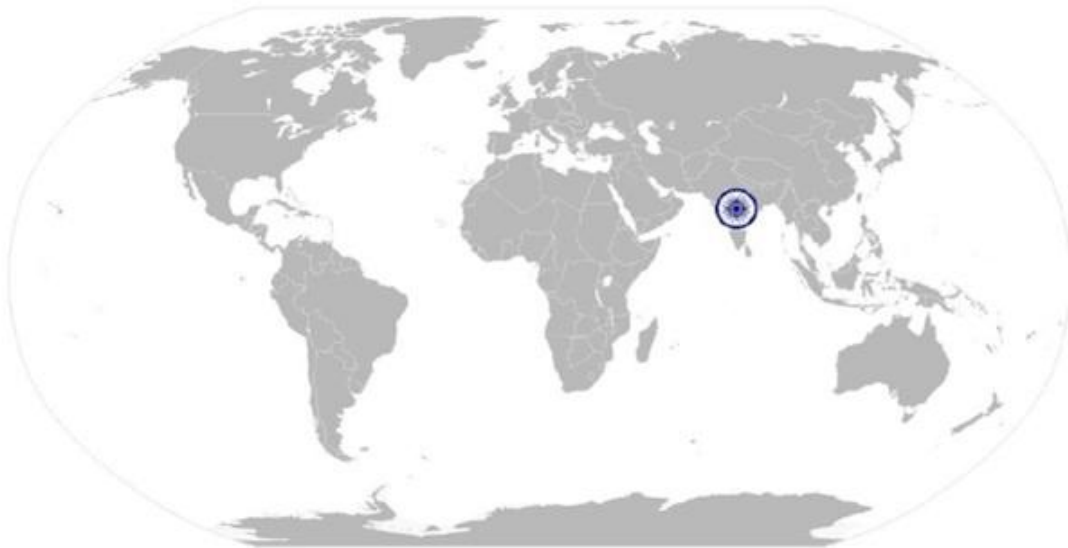
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DWC/N0108 Create a positive impression of oneself in the household

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# National Occupational Standard



## Overview

This unit is about how to maintain effective communication, cultural differences and interpersonal relations with the employer

**DWC/N0108 Create a positive impression of oneself in the household**

National Occupational Standard

<b>Unit Code</b>	<b>DWC/N0108</b>
<b>Unit Title (Task)</b>	<b>Create a positive impression of oneself in the household</b>
<b>Description</b>	This unit is about how to maintain effective communication, cultural differences and interpersonal relations with the employer
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Effective communication and conduct with the employer and to adapt cultural differences.</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Effective communication and conduct with the employer and to adapt cultural differences</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. dress up appropriately at work</li> <li>PC2. be calm in case of a conflicting or stressful situation; understanding and then asserting himself / herself</li> <li>PC3. maintain a clear channel of communication by sharing everything with the employer</li> <li>PC4. maintain a positive demeanour and smile when communicating with the employer</li> <li>PC5. work to bridge the cultural differences with the family</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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: <ul style="list-style-type: none"> <li>KA1. understand the laundering expectation of employer</li> <li>KA2. the system, processes, timetable &amp; the method of performance to be set up as per the requirement of the employer</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. the dress code policy at work</li> <li>KB2. the principles of managing stress and conflict</li> <li>KB3. the importance of communicating with a smile and gratitude</li> <li>KB4. the concepts related to cultural nuances and importance of flawless communication</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. make a list of the tasks that need to be finished, and keep checking the ones that are done to assure smooth working of the tasks</li> </ul>
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA2. read and be able to develop numeracy</li> <li>SA3. read the instructions</li> </ul>
	<b>Oral Communication (Listening and Speaking Skills)</b>
The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA4. discuss task lists, schedules, and work-loads of the household with co-workers (if any)</li> <li>SA5. discuss with household members appropriately in order to understand their requirements</li> </ul>	

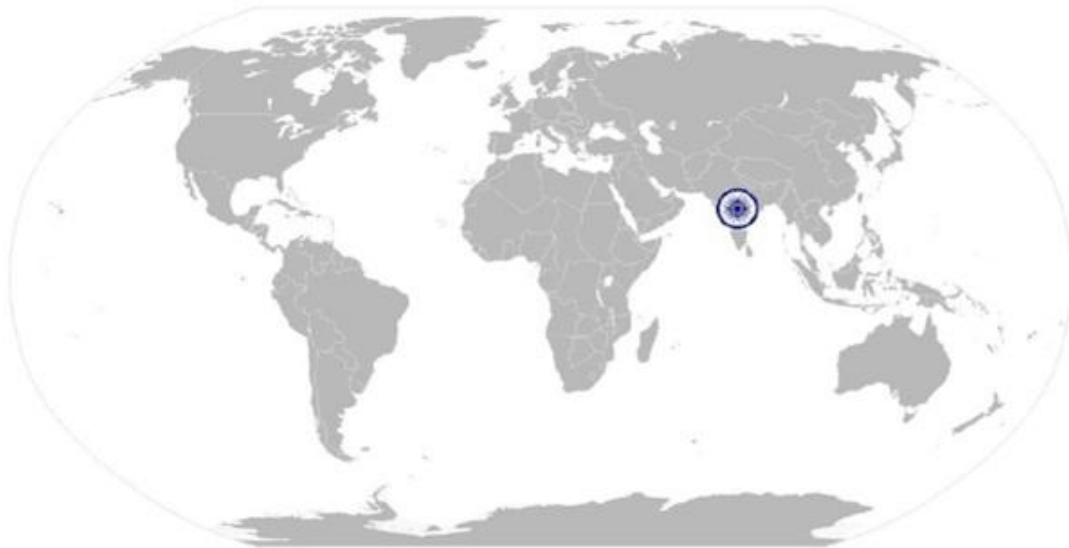
**DWC/N0108 Create a positive impression of oneself in the household**

	<p>SA6. assert clearly in front of the house members</p> <p>SA7. keep house members informed about the progress of tasks</p> <p>SA8. demonstrate and use proper and befitting language, communicate and behave</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB3. manage relationships with employers who may be stressed, frustrated, confused, or angry SB4. build relationships and follow customer centric approach
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB5. think through if there is a problem, evaluate the possible solution(s) and suggest an optimum/best possible one SB6. identify immediate or temporary solutions to avoid delays
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB7. use existing resources to make best use of them
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	

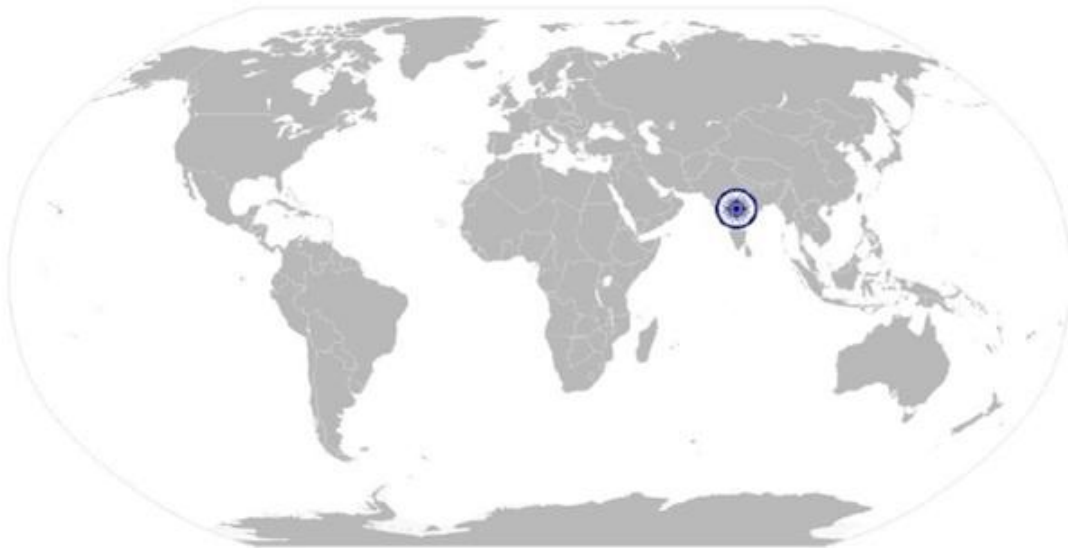
**DWC/N0108      Create a positive impression of oneself in the household**  
**NOS Version Control**

<b>NOS Code</b>	<b>DWC/N0108</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
<b>Industry Sub-sector</b>	<b>Housekeeping services</b>	<b>Last reviewed on</b>	<b>02/07/16</b>
<b>Occupation</b>	<b>Housekeeping</b>	<b>Next review date</b>	<b>02/07/19</b>

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# National Occupational Standard



## Overview

This unit is about managing self at the work place, finance for the usual house hold work and dignity as well as respect.

**DWC/N0109**

**Managing self, money and dignity at workplace**

<b>Unit Code</b>	<b>DWC/N0109</b>
<b>Unit Title (Task)</b>	<b>Managing self, money and dignity at workplace</b>
<b>Description</b>	This unit is about managing self at the work place, finance for the usual house hold work and dignity as well as respect.
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Cognizant and manage one’s own health, earnings and interpersonal relationships</li> <li>• <b>Managing Self &amp; Duties</b> -Knowledge of one’s duties, responsibilities and rights at the workplace</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Cognizant and manage one’s own health, earnings and interpersonal relationships</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. keep himself/ herself healthy, hygienic and disease-free</p> <p>PC2. take appropriate measures and seek medical help immediately in case of any casualty</p> <p>PC3. manage his/her earnings aptly</p>
<b>Managing Self &amp; Duties</b>	<p>PC4. carry himself/herself with respect and dignity</p> <p>PC5. manage healthy relationships with his/her employer</p> <p>PC6. perform all the duties and responsibilities with full vigour and diligence</p> <p>PC7. exercise his/her rights and benefits</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 expectation of the employer</p> <p>KA2. the system, processes, timetable &amp; the method of performance to be set up as per the requirement of the employer</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the importance of good health and hygiene</p> <p>KB2. maintaining hygiene and keeping body clean and disease-free</p> <p>KB3. awareness about seeking medical care immediately</p> <p>KB4. how to maintain self-finances, importance of self-financial management</p> <p>KB5. fulfilling one’s duties and responsibilities</p> <p>KB6. how to exercise one’s rights and importance of exercising</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA1. write self-earnings and expenses to have a better control on the finances
	SA2. maintain a list of medicines that may be required in emergency or are taken on a regular basis by him/her or anyone in the household
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to:
	SA3. read and be able to develop numeracy
	SA4. be able to understand the instructions
	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to:

**DWC/N0109**

**Managing self, money and dignity at workplace**

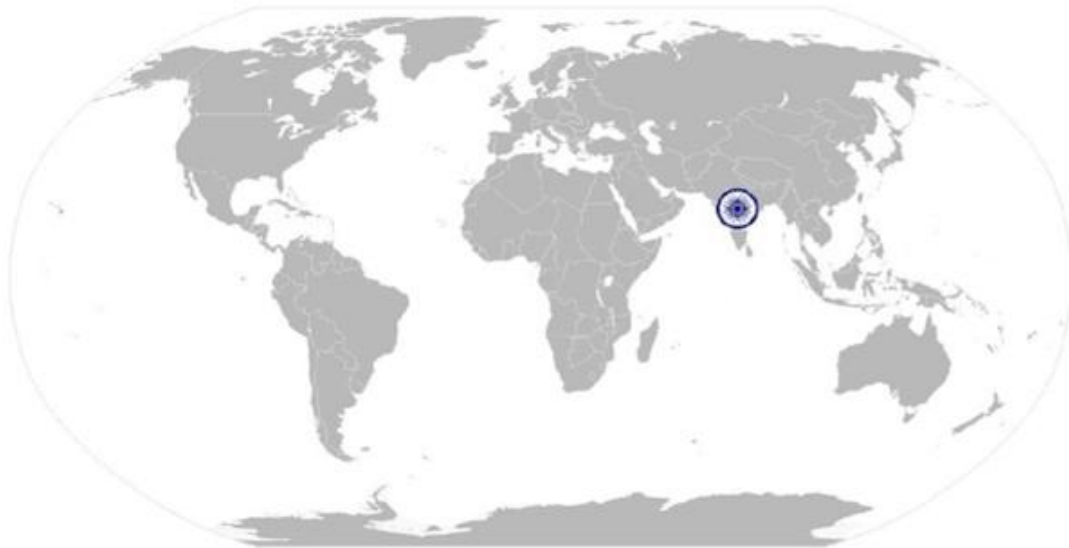
	<p>SA5. assert clearly in front of the house members</p> <p>SA6. keep house members informed about the progress of tasks</p> <p>SA7. demonstrate and use proper and befitting language, communicate and behave</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. make decisions pertaining to the concerned area of work
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	The user/ individual on the job needs to know and understand how to: SB2. plan and organize things around, so that the tasks can be completed efficiently and in minimum time
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	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB7. use existing resources to make best use of them
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB8. apply, analyze, and evaluate the information gathered from observation, experience, reasoning, or communication, as a guide to thought and action	



**DWC/N0109      Managing self, money and dignity at workplace**  
**NOS Version Control**

<b>NOS Code</b>	<b>DWC/N0109</b>		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Worker</b>	<b>Drafted on</b>	<b>27/06/15</b>
<b>Industry Sub-sector</b>	<b>Housekeeping services</b>	<b>Last reviewed on</b>	<b>02/07/16</b>
<b>Occupation</b>	<b>Housekeeping</b>	<b>Next review date</b>	<b>02/07/19</b>

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## Annexure

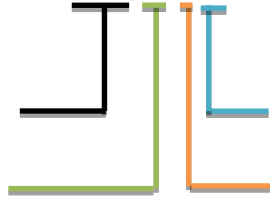
### Nomenclature for QP and NOS

#### Qualifications Pack

9 characters

[ABC] / Q 0101

[Insert 3 letter code for SSC]



QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)

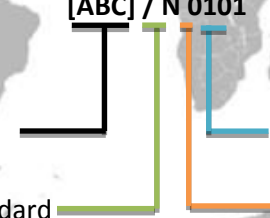
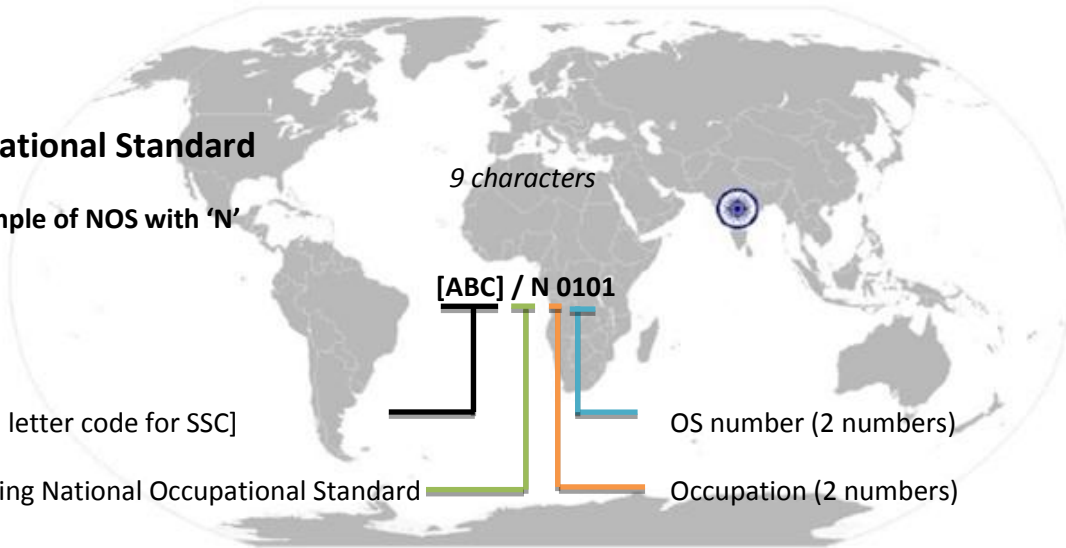
#### Occupational Standard

9 characters

An example of NOS with 'N'

[ABC] / N 0101

[Insert 3 letter code for SSC]



OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)

## CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role:** Housekeeper cum cook

**Qualification Pack:** DCW/ Q 0101

**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 400	Out of	Theory	Skills Practical /Viva
DWC/ N 0101 (Carry out basic housekeeping services)	PC1 Sweep, scrub and mop rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways and storage room using brooms, scrubbers and mops	70	6	2	4
	PC2 Dust off air conditioners, ceiling fans, rugs, carpets, exhaust fans, fireplace chimney, upholstered furniture, artefacts, etc.		6	2	4
	PC3 Empty garbage cans, ash-trays etc. and transfer waste to the waste disposal areas		6	2	4
	PC4 Remove dust from carpets, rugs, sofas etc. using appropriate equipment		6	2	4
	PC5 Wash dishes, glassware, pots or pans by hand or using equipment		6	2	4
	PC6 Place clean dishes, utensils, or cooking		4	2	2

	equipment in storage areas				
	PC7 Fold and carry bed sheets, towels, tablecloths etc. from one place to another		4	2	2
	PC8 Transfer toilet items and clean supplies from one place to another		4	2	2
	PC9 Remove the dirty bedding and pillow cases and replace them with fresh, clean ones		4	2	2
	PC10 Scrub the toilet, wash the shower/bathtub, scrub the floor and tidy the counter and sink		6	2	4
	PC11 Ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly		6	2	4
	PC12 Operate daily use appliances like fridge, microwave, washing machine, cooking range etc.		6	2	4
	PC13 Clean/wipe the appliances on a daily basis considering different appliances need different cleaning procedures		6	2	4
		<b>Total</b>	<b>70</b>	<b>26</b>	<b>44</b>
DWC/ N 0102 (Carry out basic laundry and making of beds)	PC1Categorise clothes/linen/upholstery before washing – whites, coloured, home clothes, delicates, woollens, curtains, pillow, bed sheets,dusters/floor mops/doormats etc. and wash them in separate batches		6	2	4
	PC2 Wash clothes/linen/upholstery using appropriate product		6	2	4
	PC3 Wash clothes using basic features of washing machine or by hands		6	3	3
	PC4Take clothes from the washing unit and spread appropriately for drying		6	2	4
	PC5 Fold the dried clothes	50	4	2	2

	PC6 Iron clothes and then stack them properly		6	2	4
	PC7 Arrange clothes in the appropriate cupboards, almirahs, store rooms etc.		6	3	3
	PC8 Change the bed sheets and pillow cases at regular intervals and keep a check for any spills etc.		6	2	4
	PC9 Spread a bedcover if required		4	2	2
		<b>Total</b>	<b>50</b>	<b>20</b>	<b>30</b>
DWC / 0103 (Prepare and maintain routine cleaning of the kitchen)	PC1 Maintain hygiene while transferring things from kitchen cabinets, fridge, bathroom cabinets, wardrobes in dressing area, cupboards in bedroom, living room etc. in order to empty and clean the shelves		6	2	4
	PC2 Organize things back appropriately – discard waste like rotten fruits & vegetables from the fridge, soiled/greased containers from the kitchen cabinets, dirty towels etc. from the bathroom cabinets		6	2	4
	PC3 Ensure that all kitchen appliances such as cooking ranges, dishwashers and microwaves are cleaned and maintained properly		4	2	2
	PC4 Clean/wipe the appliances appropriately after use on a daily basis	20	4	2	2
		<b>Total</b>	<b>20</b>	<b>8</b>	<b>12</b>
DWC / N 0104 (Garbage Disposal and Clean Environment)	PC1 Identify waste material from various parts of the house		4	2	2
	PC2 Categorize waste in multiple heads like dry, wet, plastics, paper etc.		4	2	2
	PC3 Transport waste to the disposal area		4	2	2
	PC4 Dispose waste according to its type	30	6	3	3

	PC5 Take precautions while disposing sharps/medical waste/chemical waste etc.		6	2	4
	PC6 Keep the house clean of flies, mosquitoes and other bugs and insects by using appropriate products		6	2	4
		<b>Total</b>	<b>30</b>	<b>13</b>	<b>17</b>
DWC / N 0105(Carry out basic domestic cooking services for the house)	PC1 Make a roster of regular grocery and food items needed in the kitchen		4	2	2
	PC2 Keep a check on items that are finished or about to finish for replenishing the stock		4	2	2
	PC3 Purchase daily need food items like bread, milk, eggs etc. from the market		4	2	2
	PC4 Prepare the listed ingredients like vegetables, spices, flour, fruits etc.		4	2	2
	PC5 Chop vegetables, fruits; prepare sauces, pickles, dressings; wash and prepare meat etc. before cooking		6	2	4
	PC6 Use appropriate cooking methods and recipes to cook		6	3	3
	PC7 Have accord with the taste, spices, flavours and requirements of the household		6	3	3
	PC8 Cook breakfast, lunch, dinner, snacks and mini meals with tea, coffee and drinks		6	2	4
	PC9 Cook special recipes for special occasions like birthdays, festivals etc.		6	2	4
	PC10 Operate all the tools, appliances to be used in the process of preparing, cooking, storing the food including cooking stove, electric plates, oven, refrigerator, griller, toaster, cookware, knives, choppers, grinders etc.		6	2	4
	PC12 Store and preserve the prepared food in	86	6	2	4

	appropriate storage containers			
	PC13 Serve the dishes appropriately in requirement with different food items	4	2	2
	PC14 Store the food that needs to be half-prepared in advance in the right container at the right place	4	2	2
	PC15 Make sure that the appliances like microwave, oven, cooking range etc. are turned off after each use	4	2	2
	PC16 Seek appropriate help if there is an emergency or accident	6	2	4
	PC17 Keep the waste-bins, kitchen counters, cabinets, walls, other surfaces disinfected and clean	6	2	4
	PC18 Make sure that the chimneys, exhaust fans etc. are used diligently to avoid fumes and grime on the surfaces	4	2	2
	<b>Total</b>	<b>86</b>	<b>36</b>	<b>50</b>
DWC/ N 0106(Provide basic table service during meal time)	PC1 Arrange cutlery on the table, at appropriate places	6	2	4
	PC2 Place table mats, coasters, decorative items like candles, flower vases etc.	6	2	4
	PC3 Serve the food in appropriate plates, bowls etc.	6	2	4
	PC4 Refill the serving dishes and glasses with drinks if required	4	2	2
	PC5 Maintain a friendly, warm and hospitable environment during meal service	4	2	2
	PC6 Ensure health and hygiene by keeping everything clean and fresh	40	6	3

	PC7 Store the leftovers in appropriate containers and keep them in the fridge		4	2	2
	PC8 Discard leftovers that cannot be stored		4	2	2
		<b>Total</b>	<b>40</b>	<b>17</b>	<b>23</b>
DWC / N 0107(Maintain health, safety and positive relationship at the workplace )	PC1 Identify basic health concerns like fever, cold & cough etc. for self and other family members		6	3	3
	PC2 Understand what to do in case of an emergency at home and use of emergency helpline numbers etc.		6	3	3
	PC3 Seek help during emergency from neighbourhood and inform people who aren't at home at that time		6	2	4
	PC4 Use fire extinguishers etc.		6	2	4
	PC5 Display ethical behaviour at all times		6	2	4
	PC6 Follow safety procedures		6	2	4
	PC7 Manage time effectively, especially in case of a health concern or emergency	40	4	2	2
			<b>Total</b>	<b>40</b>	<b>16</b>
DWC / N 0108(Create a positive impression of oneself on the household)	PC1 Dress up appropriately at work		4	1	3
	PC2 Be calm in case of a conflicting or stressful situation; understanding and then asserting himself / herself		6	2	4
	PC3 Maintain a clear channel of communication by sharing everything with the employer		6	2	4
	PC4 Maintain a positive demeanour and smile when communicating with the employer		6	2	4
	PC5 Work to bridge the cultural differences with the family	26	4	2	2



		<b>Total</b>	<b>26</b>	<b>9</b>	<b>17</b>
DWC / N 0109(Managing self, money and dignity at workplace)	PC1 Keep himself/ herself healthy, hygienic and disease-free		6	2	4
	PC2 Take appropriate measures and seek medical help immediately in case of any casualty		6	2	4
	PC3 Manage his/her earnings aptly		4	2	2
	PC4 Carry himself/herself with respect and dignity		4	1	3
	PC5 Manage healthy relationships with his/her employer		6	3	3
	PC6 Perform all the duties and responsibilities with full vigour and diligence		6	2	4
	PC7 Exercise his/her rights and benefits	38	6	2	4
	<b>Total</b>	<b>38</b>	<b>38</b>	<b>14</b>	<b>24</b>

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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/Q0102	Housekeeper Cum Cook	3	Vaccum Cleaner	1	piece	Yes	Dry and Wet
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Iron And Iron Board	1	piece	Yes	Steam Iron
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Air Conditioner	1	piece	No	1.5 TON
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Ceiling Fan	1	piece	Yes	42 INCH
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Exhaust Fan	1	piece	Yes	9 INCH
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Upholestered Furniture	1	piece	No	Upholestered Furniture
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Artefacts	2	piece	Yes	Artefacts
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Carpet	1	piece	Yes	Carpet
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Rugs	1	piece	Yes	Rugs
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Sofa Set	1	piece	Yes	3 SEAT
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Dining Table & Chairs	1	piece	Yes	4 CHAIRS SET
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cooking Range	1	piece	Yes	2 BURNER GAS STOVE

Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Dishwasher	1	piece	No	Dishwasher
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Refrigerator	1	piece	Yes	170 LTR
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Washing Machine	1	piece	Yes	6.5 KG
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Microwave	1	piece	Yes	20 LTR
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Otg	1	piece	No	20 LTR
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Juicer-Mixer-Grinder	1	piece	Yes	Mixer-Grinder
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Bed	1	piece	Yes	6*4 FEET
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Mattress	1	piece	Yes	6*4 FEET
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Pillows	2	piece	Yes	Pillows
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cushions	3	piece	Yes	Cushions
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Blanket & Quilt	1	piece	Yes	& Quilt
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cloth Drying Stand	1	piece	Yes	Drying Stand
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Utensils Steel Stand	1	piece	Yes	Steel Stand
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Door Mats	2	piece	Yes	Door Mats
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cupboards	1	piece	Yes	Cupboards
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Almirah	1	piece	Yes	6*3 FEET

Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Mirror	1	piece	Yes	2 feet
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cutlery Set	1	set	Yes	standard size
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cooking Utensils	1	set	Yes	Cooking Utensils
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Glassware	6	piece	Yes	Glassware
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Tea Set	6	piece	Yes	Cups & Saucers
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Knife Set	3	piece	Yes	2 for cutting, 1 peeler
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Baking Dishes	2	piece	Yes	.5 LTR, 1 LTR
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Dinner Set	1	set	Yes	STANDARD
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Serving Tray Set	1	piece	Yes	STANDARD
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Strainer	1	piece	Yes	Strainer
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Spatula Set	1	piece	Yes	3 spatulas
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Plastic Bowls Of Various Sizes	6	piece	Yes	Various Sizes
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Food Storage Containers For Fridge	6	piece	Yes	of various sizes
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Grocery Storage Containers	12	piece	Yes	of various sizes
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Fire Extenguisher	1	piece	Yes	Fire Extenguisher
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Aprons	30	piece	Yes	standard size

Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Hard Broom ( Tili Jhadu)	3	piece	Yes	MEDIUM SIZE
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Soft Broom (Indian)	3	piece	Yes	Indian)
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Mop (Indian/Western)	1	piece	Yes	1 Mob with 5 Cloth
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Floor Cleaner Liquid	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Toilet Cleaner	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Rubber Hand Gloves	5	piece	Yes	2 PAR
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Bucket	2	piece	Yes	20 Ltr
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Bucket	1	piece	Yes	10 Ltr
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Toilet Brush	1	piece	Yes	Toilet Brush
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Suction Cup Drainage Opener	1	piece	Yes	Drainage Opener
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Glass Cleaning Liquid	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Multi Stain Remover Liquid	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Tiles Cleaner Liquid	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Drain Cleaner Powder	1	piece	Yes	200 gm
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Spong	6	piece	Yes	STANDARD
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Feather Duster - Big & Small	3	piece	Yes	STANDARD

Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cleaning Easy Wipes	1	set	Yes	Easy Wipes
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Spider Web Cleaner	1	piece	Yes	STANDARD
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Dust Pan	2	piece	Yes	STANDARD
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Kitchen Counter Cleaner Liquid	1	piece	Yes	500 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Garbage Bags Black	1 PACKET	piece	Yes	Bags Black
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Utensils Cleaner Liquid & Bar	1	piece	Yes	& Bar
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Scrubber	5	piece	Yes	Scrubber
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Laundry Basket	1	piece	Yes	Laundry Basket
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Plastic Baskets	3	piece	Yes	Plastic Baskets
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Hand Sanitizer	2	piece	Yes	
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Room Freshner	2	piece	Yes	100 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Insect Killer Spray	2	piece	Yes	100 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Air Freshner	2	piece	Yes	100 ML
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Wiper	2	piece	Yes	STANDARD
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Dust Bin	4	piece	Yes	3*2.5 FEET
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Waste News Paper	10	piece	Yes	News Paper

Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Paper Napkins	5	unit	Yes	Paper Napkins
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Toilet Roll	5	unit	Yes	Toilet Roll
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Various Clothes For Different Seasons	10	piece	Yes	2 TO 3 SET EACH
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Detergent Powder	2	piece	Yes	1 KG
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cloth Stain Remover/ Bleach	1	piece	Yes	Remover/ Bleach
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Cloth Hangers And Clips	1	set	Yes	12 PCS
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Liquid Detergent	1	piece	Yes	1 LTR
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Liquid Fabric Whitner	1	piece	Yes	1 LTR
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Grocery Items	10	KG	Yes	Grocery Items
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Fruit & Vegetables	5	KG	Yes	& Vegetables
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Zip Lock Bags	1	piece	Yes	Lock Bags
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Hand Towels	6	piece	Yes	Hand Towels
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Hand Wash	2	piece	Yes	Hand Wash
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Bed Sheets	2	piece	Yes	Bed Sheets
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Needle And Thread	1	set	Yes	And Thread
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Disposable Tableware	15	piece	Yes	1 SET EACH

Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	First Aid Box	2	piece	Yes	Aid Box
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Clothespins	12	piece	Yes	Clothespins
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Clothes Cleaning Brush	2	piece	Yes	Cleaning Brush
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Metal Tongs	1	piece	Yes	standard
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Pakad	1	piece	Yes	Pakad
Domestic Worker	DWC/Q0102	Housekeeper Cum Cook	3	Matchbox/ Lighter	1	piece	Yes	Matchbox/ Lighter