

# GOVERNMENT OF INDIA MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP DIRECTORATE GENERAL OF TRAINING

## **COMPETENCY BASED CURRICULUM**

## **HOUSEKEEPER**

(Duration: One Year)

## CRAFTSMEN TRAINING SCHEME (CTS) NSQF LEVEL- 4



**SECTOR – TOURISM AND HOSPITALITY** 



## HOUSEKEEPER

(Non-Engineering Trade)

(Revised in 2019)

Version: 1.2

## **CRAFTSMEN TRAINING SCHEME (CTS)**

**NSQF LEVEL-4** 

**Developed By** 

Ministry of Skill Development and Entrepreneurship

**Directorate General of Training** 

#### **CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE**

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During the one-year duration of "Housekeeper" trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and industrial visit to build up confidence. The broad components covered under Professional Skill subject are as below:-

The trainee learns about elementary first-aid, firefighting, environment regulation and housekeeping, etc. The trainee applies personal hygiene, cleanliness and basic principles of sanitation of the environment. He practices basic and special cleaning procedures, maintenance of toilets. He learns the different process of water treatment and purification, removal of bacteria. Trainees gather knowledge of removal and control technique unwanted odours in the premises. He learns the methods of handling and disposal of solid, liquid waste. He knows the methods of extinction of fire by the different firefighting equipment and awareness of handling the dangerous situations occurring by natural calamities. He will able to supervise the precaution, control and eradication of the pest, rodent and animal nuisance.

The trainee learns to maintain the environment pleasant to boarders, staff and visitors. He learns to make aesthetic and suitable arrangement of soft furnishing. The trainee learns quantitative and qualitative requirement of lightings in different areas. The trainee acquires knowledge in linen services, viz. selection, procurement, storing, sterilizing, replacing and accounting. The trainee learns to maintain house-keeping equipment. The trainee also supervises both internal and external environmental hygiene of lodging premises and carries out infection control measures. He monitors and maintains various housekeeping records and documents. He acquires knowledge of basic computer operations to maintain the material and service management data. The trainee also undergoes two weeks on-the- job training in various hotels at the end of year which gives them more practical exposure to banquet and lodging environment.



#### 2.1 GENERAL

The Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers a range of vocational training courses catering to the need of different sectors of the economy/ labour market. The vocational training programs are delivered under the aegis of Directorate General of Training (DGT). Craftsman Training Scheme (CTS) with variantsand Apprenticeship Training Scheme (ATS) are two pioneer programs of DGT for propagating vocational training.

"Housekeeper"trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one-year duration. It mainly consists of Domain area and Core area. The Domain area (Trade Theory & Practical) imparts professional skills and knowledge, while in the core area (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by DGT which is recognized worldwide.

#### Candidates broadly need to demonstrate that they are able to:

- Read and interpret technical parameters/documents, plan and organize work processes, identify necessary materials and tools;
- Perform tasks with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge & employability skills while performing jobs.
- Document the technical parameters related to the task undertaken.

#### 2.2 PROGRESSION PATHWAYS

- Can join industry as Craftsman and will progress further as Senior Craftsman, Supervisor and can rise to the level of Manager.
- Can become Entrepreneur in the related field.
- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming instructor in ITIs.
- Can join Advanced Diploma (Vocational) courses under DGT as applicable.



#### 2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year: -

S No.	Course Element	Notional Training Hours
1.	Professional Skill (Trade Practical)	1200
2.	Professional Knowledge (Trade Theory)	240
5.	Employability Skills	160
	Total	1600

#### 2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of course through formative assessment and at the end of the training programme through summative assessment as notified by the DGT from time to time.

- a) The Continuous Assessment (Internal) during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the formative assessment template provided on www.bharatskills.gov.in.
- b) The final assessment will be in the form of summative assessment. The All India Trade Test for awarding NTC will be conducted by Controller of examinations, DGT as per the guidelines. The pattern and marking structure are being notified by DGT from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during final examination will also check** the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

#### 2.4.1 PASS REGULATION

For the purposes of determining the overall result, weightage of 100% is applied for six months and one-year duration courses and 50% weightage is applied to each examination for two years courses. The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.



#### **2.4.2 ASSESSMENT GUIDELINE**

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. Due consideration should be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Evidences and records of internal (Formative) assessments are to be preserved until forthcoming examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
(a) Weightage in the range of 60%-75% to be a	llotted during assessment
For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices	<ul> <li>Demonstration of good skills and accuracy in the field of work/ assignments.</li> <li>A fairly good level of neatness and consistency to accomplish job activities.</li> <li>Occasional support in completing the task/ job.</li> </ul>
(b) Weightage in the range of 75%-90% to be a	allotted during assessment
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and regard for safety	<ul> <li>Good skill levels and accuracy in the field of work/ assignments.</li> <li>A good level of neatness and consistency to accomplish job activities.</li> </ul>



## procedures and practices

• Little support in completing the task/job.

## (c) Weightage in the range of more than 90% to be allotted during assessment

For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.

- High skill levels and accuracy in the field of work/ assignments.
- A high level of neatness and consistency to accomplish job activities.
- Minimal or no support in completing the task/job.



**Housekeeper (Domestic)**; organizes and supervises work of Domestic Servants for maintaining house in clean and orderly manner. Allots work to various staff under control and supervises their work. Ensures proper maintenance and cleanliness of house. Purchases provisions and other necessities as advised and maintains accounts. Looks after needs and comforts of guests and visitors. May also look after children. May assist in shopping.

**Domestic Housekeepers, Others**; include housekeepers who organize, supervise and carry out housekeeping functions in out residential building. May collect fruits from the garden and rent and pay taxes.

Housekeeper maintains a clean, sanitary, comfortable and tidy environment for either private households or commercial establishments. Housekeeper able to

- Perform a variety of cleaning activities such as sweeping, mopping, dusting and polishing
- Sort, wash, load and unload laundry
- Iron and press clothing and linen
- Ensure all rooms are cared for and inspected according to standards
- Operate mechanized cleaning equipment
- Maintain all cleaning equipment and materials in a safe and sanitary working condition
- Protect equipment and make sure there are no inadequacies
- Notify superiors on any damages, deficits and disturbances
- Deal with reasonable complaints/requests with professionalism and patience
- Answer over telephone and take messages
- Check stocking levels of all consumables and replace when appropriate
- Maintain record of related expenditure
- Adhere strictly to rules regarding health and safety and be aware of any company-related practices
- Maintain housekeeping control desk, importance, role, Co-ordination, check list, key control.
- Handling Lost and Found.
- Handling of Guest queries, problem, request
- Being able to use the equipment safely and efficiently
- Prepare different flower arrangements for different areas- lobbies, front office, restaurants, guestrooms, banquet halls etc.
- An awareness of green issue

#### **Reference NCO-2015:**

- (i) 5152.0100 Housekeeper (Domestic)
- (ii) 5152.9900 Domestic Housekeepers, Others



Name of the Trade	HOUSEKEEPER		
Trade Code	DGT/1058		
NCO - 2015	5152.0100, 5152.9900		
NSQF Level	Level -4		
Duration of Craftsmen Training	One Year (1600 Hours)		
Entry Qualification	Passed 10 <sup>th</sup> class Examination		
Minimum Age	14 years as on first day of academic session.		
Eligibility for PwD	LD, CP, LC, DW, AA, BLIND, LV, DEAF, HH, AUTISM, ID, SLD		
Unit Strength (No. of Student)	24 (There is no separate provision of supernumerary seats)		
Space Norms	40 Sq. m		
Power Norms	5 KW		
Instructors Qualification fo	or:		
(i) Housekeeper Trade	B.Voc/Degree in Hospitality/ Hotel Management / PG Diploma in Healthcare Management from UGC recognized university/ college with one-year experience in the relevant field.  OR  Diploma (Minimum 2 years) in Hospitality/ Hotel/ Healthcare Management from a recognized board/ council of education or relevant Advanced Diploma (Vocational) from DGT with two-year experience in the relevant field.  OR  NTC/ NAC passed in the trade of "Housekeeper" with three-year experience in the relevant field.  Essential Qualification: Relevant National Craft Instructor Certificate (NCIC) in any of the variants under DGT.  Note:-Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC		



(ii) Employability Skill	MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years'		
	experience with short term ToT Course in Employability Skills from		
	DGT institutes.		
	(Must have studied English/ Communication Skills and Basic		
	Computer at 12th / Diploma level and above)		
	OR		
	Existing Social Studies Instructors in ITIs with short term ToT Course		
	in Employability Skills from DGT institutes.		
(iii) Minimum Age for	21 Years		
Instructor			
List of Tools and Equipment	As per Annexure – I		
Distribution of training on hourly basis: (Indicative only)			

Total Hrs /week	Trade Practical	Trade Theory	Employability Skills
40 Hours	30 Hours	6 Hours	4 Hours



Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

#### **5.1 LEARNING OUTCOMES (TRADE SPECIFIC)**

- 1. Identify the housekeeping equipment their use and safety.
- 2. Apply awareness of occupational health and personal hygiene.
- 3. Demonstrate component of personal hygiene and healthful living.
- 4. Demonstrate proper ventilation and lighting.
- 5. Clean common surfaces and furniture using various cleaning equipment.
- 6. Apply stain removal technique on different surfaces.
- 7. Carry out procedural cleaning of bathrooms, rooms, toilets' walls and their metal and non-metal fittings.
- 8. Perform kitchen hygiene, laundry & linen management, bedroom arrangement, gardening and horticulture.
- 9. Identify practices that reduce, eliminate, or prevent different types of pollution at its sources.
- 10. Demonstrate various pest control methods.
- 11. Check waste disposal, slurry disposal and chlorination of water tanks.
- 12. Perform periodical maintenance of utility equipment and keep pleasant environment by proper interior decoration.
- 13. Distribute clean linen from store and maintain inventory.
- 14. Take environmental hygiene control measures.
- 15. Ensure energy conservation and prevent wastage.
- 16. Demonstrate appropriate pre-drill and post-drill notification procedures with the fire department.
- 17. Establish provisions for access to fire-fighting and natural hazards.
- 18. Co-ordinate and monitor managerial task.
- 19. Maintain a clean, sanitary, comfortable and tidy environment for either private households or commercial establishments.
- 20. Ensure essentiality of mechanization for housekeeping.
- 21. Demonstrate basic operation in computer and network communications.



	LEARNING OUTCOMES	ASSESSMENT CRITERIA			
1.	Identify the housekeeping equipment – their use and	Identifications of Housekeeping equipment's its culture and ability.			
	safety.	Basic concept about Tools and equipment used.			
		Basic knowledge about the safety equipment and their uses.			
Apply awareness of occupational health and		Knowledge of General Occupational Safety, health and hygiene.			
	personal hygiene.	Group Discussion and practice with demonstration on importance of personal hygiene.			
		Motivating Individual on personal hygiene.			
		Importance of exercise, rest, sleep, and good grooming.			
2	Demonstrate component of	Down and water on the common ant of noncomal burians books			
3.	Demonstrate component of	Demonstration on the component of personal hygiene health			
	personal hygiene and healthful living.	hazard associated to the habit and recognizing the positive			
	livilig.	and negative trends in the community.  Dusting, sweeping, mopping and scrubbing-etc.			
		Dusting, sweeping, mopping and scrubbing-etc.			
4.	Demonstrate proper	Demonstration on Harmful effect of dust.			
	ventilation and lighting.	Demonstration on proper Ventilation and lighting.			
		Ensure proper lighting and ventilation in different office areas.			
5.	Clean common surfaces and	Cleaning of floor surface, glass, plastic, walls, leather and			
	furniture using various	other common surfaces and household wooden furniture.			
	cleaning equipment.	Proper use and application of various cleaning equipment			
		such as brushes, grooms, grip spray (bottle). vacuum cleaner,			
		carpet cleaning equipment.			
		carpet dealing equipment.			
		carpet cleaning equipment.			
6.	Apply stain removal technique	Application of stain removal process on different surface such			
6.	Apply stain removal technique on different surfaces.	Application of stain removal process on different surface such as clothes and walls.			
6.		Application of stain removal process on different surface such			
	on different surfaces.	Application of stain removal process on different surface such as clothes and walls.  Use of deodorants disinfectant and antiseptics.			
6. 7.		Application of stain removal process on different surface such as clothes and walls.			



	metal fittings.	Check care in cleaning of bronze, copper, silver, bronze and chromium metal. Glass surface, plastic, leather, wall and wall finishes.
8.	Perform kitchen hygiene, laundry & linen management,	Application of kitchen hygiene such as storage of food grain and cooked foods.
	bedroom arrangement,	Proper ventilation, light, cleaning equipment /utensils.
	gardening and horticulture.	Identify the kitchen related personnel hygienic factor.
		Practice of Ironing, storing, cleaning, discarding of linen.
		Practice of bed making using housekeeping trolley.
		Use of recycled water in gardening, cultivating & fertilizing to grass & plants.
9.	Identify practices that reduce, eliminate, or prevent different	Practice on the prevention of different type of the pollution such as Air, water and noise.
	types of pollution at its sources.	
10.	Demonstrate various pest	Skill acquire in prevention of various pest control such as: -
	control methods.	mosquitoes, house flies, Cockroaches and termite.
		Various chemicals knowledge.
		Upkeep and safety of chemicals & from chemicals.
11.	Check waste disposal, slurry disposal and chlorination of	Check office waste disposal: -its collection, transportation and disposal etc.
	water tanks.	Check water conservation facilities provided.
		Check overhead and underground tank for their proper coverage, regular chlorination and cleaning of it.
		Check out the purifier for drinking water, lounges and dining
		hall for the cleaning periodical visit to assign duty to staff.
12.	Perform periodical	Preventive Maintenance of office equipment such as Phone;
	maintenance of utility	Fax, computer, A.C. Machine, vacuum cleaners, pillars spry
	equipment and keep pleasant	etc.
	environment by proper	Demonstration of periodic cleaning of electrical items etc.
	interior decoration.	Ability to create suitable environment to staff and visitors.
		Make aesthetic and suitable arrangement of furnishing and



	Ţ
	maintain aesthetic colour scheme.
	Skill to make necessary flower arrangement in office room;
	dining /canteen hall.
13. Distribute clean linen from	Procure linen from the store and laundry and check proper
store and maintain inventory.	storage of it.
,	Practice on material management, proper accounting and
	keeping of the linen service such as carpets, curtains,
	upholstery etc.
	aprioristery etci.
14. Take environmental hygiene	Check both external and internal environmental hygiene of
control measures.	office premises.
control measures.	office preffises.
15 Ensuro anargy consequation	Energy conservation method adented and utilized
15. Ensure energy conservation	Energy conservation method adopted and utilized.
and prevent wastage.	
16.5	D. 11 1111 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
16. Demonstrate appropriate pre-	Drill on different type of fire and natural Hazards.
drill and post-drill notification	Demonstration and instruction by Fire department of fire
procedures with the fire	Brigade.
department.	
17. Establish provisions for access	To identify the fire risk area in the office.
to fire-fighting and natural	Operate fire alarm, Smoke detector.
hazards.	Practice on Natural hazards crisis management.
18. Co-ordinate and monitor	Practice on planning, organizing, controlling and monitoring all
managerial task.	housekeeping activities in hand for effective utilization of the
	resources.
	Maintaining various house keeping records and documents.
	Check the budget, quality and availability related to
	housekeeping equipment.
19. Maintain a clean, sanitary,	Method to be followed by housekeeping process:
comfortable and tidy	By wearing covered dress as jackets, gloves and masks.
environment for either private	By applying disinfection spray.
households or commercial	By destroying all the clothes, bedding, linen etc.
establishments.	
establisillicitis.	By cleaning all the furniture and fixtures with disinfects



	materials.
	By white washing and painting walls doors and windows.
	By cleaning and sterilizing all utensils reservoirs etc.
20. Ensure essentiality of	Incorporating the emerging trends in housekeeping such as
mechanization for	outsourcing, Eco-friendly Amenities, products and process.
housekeeping.	New scientific technique. Use of IT in housekeeping.
21. Demonstrate basic operation	Basic operation of computer, window and MS office. Practice
in computer and network	on data entry on computer.
communications.	Internet Browsing and e-mail Practice on Computer.



#### SYLLABUS FOR HOUSEKEEPER TRADE **DURATION: ONE YEAR Professional Skills Reference Learning Professional Knowledge Duration** (Trade Practical) **Outcome** (Trade Theory) With Indicative Hours 1. Identifications Professional Identify the of Introduction to Skill 30 Hrs; housekeeping Housekeeping housekeeping industry/ equipment - their equipments, its culture Hotel industry. Professional use and safety. and ability. (10 Hrs.) An orientation programme Knowledge 2. Basic concept about Tools on the course and related 06 Hrs and equipment used. (10 job opportunities by the Hrs.) industry expert 3. Basic knowledge about the instructor safety equipment Different types of their uses. (10 Hrs.) Housekeeping establishment. Nonprofit and profit. Organizational hierarchy of Housekeeping Department. of Attributes Housekeeping services personals. Duties and responsibilities of Housekeeping service personals (06 hrs) Professional Apply awareness of 1. Knowledge of General Definition of Hygiene and occupational health Skill 30 Hrs; Occupational Safety, introduction of its and health and hygiene. (07 personal importance Professional hygiene. Hrs.) Introduction to hygiene Knowledge 2. Group Discussion and and healthful living. 06 Hrs practice with Factor influencing health demonstration on and healthy leaving. importance of personal Principle related to



		ŀ	hygiene. (10 Hrs.)	maintenance of normal
			Motivating Individual on	circulation and normal
			personal hygiene. (08 Hrs.)	respiration. (06 hrs.)
			Importance of exercise,	, and the same of the same of
			rest, sleep, and good	
			grooming. (05 Hrs.)	
Professional	Demonstrate	5.	Demonstration on the	<ul> <li>Concept of health and</li> </ul>
Skill 60 Hrs;	component of		component of personal	disease.
J 2 1 1 1 3 7 1 1 3 7 1 1 3 7 1 1 1 1 1 1 1	personal hygiene		hygiene health hazard	<ul> <li>Personal hygiene. (Care of</li> </ul>
Professional	and healthful living.		associated to the habit	skin, hair, hand, teeth and
Knowledge	and nearman mang.		and recognizing the	feet.)
12 Hrs			positive and negative	<ul><li>Cleaning, methods,</li></ul>
12 15			trends in the	frequency and schedule.
			community. (30 Hrs.)	<ul> <li>Steps of dusting, mopping,</li> </ul>
		6.	Dusting, sweeping,	sweeping, vacuum cleaning
			mopping and scrubbing-	etc. (12 hrs.)
			etc. (30 Hrs.)	etc. (12 ms.)
Professional	Demonstrate	7.	Demonstration on	Basic preventive health
Skill 30 Hrs.;	proper ventilation	`	Harmful effect of dust.	care and ailment.
	and lighting.		(10 Hrs.)	Basic first aid idea.
Professional		8.	Demonstration on proper	<ul> <li>Basic knowledge of proper</li> </ul>
Knowledge			Ventilation and lighting.	ventilation and lighting.
06 Hrs.;			(10 Hrs.)	Quantitative and
,		9.	Ensure proper lighting	qualitative requirement of
			and ventilation in	light and ventilation. (06
			different office areas.	hrs)
			(10 Hrs.)	1113)
Professional	Clean common	10.	Cleaning of floor surface,	<ul> <li>Cleaning Agents: - Type,</li> </ul>
Skill 60 Hrs;	surfaces and		glass, plastic, walls,	function, storage, selection
,	furniture using		leather and other	& MSDS
Professional	various cleaning		common surfaces and	<ul> <li>Familiarization to various</li> </ul>
Knowledge	equipment.		household wooden	kinds of small and
12 Hrs			furniture. (25 Hrs.)	mechanical cleaning
		11.	Proper use and	equipment
			application of various	Basic knowledge of carpet
			cleaning equipment such	and floor cleaning.
			as brushes, grooms, grip	<ul> <li>Different types of floors i.e.</li> </ul>
			spray (bottle). vacuum	wood, marble etc. (12 hrs.)
			, , , ,	wood, marbic ctc. (12 ms.)



		cleaner, carpet cleaning
		equipment. (35 Hrs.)
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Apply stain removal technique on different surfaces.	<ul> <li>Application of stain removal process on different surface such as clothes and walls. (15 Hrs.)</li> <li>Basic knowledge of stain removing agents and its technique on different surface.</li> <li>Removal of stain of common occurrence from various surfaces. (06 hrs.)</li> </ul>
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Carry out procedural cleaning of bathrooms, rooms, toilets' walls and their metal and non-metal fittings.	<ul> <li>Step by step procedural demonstration of cleaning procedure of various metals.</li> <li>Cleaning of bathroom, room and toilet. (25 Hrs.)</li> <li>Cleaning of various metals. (15Hrs.)</li> <li>Check care in cleaning of bronze, copper, silver, bronze and chromium metal. Glass surface, plastic, leather, wall and wall finishes. (20 Hrs.)</li> <li>Familiarization of cleaning procedure of various metals.</li> <li>Care and cleaning of wooden surface and furniture.</li> <li>Basic knowledge of glass surface, plastic, leather and walls.</li> <li>The general precaution in their care and cleaning. (12 hrs.)</li> </ul>
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Perform kitchen hygiene, laundry & linen management, bedroom arrangement, gardening and horticulture.	<ul> <li>Application of kitchen hygiene such as storage of food grain and cooked foods. (10 Hrs.)</li> <li>Proper ventilation, light, cleaning equipment /utensils. (10 Hrs.)</li> <li>Identify the kitchen related personnel hygienic factor. (10 Hrs.)</li> <li>Practice of Ironing, storing, cleaning, discarding of linen. (10 Hrs.)</li> <li>Practice of bed making using housekeeping</li> <li>Knowledge of cleaning methods of food and food contacting areas.</li> <li>Safety precautions for gas oven, electric oven and heater.</li> <li>Knowledge about the personal hygiene of food shandlers.</li> <li>Familiarization of food shop and catering establishments.</li> <li>Knowledge of Laundry &amp; Linen Management.</li> <li>Knowledge of Bed making</li> </ul>



Professional Skill 30 Hrs; Professional Knowledge	Identify practices that reduce, eliminate, or prevent different types of pollution at	trolley. (10 Hrs.)  22. Use of recycled water in gardening, cultivating & fertilizing to grass & plants. (10 Hrs.)  23. Practice on the prevention of different type of the pollution such as Air, water and noise. (30 Hrs.)	<ul> <li>&amp; arrangement of housekeeping trolley</li> <li>Basic knowledge of gardening &amp; horticulture. (12 hrs.)</li> <li>Knowledge of Air, Water and noise pollution.</li> <li>The causes of pollution and their control and prevention.</li> </ul>	
06 Hrs	its sources.		<ul> <li>Knowledge to use gloves, musk, cloak musk and cap.</li> <li>Introduction to the factor affecting the environment. (06 hrs.)</li> </ul>	
Professional	Demonstrate	24. Skill acquire in prevention	• Introduction to pest	
Skill 60 Hrs;	various pest control	of various pest control	control & pest controlling	
	methods.	such as: - mosquitoes,	practices	
Professional		house flies, Cockroaches	Importance of pest control	
Knowledge		and termite. (20 Hrs.)	Procedure and methods of	
12 Hrs		25. Various chemicals knowledge. (20 Hrs.)	disinfections. (12 hrs.)	
		26. Upkeep and safety of		
		chemicals & from chemicals. (20 Hrs.)		
Professional	Check waste	27. Check office waste	Introduction and	
Skill 90 Hrs;	disposal, slurry	disposal: -its collection,	classification of waste such	
	disposal and	transportation and	as solid liquid and papers.	
Professional	chlorination of	disposal etc. (35 Hrs.)	Sources of collection and	
Knowledge	water tanks.	28. Check water conservation	its importance.	
18 Hrs		facilities provided. (15	• Assessment of sanitary	
		Hrs.)	standard of housing	
		29. Check overhead and	Domestic sanitary	
		underground tank for	measure.	
		their proper coverage,	• To know layout	
		regular chlorination and	configuration workflow of	
		cleaning of it. (20 Hrs.)	men, material and	
		30. Check out the purifier for	equipment in different	



		drinking water, lounges areas. (18 hrs.) and dining hall for the cleaning periodical visit to assign duty to staff. (20 Hrs.)
Professional Skill 150 Hrs; Professional Knowledge 30 Hrs	Perform periodical maintenance of utility equipment and keep pleasant environment by proper interior decoration.	<ul> <li>31. Preventive Maintenance of office equipment such as Phone; Fax, computer, A.C. Machine, vacuum cleaners, pillars spry etc. (35 Hrs.)</li> <li>32. Demonstration of periodic cleaning of electrical items etc. (25 Hrs.)</li> <li>4. C. Machine, vacuum cleaners, pillars spry etc. (35 Hrs.)</li> <li>52. Demonstration of periodic cleaning of electrical items etc. (25 Hrs.)</li> <li>53. Machine, vacuum cleaners, pillars spry etc. (35 Hrs.)</li> <li>54. To have working knowledge of preventive maintenance,</li> <li>55. To know safety measure in operation of the equipment.</li> <li>66. Maintenance schedule, maintenance procedure, fault detection, minor repair &amp; AMC related to housekeeping equipment (12 hrs.)</li> </ul>
		<ul> <li>Ability to create suitable environment to staff and visitors. (15 Hrs.)</li> <li>Make aesthetic and suitable arrangement of furnishing and maintain aesthetic colour scheme. (15 Hrs.)</li> <li>Skill to make necessary flower arrangement in office room; dining</li> <li>Knowledge of different colour scheme and selection of colour for various purposes.</li> <li>Basic knowledge of type and arrangement of furnishing. (06 hrs.)</li> <li>Basic knowledge of flower arrangement and their importance. (12 hrs.)</li> </ul>
Professional Skill 60 Hrs; Professional Knowledge	Distribute clean linen from store and maintain inventory.	/canteen hall. (60 Hrs.)  36. Procure linen from the store and laundry and check proper storage of it. (25 Hrs.)  37. Practice on material  • Describe classification, characteristics, type and importance of linen in office premises.  • Knowledge about the



Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Take environmental hygiene control measures.	management, proper accounting and keeping of the linen service such as carpets, curtains, upholstery etc. (35 Hrs.)  38. Check both external and internal environmental hygiene of office premises. (60 Hrs.)	storage of Linen for rooms.  Material management in effective linen service such as carpets, curtains, upholstery etc. (12 hrs.)  To know about the Security, safety, control  Role of good material. (12 hrs.)
Professional Skill 60 Hrs;  Professional Knowledge 12 Hrs	Ensure energy conservation and prevent wastage.	39. Energy conservation method adopted and utilized. (60 Hrs.)	
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Demonstrate appropriate pre-drill and post-drill notification procedures with the fire department.	<ul> <li>40. Drill on different type of fire and natural Hazards. (35 Hrs.)</li> <li>41. Demonstration and instruction by Fire department of fire Brigade. (25 Hrs.)</li> </ul>	different type of fire extinguisher and different firefighting equipment.  • Classification of fire.
Professional Skill 30 Hrs; Professional Knowledge 06 Hrs	Establish provisions for access to fire-fighting and natural hazards.	<ul> <li>42. To identify the fire risk area in the office. (10 Hrs.)</li> <li>43. Operate fire alarm, Smoke detector. (10 Hrs.)</li> <li>44. Practice on Natural hazards crisis management. (10 Hrs.)</li> </ul>	<ul> <li>Awareness of the prevailing Act.</li> <li>Knowledge of tackling dangerous situation such as earthquake, cyclones and flood. (06 hrs.)</li> </ul>
Professional Skill 60 Hrs; Professional Knowledge	Co-ordinate and monitor managerial task.	45. Practice on planning, organizing, controlling and monitoring all housekeeping activities in hand for effective	<ul><li>and their application in housekeeping.</li><li>What is Management</li></ul>



12 Hrs		utilization of the Information System (M	IS)?
		resources. (20 Hrs.) • Activities of MIS	and
		46. Maintaining various maintaining records	by
		house keeping records MIS. (12 hrs.)	
		and documents. (20 Hrs.)	
		47. Check the budget, quality	
		and availability related to	
		housekeeping equipment.	
		(20 Hrs.)	
Professional	Maintain a clean,	Method to be followed by   Periodical checklist for	r the
Skill 60 Hrs;	sanitary,	housekeeping process: daily, weekly and	the
,	comfortable and	48. By wearing covered dress monthly activities.	
Professional	tidy environment	as jackets, gloves and Precautionary measur	re is
Knowledge	for either private	masks. (10 Hrs.) to be taken while we	
12 Hrs	households or	49. By applying disinfection Mask, applying disinfe	_
	commercial	spray. (10 Hrs.) spray, white washing	
	establishments.	50. By destroying all the painting of walls	and
		clothes, bedding, linen cleaning of furniture	
		etc. (10 Hrs.) fixture,	ana
			afety
		furniture and fixtures precaution to be follo	•
		with disinfects materials. at the time of perfor	
		(10 Hrs.) housekeeping procedu	_
		52. By white washing and sequence for restoration	
		painting walls doors and long unused space.	
		windows. (10 Hrs.) hrs.)	(12
		53. By cleaning and sterilizing	
		all utensils reservoirs etc.	
		(10 Hrs.)	
Professional	Ensure essentiality	54. Incorporating the Introduction to outsou	rcing
Skill 60 Hrs;	of mechanization	emerging trends in concept of Eco-frie	_
, , , , , , , , , , , , , , , , , , , ,	for housekeeping.		duct,
Professional		outsourcing, Eco-friendly Process and culture.	•
Knowledge		Amenities, products and hrs.)	\
12 Hrs		process. (35 Hrs.)	
		55. New scientific technique.	
		Use of IT in	
		housekeeping. (25 Hrs.)	



Professional	Demonstrate ba	asic	56. Basic operation of ● Introduction to basic
Skill 60 Hrs;	operation	in	computer, window and computer awareness in
	computer a	and	MS office. Practice on office management
Professional	network		data entry on computer. Knowledge of Internet and
Knowledge	communications.		(35 Hrs.) e-mail. Basic concept o
12 Hrs			57. Internet Browsing and e- information Technology
			mail Practice on (12 hrs.)
			Computer. (25 Hrs.)

## Project work/ Industrial visit

#### **Broad Areas:**

- a) Prepare working schedule for a hotel 20 suites.
- b) Prepare a category-wise chart of Bio-medical Waste as per biomedical waste management and handling rules.
- c) Prepare layout diagram containing furniture and decorative items arrangement in front office, restaurants, guestrooms, banquet halls, waiting lobby, dining hall and corridor of a hotel.



## **SYLLABUS FOR CORE SKILLS**

1. Employability Skills(Common for all CTS trades) (160Hrs)

Learning outcomes, assessment criteria, syllabus and Tool List of Core Skills subjects which is common for a group of trades, provided separately in www.bharatskills.gov.in



	List of Tools & Equipment			
	HOUSEKEEPER (For batch of 24 Candidates)			
S No.	Name of the Tools and Equipment	Specification	Quantity	
A. TRA	INEES TOOL KIT			
1.	Mask		25(24+1) sets	
2.	Hand gloves		25(24+1) nos.	
3.	Apron		25(24+1) sets	
4.	Goggles		25(24+1) nos.	
5.	Paper towel		25(24+1) nos.	
6.	Safety Shoes		25(24+1) pairs	
7.	Cap and scarf		25(24+1) nos.	
, · <u> </u>			Each	
B. SHC	OP TOOLS & EQUIPMENT			
(i) Man	ually operated equipment:			
8.	Dry Mops		01 no.	
9.	Damp Mops		01 no.	
10.	Brooms / Cobweb remover		01 no.	
11.	Floor cleaning brush air		01 no.	
12.	Floor wiping brush		01 no.	
13.	Hockey type brush		01 no.	
14.	Counter brush		01 no.	
15.	Ceiling brush		01 no.	
16.	Glass cleaning / Wiping brush		01 no.	
17.	Scrappers		01 no.	
18.	Dustbins paddles		01 no.	
19.	Waste paper basket		01 no.	
20.	Plastic Mug		01 no.	
21.	Plastic Bucket		01 no.	
22.	Plastic drum		01 no.	
23.	Wheelbarrow		01 no.	
24.	Water trolley		01 no.	
25.	Ladder		01 no.	
26.	Scraping pump	14 liters capacity	01 no.	
27.	Spraying pump	1 liter capacity	01 no.	
28.	Flit pump		01 no.	
29.	Rate trapping cage		01 no.	



31.   Carborandum stone   0.1 no.	30.	Torch		01 no.
32.   Manual sweeping machine   01 no.   02 no.   02 no.   02 no.   03 no.   03 no.   03 no.   03 no.   04 no.   04 no.   04 no.   05 no				
33.   Model Kleen sweep-II				
Floor scrubbing/polishing machine				
Solution   Floor scrubbing/polishing machine   Model-S.C. Major   Model-S.C. Standard   O1 no.		•		32.10.
Model - S.C. standard			Model-S.C. Major	01 no.
36.   Dry vacuum cleaner portable   37.   Fumigation machine (Oticare)   38.   Bed pan washer   01 no.	34.			
37.   Funigation machine (Oticare)   01 no.	35.	Wet vacuum cleaner		01 no.
38.   Bed pan washer	36.	Dry vacuum cleaner portable		01 no.
(iii) Computer:         CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch.) Licensed Operating System and Antivirus compatible with trade related software.         01 no.           40. 22"TFTMonitor         01 no.         01 no.           41. CD for hospital management         01 no.         01 no.           (iv) Cleaning material:         01 no.         01 no.           42. Soft soap (ISI mark)         01 no.         01 no.           43. Liquid soap         01 no.         01 no.           44. Tat         01 no.         01 no.           45. Dish-wash bar (ISI mark)         01 no.         01 no.           46. Muriatic acid         01 no.         01 no.           47. Soda Ash         01 no.         01 no.           48. Phenyl         ISI marked Grade I         01 no.           49. Cleanzo         01 no.         01 no.           50. Naphthalene Balls         01 no.         01 no.           51. Homorols         01 no.         01 no.           52. Toilet freshener tablet         01 no.         01 no.           53. Deodorant spray         01 no.         01 no.           55. Cresol         01 no.         01 no. <td>37.</td> <td>· · · · · · · · · · · · · · · · · · ·</td> <td></td> <td>01 no.</td>	37.	· · · · · · · · · · · · · · · · · · ·		01 no.
39. Desktop computer  CPU: 32/64 Bit i3/i5/i7 or latest processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch.) Licensed Operating System and Antivirus compatible with trade related software.  40. 22"TFTMonitor  41. CD for hospital management  (iv) Cleaning material:  42. Soft soap (ISI mark)  43. Liquid soap  44. Tat  501 no.  45. Dish-wash bar (ISI mark)  46. Muriatic acid  47. Soda Ash  60. Muriatic acid  48. Phenyl  SISI marked Grade I  O1 no.  101 no.  102				01 no.
processor, Speed: 3 GHz or Higher. RAM:-4 GB DDR-III or Higher, Wi-Fi Enabled. Network Card: Integrated Gigabit Ethernet, with USB Mouse, USB Keyboard and Monitor (Min. 17 Inch.) Licensed Operating System and Antivirus compatible with trade related software.  40. 22"TFTMonitor 41. CD for hospital management (iv) Cleaning material: 42. Soft soap (ISI mark) 43. Liquid soap 44. Tat 501 no. 44. Tat 601 no. 45. Dish-wash bar (ISI mark) 60. Muriatic acid 70. Soda Ash 70. Soda Ash 70. Soda Ash 70. Soda Ash 70. Cleanzo 70. Naphthalene Balls 70. Naphthalene Balls 70. Naphthalene Balls 70. Toilet freshener tablet 70. Toilet freshener tablet 70. Toilet freshener tablet 70. Carbolic acid 70. Onno. 70. Carbolic acid 70. Onno.		·		
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54. Carbolic acid         01no.           55. Cresol         01no.				
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(vi) Laundry cleaning material :		Cresol		01no.
	(vi) Lau	ndry cleaning material :		



56. Laundry detergent powder  57. Soda  58. Bleaching powder/ Liquid bleach  59. Whitener / Liquid blue  60. After wash fabric conditioner  61. Liquid starch  62. Latest Insecticides & Rodenticides materials  63. Typical Stain removal materials  64. Nonsudsing Household Ammonia  65. Toilet cleaner  66. Instructor's table  67. Instructor's chair  68. Locked lockers  69. White board  70. Fire Extinguisher CO2  2 KG  71. Fire Buckets  72. Dustbins  Colour coded  73. Working table  1 table /5 student  75. Hygiene Kit  76. Wash Basins  77. Chart denoting the Do's and Don'ts  None:  10. 10. 0. 10. 0. 0. 0. 0. 0. 0. 0. 0. 0. 0. 0. 0. 0				
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61. Liquid starch 01no.  (vii) Insecticides & Rodenticides:  62. Latest Insecticides & Rodenticides materials  (viii) Stain Removal:  63. Typical Stain removal materials Sterilization Box 1 Pec.  64. Nonsudsing Household Ammonia 01no.  65. Toilet cleaner 01no.  C. SHOP FLOOR FURNITURE AND MATERIALS  66. Instructor's table 01 no.  67. Instructor's chair 02 nos.  68. Locked lockers 02 nos.  69. White board (Minimum 4 x 6 feet) 01 no.  70. Fire Extinguisher CO2 2 KG 02 nos.  71. Fire Buckets Standard size 02 nos.  72. Dustbins Colour coded 05 nos.  73. Working table 1 table /5 student As required 74. Hand wash basin 05 nos.  75. Hygiene Kit 06 nos.  76. Wash Basins 04 nos.  77. Chart denoting the Do's and Don'ts	59.	Whitener / Liquid blue		01no.
(vii) Insecticides & Rodenticides :  62. Latest Insecticides & Rodenticides materials  (viii) Stain Removal :  63. Typical Stain removal materials Sterilization Box 1 Pec.  64. Nonsudsing Household Ammonia 01no.  65. Toilet cleaner 01no.  C. SHOP FLOOR FURNITURE AND MATERIALS  66. Instructor's table 01 no.  67. Instructor's chair 02 nos.  68. Locked lockers 02 nos.  69. White board (Minimum 4 x 6 feet) 01 no.  70. Fire Extinguisher CO2 2 KG 02 nos.  71. Fire Buckets Standard size 02 nos.  72. Dustbins Colour coded 05 nos.  73. Working table 1 table /5 student As required  74. Hand wash basin 05 nos.  75. Hygiene Kit 06 nos.  76. Wash Basins 04 nos.  77. Chart denoting the Do's and Don'ts	60.	After wash fabric conditioner		01no.
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C. SHOP FLOOR FURNITURE AND MATERIALS  66. Instructor's table 01 no. 67. Instructor's chair 02 nos. 68. Locked lockers 02 nos. 69. White board (Minimum 4 x 6 feet) 01 no. 70. Fire Extinguisher CO2 2 KG 02 nos. 71. Fire Buckets Standard size 02 nos. 72. Dustbins Colour coded 05 nos. 73. Working table 1 table /5 student As required 74. Hand wash basin 05 nos. 75. Hygiene Kit 06 nos. 76. Wash Basins 04 nos. 77. Chart denoting the Do's and Don'ts	64.	Nonsudsing Household Ammonia		01no.
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67. Instructor's chair  68. Locked lockers  69. White board  70. Fire Extinguisher CO2  71. Fire Buckets  72. Dustbins  73. Working table  74. Hand wash basin  75. Hygiene Kit  76. Wash Basins  77. Chart denoting the Do's and Don'ts  Note: -	C. SHOP	FLOOR FURNITURE AND MATERIAL	LS	
68. Locked lockers  69. White board  (Minimum 4 x 6 feet)  70. Fire Extinguisher CO2  2 KG  71. Fire Buckets  72. Dustbins  Colour coded  73. Working table  1 table /5 student  74. Hand wash basin  75. Hygiene Kit  76. Wash Basins  77. Chart denoting the Do's and Don'ts  Note: -	66.	Instructor's table		01 no.
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70. Fire Extinguisher CO2 2 KG 02 nos.  71. Fire Buckets Standard size 02 nos.  72. Dustbins Colour coded 05 nos.  73. Working table 1 table /5 student As required  74. Hand wash basin 05 nos.  75. Hygiene Kit 06 nos.  76. Wash Basins 04 nos.  77. Chart denoting the Do's and Don'ts	68.	Locked lockers		02 nos.
71. Fire Buckets  72. Dustbins  73. Working table  74. Hand wash basin  75. Hygiene Kit  76. Wash Basins  77. Chart denoting the Do's and Don'ts  Standard size  Colour coded  1 table /5 student  As required  05 nos.  05 nos.  06 nos.  01 no.  01 no.	69.	White board	(Minimum 4 x 6 feet)	01 no.
72. Dustbins Colour coded 05 nos.  73. Working table 1 table /5 student As required  74. Hand wash basin 05 nos.  75. Hygiene Kit 06 nos.  76. Wash Basins 04 nos.  77. Chart denoting the Do's and Don'ts  Note: -	70.	Fire Extinguisher CO <sub>2</sub>	2 KG	02 nos.
73. Working table 1 table /5 student As required  74. Hand wash basin 05 nos.  75. Hygiene Kit 06 nos.  76. Wash Basins 04 nos.  77. Chart denoting the Do's and Don'ts 01 no.	71.	Fire Buckets	Standard size	02 nos.
74. Hand wash basin       05 nos.         75. Hygiene Kit       06 nos.         76. Wash Basins       04 nos.         77. Chart denoting the Do's and Don'ts       01 no.	72.	Dustbins	Colour coded	05 nos.
75. Hygiene Kit  76. Wash Basins  77. Chart denoting the Do's and Don'ts  Note: -	73.	Working table	1 table /5 student	As required
76. Wash Basins 04 nos.  77. Chart denoting the Do's and Don'ts 01 no.  Note: -	74.	Hand wash basin		05 nos.
77. Chart denoting the Do's and Don'ts 01 no.	75.	Hygiene Kit		06 nos.
Note: -	76.	Wash Basins		04 nos.
	77.	•		01 no.
1. All the tools and equipment are to be procured as per BIS specification.	Note: -			
	1. /	All the tools and equipment are to be	procured as per BIS specification.	



The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts, trainers of ITIs, NSTIs, faculties from universities and all others who contributed in revising the curriculum.

Special acknowledgement is extended by DGT to the following expert members who had contributed immensely in this curriculum.

Date of	Trade Committee Meeting: 6th to 10th	May 2013 at CSTARI, Kolkata	
S No.	Name & Designation Sh./Mr./Ms.	Organization	Remarks
1.	R.N. Bandyopadhyaya, Director	CSTARI, Kolkata	Chairman
2.	K. L. Kuli, Joint Director of Training	CSTARI, Kolkata	Member
3.	K. Srinivasa Rao, Joint Director of Training	CSTARI, Kolkata	Member
4.	L.K. Muhkerjee, Deputy Director of Training	CSTARI, Kolkata	Member
5.	Ashoke Rarhi, Deputy Director of Training	ATI-EPI, Dehradun	Member
6.	N. Nath, Assistant Director of Training	CSTARI, Kolkata	Member
7.	S. Srinivasu, Assistant Director of Training	ATI-EPI, Hyderabad	Member
8.	Sharanappa, Assistant Director of Training	ATI-EPI, Hyderabad	Member
9.	Ramakrishne Gowda, Asst. Director of Training	FTI, Bangalore	Member
10.	Goutam Das Modak, Asst. Director of Trg./Principal	RVTI, Kolkata	Member
11.	Venketesh. Ch., Principal	Govt. ITI, Dollygunj, Andaman & Nicobar Island	Member
12.	A.K. Ghate, Training Officer	ATI, Mumbai	Member
13.	V.B. Zumbre, Training Officer	ATI, Mumbai	Member
14.	P.M. Radhakrishna Pillai, Training Officer	CTI, Chennai	Member
15.	A. Jayaraman, Training officer	CTI Chennai	Member
16.	S. Bandyopadhyay, Training Officer	ATI, Kanpur	Member
17.	Suriya Kumari .K, Training Officer	RVTI, Kolkata	Member
18.	R.K. Bhattacharyya, Training Officer	RVTI, Trivandrum	Member
19.	Vijay Kumar, Training Officer	ATI, Ludhiana	Member
20.	Anil Kumar, Training Officer	ATI, Ludhiana	Member
21.	Sunil M.K. Training Officer	ATI, Kolkata	Member



22.	Devender, Training Officer	ATI, Kolkata	Member
23.	R. N. Manna, Training Officer	CSTARI, Kolkata	Member
24.	Mrs. S. Das, Training Officer	CSTARI, Kolkata	Member
25.	Jyoti Balwani, Training Officer	RVTI, Kolkata	Member
26.	Pragna H. Ravat, Training Officer	RVTI, Kolkata	Member
27.	Sarbojit Neogi, Vocational Instructor	RVTI, Kolkata	Member
28.	Nilotpal Saha, Vocational Instructor	I.T.I., Berhampore,	Member
		Murshidabad, W.B	
29.	Vijay Kumar, Data Entry Operator	RVTI, Kolkata	Member



## **ABBREVIATIONS**

CTS	Craftsmen Training Scheme
ATS	Apprenticeship Training Scheme
CITS	Craft Instructor Training Scheme
DGT	Directorate General of Training
MSDE	Ministry of Skill Development and Entrepreneurship
NTC	National Trade Certificate
NAC	National Apprenticeship Certificate
NCIC	National Craft Instructor Certificate
LD	Locomotor Disability
СР	Cerebral Palsy
MD	Multiple Disabilities
LV	Low Vision
НН	Hard of Hearing
ID	Intellectual Disabilities
LC	Leprosy Cured
SLD	Specific Learning Disabilities
DW	Dwarfism
MI	Mental Illness
AA	Acid Attack
PwD	Person with disabilities



