



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

**COMPETENCY BASED CURRICULUM**

# **HOSPITAL HOUSEKEEPING**

(Duration: One Year)

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



**SECTOR – TRAVEL, TOURISM, AND HOSPITALITY**

# HOSPITAL HOUSEKEEPING

(Non-Engineering Trade)

(Revised in 2018)

Version: 1.0



**CRAFTSMEN TRAINING SCHEME (CTS)**

**NSQF LEVEL- 4**

**Skill India**  
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Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

**CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE**

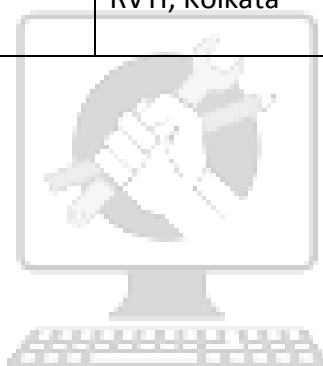
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## ACKNOWLEDGEMENT

The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts 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: 6 <sup>th</sup> to 10 <sup>th</sup> May 2013 at CSTARI, Kolkata			
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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. Mukherjee, Deputy Director of Training	CSTARI, Kolkata	Member
5.	Ashoke Rarhi, Deputy Director of Training	ATI-EPI, Dehradun	Member
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## 1. COURSE INFORMATION

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During the one-year duration of “Hospital Housekeeping” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and on-the-job training to build up confidence. The broad components covered related to the trade are categorized in two semesters each of six months duration. The semester wise course coverage is categorized as below:

**1<sup>st</sup> Semester** – In the first semester, the trainee learns about elementary first-aid, firefighting, environment regulation and housekeeping, etc. The trainee understands the importance of personal hygiene, cleanliness and basic principles of sanitation of hospital 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 hospital premises. He learns the methods of handling and disposal of solid, liquid, pathological and nuclear waste. He knows the methods of extinction of fire by the different fire fighting equipments and awareness of handling the dangerous situations occurring by natural calamities. He will be able to supervise the precaution, control and eradication of the pest, rodent and animal nuisance.

**2<sup>nd</sup> Semester** – In the second semester, the trainee learns to maintain the environment pleasant to patients, 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 hospital areas. The trainee acquires knowledge in hospital linen services, viz. selection, procurement, storing, sterilizing, replacing and accounting. The trainee learns to maintain housekeeping equipment. The trainee also supervises both internal and external environmental hygiene of hospital 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 hospital management data. The trainee also undergoes two weeks on-the-job training in various hospitals at the end of the second semester which gives them more practical exposure to hospital environment.

## 2. TRAINING SYSTEM

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### 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 National Council of Vocational Training (NCVT). Craftsman Training Scheme (CTS) and Apprenticeship Training Scheme (ATS) are two pioneer programs of NCVT for propagating vocational training.

“Hospital Housekeeping” trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one year (02 semester) duration. It mainly consists of Domain area and Core area. In the Domain area (Trade Theory & Practical) impart professional skills and knowledge, while 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 NCVT 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 CAREER PROGRESSION PATHWAYS

- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).

## 2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year (02 semesters): -

S No.	Course Element	Notional Training Hours
1.	Professional Skill (Trade Practical)	1320
2.	Professional Knowledge (Trade Theory)	264
3.	Employability Skills	110
4.	Library & Extracurricular activities	66
5.	Project Work	120
6.	Revision &	120
7.	Examination	80
	<b>Total</b>	<b>2080</b>

## 2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of the course and at the end of the training program as notified by the Government of India (GoI) from time to time. The employability skills will be tested in the first two semesters itself.

a) The **Internal Assessment** 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 template (Annexure – II).

b) The final assessment will be in the form of summative assessment method. The All India Trade Test for awarding NTC will be conducted by NCVT at the end of each semester as per the guideline of Government of India. The pattern and marking structure is being notified by Govt. of India 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

The minimum pass percentage for practical is 60% & minimum pass percentage of theory subjects is 40%. For the purposes of determining the overall result, 50% weightage is applied to the result of each semester examination.



## 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.

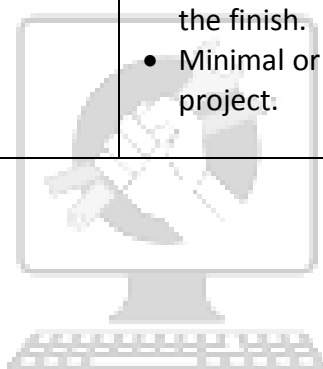
Assessment will be evidence based comprising the following:

- 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 of internal assessments are to be preserved until forthcoming semester examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

Performance Level	Evidence
<b>(a) Weightage in the range of 60%-75% to be allotted during assessment</b>	
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 style="list-style-type: none"> <li>• Demonstration of good skill in the use of hand tools, machine tools and workshop equipment.</li> <li>• Below 70% tolerance dimension achieved while undertaking different work with those demanded by the component/job.</li> <li>• A fairly good level of neatness and consistency in the finish.</li> <li>• Occasional support in completing the project/job.</li> </ul>
<b>(b) Weightage in the range of 75%-90% to be allotted during assessment</b>	
For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with little guidance, and	<ul style="list-style-type: none"> <li>• Good skill levels in the use of hand tools, machine tools and workshop equipment.</li> <li>• 70-80% tolerance dimension achieved while undertaking different work with those</li> </ul>

regard for safety procedures and practices	<p>demand by the component/job.</p> <ul style="list-style-type: none"> <li>• A good level of neatness and consistency in the finish.</li> <li>• Little support in completing the project/job.</li> </ul>
(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.	<ul style="list-style-type: none"> <li>• High skill levels in the use of hand tools, machine tools and workshop equipment.</li> <li>• Above 80% tolerance dimension achieved while undertaking different work with those demanded by the component/job.</li> <li>• A high level of neatness and consistency in the finish.</li> <li>• Minimal or no support in completing the project.</li> </ul>



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### 3. JOB ROLE

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#### **Brief description of Job roles:**

**Hospital housekeeper;** maintain a sterile environment throughout the hospital that they are working for. They handle waste management duties and replenish linen along with a bevy of other housekeeping duties.

**Matron, Housekeeping;** Controller of Household supervises work of staff in hostels, boarding houses, orphanages and other residential institutions and looks after welfare of residents and cleanliness of premises. Allots duties to domestic staff engaged in cleaning rooms. Ensures that Ayahs, Waiters etc., attend to comfort of residents and maintains cleanliness of place. Meets women residents, enquires about their comfort and arranges for their requirements.

Hospital housekeepers clean patient rooms, surgical units, administrative offices and restroom several times a day to keep infection and disease at bay. They also polish furniture, vacuum carpets and distribute clean linen and hospital gowns in their assigned areas. Hospital housekeeping staff owing to the need to meet its high standards of cleanliness and sanitization. A hospital needs the services of a housekeeper to manage a clean environment in a constant manner. They clean rooms, bathrooms, hallways, locker rooms and wards along with performing linen changing duties and laundry. They also ensure that all wastepaper baskets around the hospital are emptied and washed and that all surfaces are sanitized using disinfectants. Another important task of a hospital housekeeper is to empty trash receptacles, a duty in which they need to be extra careful. Surgical waste is the cause of many diseases which is why hospital housekeepers are trained in removing it with care and responsibility.

**Janitor;** keeps hotel, office building, apartment house, or similar building in clean and orderly condition and tends furnace, air-conditioner, and boiler to provide heat, cool air, and hot water for tenants, performing any combination of following duties: Sweeps, mops, scrubs, and vacuums hallways, stairs and office space. Regulates flow of fuel into automatic furnace or shovels coal into hand-fired furnace. Empties tenants' trash and garbage containers, Maintains building, performing minor and routine painting, plumbing, electrical wiring, and other related maintenance activities, using hand tools. Replaces air-conditioner filters. Cautions tenants regarding complaints about excessive noise, disorderly conduct, or misuse of property. Notifies management concerning need for major repairs or additions to lighting, heating, and ventilating equipment. Cleans snow and debris from sidewalk. Mows lawn, trims shrubbery, and cultivates flowers, using hand tools and power tools.

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

- a) 5151.0400
- b) 5151.0201
- c) 5151.9900

## 4. GENERAL INFORMATION

<b>Name of the Trade</b>	<b>HOSPITAL HOUSEKEEPING</b>
<b>NCO - 2015</b>	5151.0400, 5151.0201, 5151.9900
<b>NSQF Level</b>	Level-4
<b>Duration of Craftsmen Training</b>	One Year (2 Semesters)
<b>Entry Qualification</b>	Passed 10 <sup>th</sup> class Examination under 10+2 System of Education.
<b>Unit Strength (No. of Student)</b>	20 (Max. Supernumeraries seats: 6)
<b>Space Norms</b>	40 Sq. m
<b>Power Norms</b>	5 KW
<b>Instructors Qualification for:</b>	
<b>(i) Hospital Housekeeping Trade</b>	<p>Degree in Hospital Administration/ Management / PG Diploma in Healthcare Management from recognized university with one year post qualification experience in the relevant field.</p> <p style="text-align: center;"><b>OR</b></p> <p>Diploma in Hospital Administration / Healthcare Management from a recognized board/ council of education with two years post qualification experience in the relevant field.</p> <p style="text-align: center;"><b>OR</b></p> <p>NTC/ NAC passed in the trade with three years post qualification experience in the relevant field.</p> <p><b><u>Desirable:</u></b> Preference will be given to a candidate with Craft Instructor Certificate (CIC) in the relevant trade.</p> <p><b><u>Note:</u></b> <i>Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications.</i></p>

<b>(ii) Employability Skill</b>	MBA OR BBA with two-year experience OR Graduate in Sociology/ Social Welfare/ Economics with two-year experience OR Graduate/ Diploma with two-year experience and trained in Employability Skills from DGT institutes. <b>AND</b> Must have studied English/ Communication Skills and Basic Computer at 12 <sup>th</sup> / Diploma level and above. <b>OR</b> Existing Social Studies Instructors duly trained in Employability Skills from DGT institutes.			
<b>List of Tools and Equipment</b>	As per Annexure – I			
<b>Distribution of training on hourly basis: (Indicative only)</b>				
<b>Total hrs/ Week</b>	<b>Trade Practical</b>	<b>Trade Theory</b>	<b>Employability Skills</b>	<b>Extracurricular Activity</b>
40 Hours	30 Hours	6 Hours	2 Hours	2 Hours

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## 5. NSQF LEVEL COMPLIANCE

NSQF level for “Hospital Housekeeping” trade under CTS: **Level 4**

As per notification issued by Govt. of India dated- 27.12.2013 on National Skill Qualification Framework total 10 (Ten) Levels are defined.

Each level of the NSQF is associated with a set of descriptors made up of five outcome statements, which describe in general terms, the minimum knowledge, skills and attributes that a learner needs to acquire in order to be certified for that level.

Each level of the NSQF is described by a statement of learning outcomes in five domains, known as level descriptors. These five domains are:

- a. Process
- b. Professional knowledge
- c. Professional skill
- d. Core skill
- e. Responsibility

The Broad Learning outcome of “Hospital Housekeeping” trade under CTS mostly matches with the Level descriptor at Level- 4.

The NSQF level-4 descriptor is given below:

Level	Process Required	Professional Knowledge	Professional Skill	Core Skill	Responsibility
Level 4	Work in familiar, predictable, routine, situation of clear choice	Factual knowledge of field of knowledge or study	Recall and demonstrate practical skill, routine and repetitive in narrow range of application, using appropriate rule and tool, using quality concepts	Language to communicate written or oral, with required clarity, skill to basic Arithmetic and algebraic principles, basic understanding of social political and natural environment	Responsibility for own work and learning

## 6. LEARNING/ ASSESSABLE OUTCOME

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

### 6.1 GENERIC LEARNING OUTCOME

1. Apply safe working practices.
2. Comply with environment regulation and housekeeping.
3. Assist in exigencies and carry out elementary first-aid during emergencies.
4. Work in a team, understand and practice soft skills, technical English to communicate with required clarity.
5. Explain energy conservation, global warming and pollution and contribute in day-to-day work by optimally using available resources.
6. Explain personnel finance, entrepreneurship and manage/organize related task in day-to-day work for personal & societal growth.

### 6.2 SPECIFIC LEARNING OUTCOME

#### First Semester:

7. Perform proper sanitation; maintain cleanliness and purification of water.
8. Identify the removal and control technique of unwanted odours and sources of odours.
9. Perform and demonstrate the hospital waste disposal.
10. Perform Safety awareness activity in hospital from fire, electrical and natural hazards.
11. Identify diseases transmitted by rodents and animals and apply pests for Prevention, control and eradication of rodents and animal nuisance.

#### Second Semester:

12. Create and Maintain pleasant lighting, making aesthetic colour scheme, ventilation and applying proper interior decoration in different hospital areas.
13. Distribute clean linen and hospital / surgical gown and maintain inventory.

14. Demonstrate both internal and external environmental hygiene of hospital premises.
15. Supervise both internal and external environmental hygiene of hospital premises.
16. Carry out infection control measures.
17. Co-ordinate and monitor managerial task.
18. Practice basic operation in computer.



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## 7. LEARNING OUTCOME WITH ASSESSMENT CRITERIA

GENERIC LEARNING/ ASSESSABLE OUTCOME	
LEARNING/ ASSESSABLE OUTCOME	ASSESSMENT CRITERIA
1. Apply safe working practices	1.1 Follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements, and according to policy.
	1.2 Recognize and report all unsafe situations according to policy.
	1.3 Identify and take necessary precautions on fire and safety hazards and report according to work policy and procedures.
	1.4 Identify, handle and store/ dispose-off dangerous goods and substances according to policy and procedures following safety regulations and requirements.
	1.5 Identify and observe policies and procedures with regard to illness or accident.
	1.6 Identify safety alarms accurately.
	1.7 Report supervisor/ competent of authority in the event of accident or sickness of any staff and record accident details correctly according to accident/injury procedures.
	1.8 Identify and observe evacuation procedures according to site policy.
	1.9 Identify Personal Protective Equipment (PPE) and use the same as per related working environment.
	1.10 Identify basic first-aid and use them under different circumstances.
	1.11 Identify different fire extinguisher and use the same as per requirement.
2. Comply with environment regulation and housekeeping	2.1 Identify environmental pollution & contribute to the avoidance of instances of environmental pollution.
	2.2 Deploy environmental protection legislation & regulations.
	2.3 Take opportunities to use energy and materials in an environmentally friendly manner.
	2.4 Avoid waste and dispose waste as per procedure.
3. Assist in exigencies and carry out elementary first-aid during emergencies.	3.1 Demonstrate elementary first-aids.
	3.2 Demonstrate safety practices to be observed in kitchen.
	3.3 Demonstrate use of personal protective dresses.
	3.4 Identify emergency exit route.
	3.5 Demonstrate fire fighting procedure using fire extinguishers.

4. Work in a team, understand and practice soft skills, technical English to communicate with required clarity.	4.1 Obtain sources of information and recognize information.
	4.2 Use documents, regulations and occupationally related provisions.
	4.3 Conduct appropriate and target oriented discussions with higher authority and within the team.
	4.4 Present facts and circumstances, possible solutions & use English and French terminology.
	4.5 Resolve disputes within the team.
	4.6 Conduct written communication.
5. Explain energy conservation, global warming, pollution, and contribute in day-to-day work by using available resources optimally.	5.1 Semester examination to test knowledge on energy conservation, global warming and pollution.
	5.2 Their applications will be assessed during execution of assessable outcome.
6. Explain personnel finance, entrepreneurship and manage/organize related task in day-to-day work for personal & societal growth.	6.1 Semester examination to test knowledge on personnel finance, entrepreneurship.
	6.2 Their applications will be assessed during execution of assessable outcome.

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SPECIFIC LEARNING/ ASSESSABLE OUTCOME	
FIRST SEMESTER	
LEARNING/ ASSESSABLE OUTCOME	ASSESSMENT CRITERIA
7. Supervise proper sanitation; maintain cleanliness and purification of water.	7.1 Supervise the proper sanitation of hospital.
	7.2 Demonstrate the basic cleaning.
	7.3 Demonstrate the special cleaning of furniture and fixtures.
	7.4 Demonstrate maintenance of toilets.
	7.5 Demonstrate different processes of water treatment and purification.
8. Identify the removal and control technique of unwanted odours.	8.1 Identify the types and causes of unwanted odours in hospital premises.
	8.2 Demonstrate and identify proper ventilation.
	8.3 Demonstrate and identify the humidity and temperature control.
	8.4 Demonstrate and identify the removal and control technique of unwanted odours.
	8.5 Demonstrate and identify various equipments and materials used for odour control operations.
9. Supervise the hospital waste disposal.	9.1 Supervise hospital waste disposal.
	9.2 Demonstrate and identify the source and generation of waste..
	9.3 Identify the pollution hazards caused by the waste.
	9.4 Demonstrate the collection and transportation methods of wastes.
	9.5 Demonstrate the methods of handling and disposal types of hospital wastes.
	9.6 Demonstrate the different methods of waste disposal.
10. Safety awareness in hospital from fire, electrical and natural hazards.	10.1 Identify fire risk areas in the hospital.
	10.2 Demonstrate and supervise fire prevention activities.
	10.3 Demonstrate and instruction followed by fire department.
	10.4 Operate fire alarm and smoke detector.
	10.5 Demonstrate and operate different firefighting equipment.
	10.6 Ensure periodical fire fighting drill.
	10.7 Demonstrate how to tackle dangerous situation caused by natural calamities.
11. Identify and control pests, rodents and	11.1 Identifying pastes, Rodents & Animal Nuisance in hospital.
	11.2 Basic knowledge of life cycles of pests, rodents, etc.

animal nuisance.	11.3	Identify the disease transmitted by pests, rodents and animals.
	11.4	Supervise the precaution, control and eradication of pests rodents and animal nuisance.
<b>SECOND SEMESTER</b>		
12. Maintain pleasant environment by proper interior decoration.	12.1	Prepare pleasant environment in hospital.
	12.2	Maintain aesthetic colour scheme.
	12.3	Make necessary flower arrangement in wards and departments.
	12.4	Ensure proper lighting and ventilation in the hospital areas.
13 Distribute clean linen and hospital / surgical gown and maintain inventory.	13.1	Maintain hospital linen services.
	13.2	Supervise washing, sterilizing in the laundry.
	13.3	Maintain inventory of linen.
	13.4	Ensure proper storing of linen.
14 Ensure proper custody, operation and maintenance of hospital equipments.	14.1	Acquire basic knowledge of operation of different equipment.
	14.2	Follow safety norms and maintain proper procedure of handling equipment.
	14.3	Follow the fault detection of equipment.
	14.4	Follow the maintenance scheduling and preventive maintenance.
15 Supervise both internal and external environmental hygiene of hospital premises.	15.1	Regular surveillance of overhead and underground tank.
	15.2	Follow and maintain proper covering, regular chlorination and cleaning of reservoir.
	15.3	Control and prevent pollution causes from air, water and noise.
16 Carry out infection control measures.	16.1	Practice of disinfection process.
	16.2	Practice of different methods of sterilization.
	16.3	Practice on aseptic procedures in hospital.
	16.4	Carry out control over epidemiology of hospital infection.
17 Co-ordinate and monitor managerial task.	17.1	Plan, organize, co-ordinate, control and monitor all housekeeping activity in hand.
	17.2	Utilize resources systematically.
	17.3	Maintain various housekeeping Records & Documents.
18 Practice basic	18.1	Basic operation of Computer, Windows and MS office.

operation in computer.	18.2 Entry and manage data in computer.
	18.3 Working with hospital records in computer.



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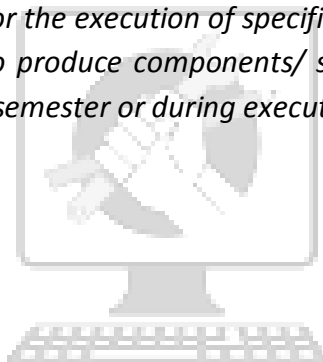
## 8. SYLLABUS

SYLLABUS – HOSPITAL HOUSEKEEPING			
FIRST SEMESTER – 06 Months			
Week No.	Ref. Learning Outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
1-5	Perform proper sanitation; maintain cleanliness and purification of water.	<p>Work on Sanitation and cleaning of the Hospital &amp; Environment.</p> <ol style="list-style-type: none"> <li>Basic Cleaning <ul style="list-style-type: none"> <li>Dusting</li> <li>Sweeping</li> <li>Polishing</li> <li>Washing (40 hrs)</li> </ul> </li> <li>Special Cleaning of <ul style="list-style-type: none"> <li>Different types of floors</li> <li>Wall &amp; Ceiling</li> <li>Doors &amp; Windows</li> <li>Furniture &amp; Fixtures</li> <li>Venetian Blinds (40 hrs)</li> </ul> </li> <li>Daily Maintenance of Toilet. (30 hrs)</li> <li>Perform Water treatment, Filtering &amp; Purification. (40 hrs)</li> </ol>	<ul style="list-style-type: none"> <li>Basic principles of sanitation and peculiarity to hospital environment.</li> <li>Basic principles of personal hygiene</li> <li>Basic knowledge about different detergent and disinfectants</li> <li>Different cleaning procedures applicable to different hospital areas</li> <li>Basic knowledge about cleaning equipments <ul style="list-style-type: none"> <li>Their operation techniques and maintenance.</li> </ul> </li> <li>Different processes of Water treatment &amp; purification, removing bacteria.</li> </ul>
6-8	Identify the removal and control technique of unwanted odours and sources of odours.	<ol style="list-style-type: none"> <li>Identify and determine the types and sources of unwanted odours in hospital premises. (45 hrs)</li> <li>Control and removal of bad odours in and surrounding of the hospital. (45 hrs)</li> </ol>	<ul style="list-style-type: none"> <li>Basic principals of ventilation, composition of Air, Air flow, Humidity and temperature.</li> <li>Common types of odours and their sources of origin.</li> <li>Removal and control technique of different types of odours.</li> <li>Various equipments and materials used for odour control operations.</li> </ul>
9-12	Perform and demonstrate the hospital waste disposal.	<ol style="list-style-type: none"> <li>Perform hospital waste Collection, Transportation &amp; Disposal (120 hrs)</li> </ol>	<p>Hospital Waste -</p> <ul style="list-style-type: none"> <li>Source and generation of waste</li> <li>Hazards of hospital waste to hospital population and community.</li> </ul>

			<ul style="list-style-type: none"> <li>Principles of collection of different types of hospital</li> </ul>
13-16	Perform Safety awareness activity in hospital from fire, electrical and natural hazards.	8. Work on activity for Safety Awareness on Fire, Electrical & Natural Hazards. (20 hrs) 9. Identify fire risk areas in hospital. (20 hrs) 10. Demonstrate fire prevention activities. (20 hrs) 11. Demonstrate as per instruction by Fire Department / Fire Brigade team. (20 hrs) 12. Detect source of fire, Operate fire alarm, Smoke Detector, Demonstrate Fire fighting operation, Fire picketing, Fire salvage operation like salvage of men, material and equipment. (20 hrs) 13. Ensure & demonstrate periodical fire fighting drill and dangerous condition application. (20 hrs)	<ul style="list-style-type: none"> <li>Classification of fire, importance of fire in hospital.</li> <li>Basic methods of extinction of fire. Principles of working of different types of Fire Extinguishers.</li> <li>Principles of working of different Fire Fighting Equipment.</li> <li>Awareness of tackling dangerous situation e.g. Earthquake, Cyclones, Floods etc.</li> </ul>
17-21	Identify diseases transmitted by rodents and animals and apply pests for Prevention, control and eradication of rodents and animal nuisance.	14. Identify & control pastes, Rodents & Animal Nuisance in hospital. (75 hrs) 15. Organize and perform the precautionary step to control and eradication of Rodent and Animal nuisance. (75 hrs)	<ul style="list-style-type: none"> <li>Basics of life cycles of pastes, Rodents.</li> <li>Vulnerable areas of paste and Rodent nuisance.</li> <li>Disease transmission by pastes and Rodents and other animals.</li> <li>Prevention, control and eradication of paste, Rodents and other animals.</li> </ul>
22-23	<b>Project work/ Industrial visit</b> <b>Broad Areas:</b> <ol style="list-style-type: none"> <li>Prepare a chart for segregation of waste in colour coded bags or container.</li> <li>Prepare charts for cleaning agents and selection of cleaning agents.</li> <li>Preparation of frequency schedule for different area / items with appropriate disinfection methods.</li> </ol>		
24-25	<b>Revision</b>		
26	<b>Examination</b>		

**Note: -**

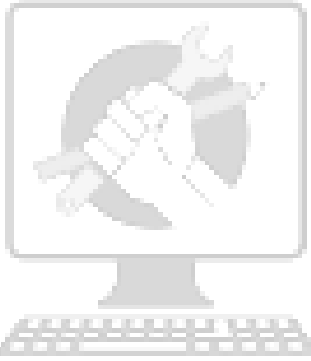
1. *At least one Hospital visit in every two weeks shall be arranged.*
2. *An activity report to be submitted by the trainees and internal assessment marks (Max 10) will be awarded based on it.*
3. *The instructor may design their own project and also inputs from local industry may be taken in designing such new project.*
4. *The project should broadly cover maximum skills in the particular trade and must involve some problem solving skill. Emphasis should be on Teamwork: Knowing the power of synergy/ collaboration, work to be assigned to a group (Group of at least 4 trainees). The group should demonstrate Planning, Execution, Contribution and Application of Learning. They need to submit a project report.*
5. *If the instructor feels that for the execution of specific project more time is required than he may plan accordingly to produce components/ sub-assemblies in appropriate time, i.e., may be in the previous semester or during execution of normal trade practical.*



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SYLLABUS – HOSPITAL HOUSEKEEPING			
SECOND SEMESTER – 06 Month			
Week No.	Ref. Learning Outcome	Professional Skills (Trade Practical) With Indicative Hours	Professional Knowledge (Trade Theory)
27-31	Create and Maintain pleasant lighting, making aesthetic colour scheme, ventilation and applying proper interior decoration In different hospital areas.	16. Create environment pleasant to patients, staff and visitors. (30 hrs) 17. Create and maintain aesthetic colour Scheme(30 hrs) 18. Make aesthetic and suitable arrangement of soft furnishing. (30 hrs) 19. Make necessary floor arrangement in wards / departments. (30 hrs) 20. Ensure proper lighting and ventilation in different hospital areas. (30 hrs)	<ul style="list-style-type: none"> <li>Understand different colour scheme.</li> <li>Selection of colours for various purposes.</li> <li>Materials used for different hospital areas.</li> <li>Acquire knowledge of types and arrangement of soft furnishing and their maintenance.</li> <li>Have knowledge of flower arrangements and their importance.</li> <li>Colour of flowers and effects on patients mind.</li> <li>Acquire knowledge of preservation methods of flower for longer period.</li> <li>Basic knowledge about adverse effect of flower on health.</li> <li>Quantitative and qualitative requirement of lightings in different hospital areas.</li> </ul>
32-34	Distribute clean linen and hospital / surgical gown and maintain inventory	21. Procure linen from stores and Laundry. (10 hrs) 22. Ensure proper storage of linen. (10 hrs) 23. To supervise washing, sterilization in the laundry. (10 hrs) 24. Maintain linen properly. (15 hrs) 25. Issues linen in Wards / Departments. (15 hrs) 26. Keep proper accounting of linen. (15 hrs) 27. Ensure proper sorting of	Acquire basic knowledge in : <ul style="list-style-type: none"> <li>Linen and their importance in hospital.</li> <li>Classification of linen.</li> <li>Characteristics of linen of different types.</li> <li>Nature of fabrics and uses.</li> <li>Linen selection, procurement, storing, physical facilities required for linen rooms.</li> <li>Preparation</li> <li>Mending</li> <li>Security, safety &amp; control</li> </ul>

		linen. (15 hrs)	<ul style="list-style-type: none"> <li>Collecting of dirty and clean linen.</li> <li>Processing.</li> <li>Condemnation &amp; incineration</li> <li>Replacement.</li> </ul>
35 - 38	Ensure proper custody, operation and maintenance of hospital equipments.	28. Ensure proper custody, operation and maintenance of all hospital housekeeping equipment. (120 hrs)  	<ul style="list-style-type: none"> <li>Role of good material management in effective linen service.</li> <li>Acquire basic knowledge of the different types of equipment in use.</li> <li>Operational procedures of equipments.</li> <li>Safety measures in operation to have working knowledge in preventive maintenance of the housekeeping equipments which includes - Maintenance scheduling &amp; AMC.</li> <li>Maintenance processes.</li> <li>Fault detection.</li> <li>Minor repair.</li> </ul>
39 - 42	Demonstrate both internal and external environmental hygiene of hospital premises	29. Demonstrate both internal and external environmental hygiene of hospital premises. (60 hrs) 30. Regular surveillance of overhead and underground tank, proper cover, regular chlorination and cleaning. (60 hrs)	<ul style="list-style-type: none"> <li>Types of environment.</li> <li>Factors effecting the environment in hospital.</li> <li>Lay out, configuration work, flow of men, material and equipment in different hospital areas.</li> <li>Air, water, noise, pollution, causes of pollution and their control and prevention in hospital</li> </ul>
43 - 44	Carry out infection control measures.	31. Carry out infection control measures: Disinfections practices. Sterilization practices. Aseptic procedures. (60 hrs)	Acquire basic understanding on : <ul style="list-style-type: none"> <li>Definition of hospital infection.</li> <li>Hospital infection and its importance.</li> <li>Epidemiology of hospital infection.</li> <li>Basic disease process.</li> <li>Common factors responsible for hospital infection.</li> </ul>

			<ul style="list-style-type: none"> <li>• Type of disinfections and their practices. Method of sterilization and their practices.</li> <li>• Other aseptic procedures practiced in a hospital.</li> <li>• Prevention and control of hospital infection.</li> <li>• Role of Hospital Housekeeper in controlling hospital infection.</li> </ul>
45 - 46	Co-ordinate and monitor managerial task.	32. Plan, organize, co-ordinate, control and monitor all housekeeping activity in hand for effective utilization of resources. (30 hrs) 33. Maintain various housekeeping Records & Documents. (30 hrs)	<ul style="list-style-type: none"> <li>• Personal hygiene.</li> <li>• Principles of management and their applications in housekeeping.</li> </ul>
47 - 49	Practice basic operation in computer	34. Basic operation of Computer, Windows and MS office. (45 hrs) 35. Practiced on Data Entry in computer (45 hrs)	<ul style="list-style-type: none"> <li>• Basic computer awareness for Hospital Management.</li> <li>• Study on Windows &amp; MS Office.</li> <li>• Objectives of Hospital computerization</li> </ul>
50	<b>Project work/ Industrial visit</b> <b>Broad Areas:</b> <ol style="list-style-type: none"> <li>Prepare working schedule for 10 hospital bed / 1200-1500 sq ft floor area.</li> <li>Prepare a category-wise chart of Bio-medical Waste as per biomedical waste management and handling rules.</li> <li>Prepare dashboard / layout diagram containing patient registration, OPD, IPD, Billing, Path. Lab., Imaging Labs., PACS Facility Centre, Reports, Emergency, Admin, Insurance, OT, Pharmacy / medicine store and waiting lobby.</li> </ol>		
51	<b>Revision</b>		
52	<b>Examination</b>		

**Note: -**

1. At least one Hospital visit in every two weeks shall be arranged.
2. An activity report to be submitted by the trainees and internal assessment marks (Max 10) will be awarded based on it.
3. The instructor may design their own project and also inputs from local industry may be taken in designing such new project.

4. *The project should broadly cover maximum skills in the particular trade and must involve some problem solving skill. Emphasis should be on Teamwork: Knowing the power of synergy/ collaboration, work to be assigned to a group (Group of at least 4 trainees). The group should demonstrate Planning, Execution, Contribution and Application of Learning. They need to submit a project report.*
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## 9. SYLLABUS - CORE SKILLS

CORE SKILL – EMPLOYABILITY SKILL		
First Semester		
<b>1. English Literacy</b>		<b>Duration : 20 hrs</b> <b>Marks : 09</b>
Pronunciation	Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
Functional Grammar	Transformation of sentences, Voice change, Change of tense, Spellings.	
Reading	Reading and understanding simple sentences about self, work and environment	
Reading	Construction of simple sentences Writing simple English	
Speaking/ Spoken English	Speaking with preparation on self, on family, on friends/ classmates, on known people, picture reading, gain confidence through role- playing and discussions on current happening, job description, asking about someone's job, habitual actions. Cardinal (fundamental) numbers, ordinal numbers. Taking messages, passing on messages and filling in message forms, Greeting and introductions, office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.	
<b>2. IT Literacy</b>		<b>Duration : 20 hrs</b> <b>Marks : 09</b>
Basics of Computer	Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of the computer.	
Computer Operating System	Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc. Use of Common applications.	
Word Processing and Worksheet	Basic operating of Word Processing, Creating, Opening and Closing Documents, Use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & Creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets.	

Computer Networking and Internet	Basic of Computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, WebSite, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes.
<b>3. Communication Skills</b>	
	<b>Duration : 15 hrs</b> <b>Marks : 07</b>
Introduction to Communication Skills	Communication and its importance Principles of effective communication Types of communication - verbal, non-verbal, written, email, talking on phone. Non-verbal communication -characteristics, components-Para-language Body language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort.
Listening Skills	Listening-hearing and listening, effective listening, barriers to effective listening, guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active listening skills.
Motivational Training	Characteristics essential to achieving success. The power of positive attitude. Self awareness Importance of commitment Ethics and values Ways to motivate oneself Personal goal setting and employability planning.
Facing Interviews	Manners, etiquettes, dress code for an interview Do's & don'ts for an interview
Behavioral Skills	Problem solving Confidence building Attitude
<b>Second Semester</b>	
<b>4. Entrepreneurship Skills</b>	
	<b>Duration : 15 hrs</b> <b>Marks : 06</b>

Concept of Entrepreneurship	Entrepreneur - Entrepreneurship - Enterprises: Conceptual issue Entrepreneurship vs. management, Entrepreneurial motivation. Performance & record, Role & function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.
Project Preparation & Marketing Analysis	Qualities of a good entrepreneur, SWOT and risk analysis. Concept & Application of PLC, Sales & Distribution management. Difference between small scale & large scale business, Market survey, Method of marketing, Publicity and advertisement, Marketing mix.
Institution's Support	Preparation of project. Role of various schemes and institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non-financing support agencies to familiarize with the policies / programmes, procedure & the available scheme.
Investment Procurement	Project formation, Feasibility, Legal formalities i.e., Shop act, Estimation & costing, Investment procedure - Loan procurement - Banking processes.
<b>5. Productivity</b>	
<b>Duration : 10 hrs Marks : 05</b>	
Benefits	Personal/ Workman - Incentive, Production linked Bonus, Improvement in living standard.
Affecting Factors	Skills, Working aids, Automation, Environment, Motivation - How it improves or slows down productivity.
Comparison with Developed Countries	Comparative productivity in developed countries (viz. Germany, Japan and Australia) in select industries, e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.
Personal Finance Management	Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and insurance.
<b>6. Occupational Safety, Health and Environment Education</b>	
<b>Duration : 15 hrs Marks : 06</b>	
Safety & Health	Introduction to occupational safety and health Importance of safety and health at workplace.
Occupational Hazards	Basic hazards, chemical hazards, vibroacoustic hazards, mechanical hazards, electrical hazards, thermal hazards. occupational health, occupational hygiene, occupational diseases/ disorders & its prevention.
Accident & Safety	Basic principles for protective equipment. Accident prevention techniques - control of accidents and safety measures.

First Aid	Care of injured & sick at the workplaces, First-aid & transportation of sick person.
Basic Provisions	Idea of basic provision legislation of India. Safety, health, welfare under legislative of India.
Ecosystem	Introduction to environment. Relationship between society and environment, ecosystem and factors causing imbalance.
Pollution	Pollution and pollutants including liquid, gaseous, solid and hazardous waste.
Energy Conservation	Conservation of energy, re-use and recycle.
Global Warming	Global warming, climate change and ozone layer depletion.
Ground Water	Hydrological cycle, ground and surface water, Conservation and harvesting of water.
Environment	Right attitude towards environment, Maintenance of in-house environment.
<b>7. Labour Welfare Legislation</b>	
<b>Duration : 05 hrs</b> <b>Marks : 03</b>	
Welfare Acts	Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's Compensation Act.
<b>8. Quality Tools</b>	
<b>Duration : 10 hrs</b> <b>Marks : 05</b>	
Quality Consciousness	Meaning of quality, Quality characteristic.
Quality Circles	Definition, Advantage of small group activity, objectives of quality circle, Roles and function of quality circles in organization, Operation of quality circle. Approaches to starting quality circles, Steps for continuation quality circles.
Quality Management System	Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.
Housekeeping	Purpose of housekeeping, Practice of good housekeeping.
Quality Tools	Basic quality tools with a few examples.

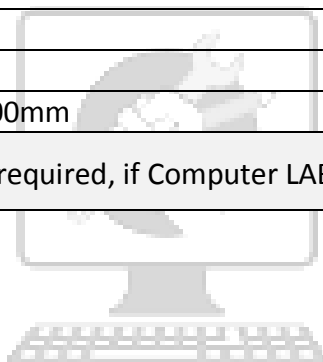


LIST OF TOOLS & EQUIPMENTS			
Hospital Housekeeping (for batch of 20 Candidates)			
S No.	Name of the Tools and Equipment	Specification	Quantity
<b>A. TRAINEES TOOL KIT</b>			
1.	Mask		20 sets
2.	Hand gloves		20 nos.
3.	Apron		20 sets
4.	Goggles		20 nos.
5.	Paper towel		20 nos.
6.	Safety Shoes		20 pairs
7.	Cap and scarf		20 nos. Each
<b>B. SHOP TOOLS &amp; EQUIPMENT</b>			
<b>(i) Manually operated equipment</b>			
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.

30.	Torch		01 no.
31.	Carborandum stone		01 no.
32.	Manual sweeping machine		01 no.
33.	Model Kleensweep-II		01 no.
<b>(ii) Power operated equipment</b>			
34.	Floor scrubbing/polishing machine		
35.	Model-S.C. Major		01 no.
36.	Model - S.C. standard		01 no.
37.	Wet vacuum cleaner		01 no.
38.	Dry vacuum cleaner portable		01 no.
39.	Fumigation machine (Oticare)		01 no.
40.	Bed pan washer		01 no.
<b>(iii) Computer</b>			
41.	Desktop computer	Latest Processor with major minimum features as below: Quad Core 32/64 Bit Processor (3.06 GHz or Higher, 4 MB 4-Core/ 8- Threads, Turbo up to 3.46 GHz) or Higher <b>Network Card:</b> Integrated Gigabit Ethernet (10/100/1000); <b>RAM:</b> 8 GB Dual Channel DDR3, 1333 MHz SDRAM Memory expandable up to 8 GB <b>Cache:-</b> L3 Smart 8 MB Cache speed 2.3 MHz or Higher 1 Terabyte HDD	01 no.
42.	22"TFTMonitor		01 no.
43.	CD for hospital management		01 no.
<b>(iv) Cleaning material</b>			
44.	Soft soap (ISI mark)		01 no.
45.	Liquid soap		01 no.
46.	Tat		01 no.
47.	Dish-wash bar (ISI mark)		01 no.
48.	Muriatic acid		01 no.
49.	Soda Ash		01 no.
<b>(v) Deodorants &amp; Disinfectant</b>			
50.	Phenyl	ISI marked Grade I	01 no.
51.	Floor cleaning chemical	5 ltr. can	01 no.
52.	Naphthalene Balls		01 no.

53.	Toilet freshener tablet		01no.
54.	Deodorant spray		01no.
55.	Carbolic acid		01no.
56.	Cresol/ methylphenols		01no.
<b>(vi) Laundry cleaning material :</b>			
57.	Laundry detergent powder		01no.
58.	Washing Soda		01no.
59.	Bleaching powder/ Liquid bleach		01no.
60.	Whitener / Liquid blue		01no.
61.	After wash fabric conditioner		01no.
62.	Powder / Liquid starch		01no.
<b>(vii) Insecticides &amp; Rodenticides</b>			
63.	Latest Insecticides & Rodenticides materials	Pouch	01no.
<b>(viii) Stain Removal</b>			
64.	Typical Stain removal materials	STERILIZATION BOX	1 Piece.
65.	Nonsudsing Household Ammonia		01no.
66.	Toilet cleaner		01no.
<b>C. Shop Floor Furniture and Materials</b>			
67.	Instructor's table		01 no.
68.	Instructor's chair		02 nos.
69.	Locked lockers		02 nos.
70.	White board	(Minimum 4 x 6 feet)	01 no.
71.	Fire Extinguisher CO <sub>2</sub>	2 KG	02 nos.
72.	Fire Buckets	Standard size	02 nos.
73.	Dustbins	Colour coded	05 nos.
74.	Working table	1 table /5 student	As required
75.	Hand wash basin		05 nos.
76.	Hygiene Kit		05 nos.
77.	Wash Basins		04 nos.
78.	Chart denoting the Do's and Don'ts		01 no.
<b>Note: All the tools and equipment are to be procured as per BIS specification.</b>			

TOOLS & EQUIPMENT FOR EMPLOYABILITY SKILLS		
S No.	Name of the Equipment	Quantity
1.	Computer (PC) with latest configurations and Internet connection with standard operating system and standard word processor and worksheet software	10 Nos.
2.	UPS - 500Va	10 Nos.
3.	Scanner cum Printer	1 No.
4.	Computer Tables	10 Nos.
5.	Computer Chairs	20 Nos.
6.	LCD Projector	1 No.
7.	White Board 1200mm x 900mm	1 No.
<b>Note:</b> - Above Tools & Equipments not required, if Computer LAB is available in the institute.		



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**FORMAT FOR INTERNAL ASSESSMENT**

Name & Address of the Assessor :						Year of Enrollment :								
Name & Address of ITI (Govt./Pvt.) :						Date of Assessment :								
Name & Address of the Industry :						Assessment location: Industry / ITI								
Trade Name :			Semester:			Duration of the Trade/course:								
Learning Outcome:														
Sl. No	Maximum Marks (Total 100 Marks)		15	5	10	5	10	10	5	10	15	15	Total internal assessment Marks	Result (Y/N)
	Candidate Name	Father's/Mother's Name	Safety consciousness	Workplace hygiene	Attendance/ Punctuality	Ability to follow Manuals/ Written instructions	Application of Knowledge	Skills to handle tools & equipment	Economical use of materials	Speed in doing work	Quality in workmanship	VIVA		
1														
2														