

National Vocational and Technical Training Commission (NAVTTTC)

Competency Standards for National Vocational Certificate Level 2 in Domestic Worker (Housemaid)



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Islamic Republic of Pakistan
اسلامی جمہوریہ پاکستان
Islāmī Jumhūrī-ye Pākistān



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Introduction

Definition of Housemaid:

A “Housemaid” is a person who works within the employer's household and perform a variety of household services including cleaning and household maintenance. Other responsibilities may include cooking, laundry and ironing, providing care for children and elderly dependents to housekeeping.

Level of Qualification:

National Vocational Certificate Level 2 in Domestic Worker (Housemaid) as per National Vocational Qualification Framework (NVQF)

Scope and objective

National Vocational and Technical Training Commission (NAVTTTC), Government of Pakistan reflected upon the need to develop a competency based training programme for housemaids along with TVET Reform Support Programme. In order to respond the trend of hiring qualified housemaids this qualification will bring a great value addition both through regular/formal training and providing opportunity to a large number of individuals (trained under informal sector) to become a certified housemaids through Recognition of Prior Learning or Recognition of Current Competencies (RPL/RCC). This is the first ever effort to offer competency based training and assessment for this particular qualification in Pakistan.

Competency Module A: Clean the House

Overview: This competency standard identifies the competencies required in order to perform cleaning of the house. Trainee will be expected to clean the bedroom/washroom, clean the living/drawing/dining/open area, dispose of household waste and use of the household cleaning tools and equipment. Trainee must also gain the relevant knowledge of equipment, requirements and standards etc.

Competency Unit	Performance Criteria	Knowledge and Understanding
A1. Use of household cleaning tools and equipment	<p><i>Trainee will be able to:</i></p> <p>P1. Identify cleaning tools and equipment according to job demand</p> <p>P2. Use appropriate tools in accordance with the desired cleaning job</p> <p>P3. Maintain household cleaning tools and equipment as per requirement</p> <p>P4. Store tools and equipment at appropriate place</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Different types of tools and their use</p> <p>K2. Different types of cleaning equipment and their use</p> <p>K3. Types of cleaning chemicals and their use</p> <p>K4. Basic tools and equipment maintenance procedure</p> <p>K5. Types and usage of personal protective materials (gloves apron, masks, shoes and head cover)</p>
A2. Clean the bedroom as per standard	<p><i>Trainee will be able to:</i></p> <p>P1. Set the curtains/blinds if required</p> <p>P2. Place the scattered items orderly in the bedroom at their appropriate locations</p> <p>P3. Make the bed according to the house owner requirement</p> <p>P4. Carry out the cleaning of the bedroom floor</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Dusting processes</p> <p>K2. Mopping Techniques</p> <p>K3. Bed Making Techniques</p> <p>K4. Handling of curtains/blinds</p> <p>K5. Carpet cleaning techniques</p>

Competency Unit	Performance Criteria	Knowledge and Understanding
	<p>including wet moping in sequence using right chemical</p> <p>P5. Perform dusting of the bedroom to clean the bedroom furniture and other fixtures</p>	
<p>A3. Clean the washroom as per standard</p>	<p><i>Trainee will be able to:</i></p> <p>P1. Remove used items from the bathroom as per requirement</p> <p>P2. Carryout cleaning of basin counter/shelves as per standards</p> <p>P3. Carryout cleaning of shower area as per requirement</p> <p>P4. Carryout cleaning of the toilet using the appropriate chemicals</p> <p>P5. Carry out cleaning of bathroom floor as per requirement</p> <p>P6. Install the toiletries as required</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Bathroom cleaning tools</p> <p>K2. Bathroom cleaning techniques</p> <p>K3. Use of bathroom chemicals</p>

Competency Unit	Performance Criteria	Knowledge and Understanding
A4. Clean the living/drawing/dining/study room	<p><i>Trainee will be able to:</i></p> <p>P1. Place the scattered items in the room to their appropriate locations</p> <p>P2. Set the curtains/blinds if required</p> <p>P3. Carry out the cleaning of the room floor including wet mopping as per sequence</p> <p>P4. Perform dusting of the room furniture and other fixtures after floor cleaning</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Dusting processes</p> <p>K2. Mopping Techniques</p> <p>K3. Proper handling of home items/ appliances</p> <p>K4. Handling of curtains/blinds</p>
A5. Execute cleaning of open area (porch, patio, veranda , terrace, roof, green/pet area)	<p><i>Trainee will be able to:</i></p> <p>P1. Place the scattered items at their appropriate locations</p> <p>P2. Carry out watering of plants as per schedule</p> <p>P3. Ensure pet area is cleaned as per schedule</p> <p>P4. Carry out the cleaning of the floor using appropriate tools</p> <p>P5. Perform dusting of the goods installed in open area</p> <p>P6. Perform wet mopping as per requirement</p>	<p><i>Trainee must know & Understand:</i></p> <p>K1. Dusting processes</p> <p>K2. Basic plant handling/care techniques</p> <p>K3. kinds of pets</p>

Competency Unit	Performance Criteria	Knowledge and Understanding
A6. Dispose household waste	<p><i>Trainee will be able to:</i></p> <p>P1. Collect household waste as instructed</p> <p>P2. Dispose the household waste at appropriate place</p> <p>P3. Maintain the dustbins for future use</p>	<p><i>Trainee must know & Understand:</i></p> <p>K1. Types of household waste</p> <p>K2. Disposal points</p> <p>K3. Dustbin maintenance procedures</p>
A7. Carry out deep house cleaning	<p><i>Trainee will be able to:</i></p> <p>P1. Identify deep cleaning tools and equipment</p> <p>P2. Perform deep house cleaning according to the set schedule which will include cleaning of:</p> <ul style="list-style-type: none"> ▪ Ceiling ▪ Walls ▪ Hidden Areas ▪ Wall hanging ▪ Fixtures ▪ Furniture ▪ Carpets and mats ▪ Storage area ▪ Curtains ▪ Rugs ▪ Cupboards ▪ Windows <p>P3. Rearrange the household items at proper place after deep cleaning</p> <p>P4. Store the deep cleaning tools and equipment at appropriate places</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Deep cleaning techniques</p> <p>K2. Importance of deep cleaning</p> <p>K3. Mopping Techniques</p> <p>K4. Safety precautions</p>

Competency Module B: Carryout Kitchen Care

Overview: This competency standard identifies the competencies required to carry out kitchen care. Trainee will be expected to perform dishwashing, clean the kitchen and must gain the relevant knowledge about kitchen care.

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>B1. Perform Dishwashing as required</p>	<p><i>Trainee will be able to:</i></p> <p>P1. Collect used utensils/crockery/cutlery for washing</p> <p>P2. Sort out according to types of utensils</p> <p>P3. Wash utensils using appropriate tools and chemicals</p> <p>P4. Wipe/Dry the washed items</p> <p>P5. Stack/ store the washed items to their appropriate places</p> <p>P6. Clean dishwashing area after dishwashing</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Types of utensils and their handling /use</p> <p>K2. Types of washing tools and chemicals and their use</p> <p>K3. Stacking/storage procedure</p>

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>B2. Perform Kitchen Cleaning</p>	<p><i>Trainee will be able to:</i></p> <p>P1. Place the scattered kitchen items at their appropriate places</p> <p>P2. Clean cooking range/stove as per standard</p> <p>P3. Perform cleaning of kitchen shelves/counter as per requirement</p> <p>P4. Perform cleaning of kitchen appliances following manufacturer's instructions</p> <p>P5. Perform cleaning of kitchen floor as per requirement</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Kitchen Cleaning Techniques</p> <p>K2. Types of kitchen cleaning tools & chemicals</p> <p>K3. Storage/Stacking Procedure</p> <p>K4. Use of personal protective equipment in the kitchen</p> <p>K5. Importance of hygiene procedure and practice</p>

Competency Module C: Perform Basic Cooking & Serving

Overview: This competency standard identifies the competencies required to perform basic cooking and serving at the house. Trainee will be expected to perform pre preparation for cooking, basic cooking and serve food as required. Trainee must also gain the relevant knowledge of cooking and serving.

Competency Unit	Performance Criteria	Knowledge and Understanding
C1. Pre preparation for Cooking	<p><i>Trainee must be able to:</i></p> <p>P1. Purchase required grocery items (if any)</p> <p>P2. Arrange the ingredients as per requirement</p> <p>P3. Prepare the ingredients for cooking</p> <p>P4. Arrange required utensils for cooking</p> <p>P5. Prepare cooking appliances as per cooking requirement</p>	<p>Trainee must know and understand:</p> <p>K1. Washing/Cutting/ chopping techniques</p> <p>K2. Use of kitchen utensils</p>
C2. Perform Basic Cooking as required	<p><i>Trainee must be able to:</i></p> <p>P1. Seek necessary instruction about cooking from house owner.</p> <p>P2. Carryout day to day cooking as required</p> <p>P3. Clear the kitchen counter after cooking</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Use of utensils</p> <p>K2. Types of cooking appliances</p> <p>K3. Basic Cooking methods/ recipes</p> <p>K4. Location of every item used for cooking</p>

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>C3. Serve the food</p>	<p><i>Trainee must be able to:</i></p> <p>P1. Prepare dining area for food serving according to the requirement which may include</p> <ul style="list-style-type: none"> ▪ Dining table layout ▪ Trolley setting ▪ Tray setting <p>P2. Serve the food & beverages as per instruction</p> <p>P3. Clear/Clean up the dining area after serving</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Dining table layout methods</p> <p>K2. Trolley setting methods</p> <p>K3. Tray setting methods</p> <p>K4. Serving manners</p> <p>K5. Crockery protocol</p>

Competency Module D: Perform Laundry Operations

Overview: This competency standard identifies the competencies required in order to perform laundry operations. Trainee will be expected to perform laundry, ironing and stacking of the laundered items and must gain knowledge related to laundry.

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>D1. Perform Laundry</p>	<p><i>Trainee will be able to:</i></p> <p>P1. Sort items according to texture, colour and size</p> <p>P2. Select laundry methods according to type of clothing</p> <p>P3. Operate laundry equipment according to manufacturer's specifications</p> <p>P4. Use cleaning agents and chemicals according to specific item/ laundry requirement</p> <p>P5. Dry washed items according to requirement</p> <p>P6. Check items after laundering to ensure desired cleaning quality</p> <p>P7. Clean the laundry area and equipment</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Types of fabric/clothes</p> <p>K2. Laundry Methods which includes:</p> <p style="padding-left: 40px;">Stain Removal Hand wash Machine wash</p> <p>K3. Types of cleaning agents</p> <p>K4. Fabric Drying methods</p> <p>K5. Laundry Damage reporting(Scope needs to be defined)</p> <p>K6. Handling of laundry equipment</p> <p>K7. Precautionary measures for handling laundry equipment</p>

Competency Unit	Performance Criteria	Knowledge and Understanding
<p>D2. Perform Ironing & Stacking of laundered clothes</p>	<p><i>Trainee will be able to:</i></p> <p>P1. Prepare iron and board for ironing</p> <p>P2. Execute ironing according to type of fabric</p> <p>P3. Report any damage to the items while pressing</p> <p>P4. Stack the clothes in their appropriate place</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Ironing methods and safety precautions</p> <p>K2. Stacking Process</p>

Competency Module E: Provide Child/ Elderly Care

Overview: This competency standard identifies the competencies required to provide elderly/child care. Trainee will be expected to feed the child as instructed, carry out dressing and bathing of the child and provide elderly care as needed. Trainee must also gain relevant working knowledge.

Competency Unit	Performance Criteria	Knowledge and Understanding
E1. Feed the child as per instructions	<p><i>Trainee will be able to:</i></p> <p>P1. Sterilize the feeding utensils as per standard</p> <p>P2. Prepare the desired food as prescribed according to child age.</p> <p>P3. Prepare the baby for feeding</p> <p>P4. Feed the baby according to feeding schedule</p> <p>P5. Place the utensils at the appropriate location after feeding</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Sterilization (Boiling) method</p> <p>K2. Child food Preparation process</p> <p>K3. Preventive food items hazardous for the baby which include expired/rotten items.</p> <p>K4. Hygiene necessities/ precautions</p>
E2. Carry out bathing/ dressing of the child (2-5 years)	<p><i>Trainee will be able to:</i></p> <p>P1. Select clean clothes for the child</p> <p>P2. Select appropriate bathing accessories as per requirements</p> <p>P3. Give shower to the child</p> <p>P4. Dress up the child as per requirement</p> <p>P5. Place used items at their appropriate locations after bathing/ dressing.</p>	<p><i>Trainee must know and understand</i></p> <p>K1. Types of bathing accessories</p> <p>K2. Bathing Techniques</p> <p>K3. Hygiene necessities</p>

Competency Unit	Performance Criteria	Knowledge and Understanding
E3. Provide Elderly care as required	<p><i>Trainee will be able to:</i></p> <p>P1. Prepare food for elders as desired</p> <p>P2. Serve food to elders on time</p> <p>P3. Support is provided to elders as needed</p>	<p><i>Trainee must know and understand:</i></p> <p>K1. Elderly daily requirement which include</p> <ul style="list-style-type: none"> • Medication • Feeding • Routine jobs

Competency Module F: Practice Work Ethics

Overview: This competency standard identifies the competencies required to practice work ethics. You will be expected to communicate effectively, follow principles of hygiene, maintain healthy and safe environment, handle emergencies and harassment at workplace.

Competency Unit	Performance Criteria	Knowledge and Understanding
F1. Apply Clear Communication	Trainee will be able to: P1. Comprehend instructions using communication skills to convey/receive information P2. Use appropriate verbal/ nonverbal behaviour at all times P3. Maintain confidentiality as per the employer requirement	Trainee will know and Understand: K1. Listening skills K2. Speaking Skills K3. Verbal/ Non Verbal communication (basic) K4. Confidentiality
F2. Follow Principles of personal hygiene & grooming	Trainee will be able to P1. Adopt personal hygiene procedure as per health standards. P2. Use personal protective equipment as per the required task P3. Adopt personal grooming standards	Trainee must know and understand: K1 Personal Hygiene Procedure K2. Importance of regular Medical Check-up (Hepatitis ABC) K3. Use of PPE K4. Personal Grooming standards

Competency Unit	Performance Criteria	Knowledge and Understanding
F3. Maintain Safe & Secure Environment	Trainee will be able to: P1. Apply precautionary measures as per the employer instructions for employer safety P2. Demonstrate appropriate behaviour to the strangers as guided P3. Compliance to the safety instructions	Trainee must know and understand: K1. Precautionary measures K2. Security Instructions K3. Stranger Handling procedure
F4. Handle emergencies	Trainee will be able to: P1. Assess the emergency and take necessary action as required P2. Emergencies are reported according to the procedure P3. Report relevant personnel in case of emergency P4. Provide basic first aid as required	Trainee must know and understand: K1. Home emergencies <ul style="list-style-type: none"> • Fire Fighting, • gas leakage, • injuries, • short circuit, • electricity, • medical emergency K2. Emergency contacts numbers Police, hospitals, fire department, gas department K3. Basic First aid procedure

Competency Unit	Performance Criteria	Knowledge and Understanding
F5: Handle harassment at workplace	Trainee will be able to P1. Identify the potential harassment risks. P2. Adopt appropriate measure to contain the situation. P3. Report the situation/ incident to the relevant authority	Trainee must know and understand: K1.Domestic worker rights K2. Types of Harassment <ul style="list-style-type: none"> • Verbal • Nonverbal, • Physical. K3. Concerned reporting authority

5. List of Tools, Machinery & Equipment

Tools	Machinery & Equipment	Chemicals	Furniture
<ul style="list-style-type: none"> - Brooms - Dust Pans and Brushes - Water Hoses - Lint Free Cleaning Cloths - Squeegees - Scrubbing Foam - Dish Pans - Dish Sponges - Rubber Spatulas - Floor Mops - Cob Webbers - Cleaning Rags - Dust Mops - Laundry Bags - Laundry Baskets - Spray Bottles - Utensils & Plates / Serving Pieces - Pans - Napkins - Tablecloths/Linen - Serving Cloths - Kitchen Ingredients - Soiled/Defective Clothes - Clothespin Bags - Sorting Baskets/Shelves - Hangers - Scouring Pads 	<ul style="list-style-type: none"> - Microwave Oven - Oven (Elect./Gas) - Refrigerator - Toaster - Blender/Juice Maker - Vacuum Cleaner - Food Processor - Driers - Irons - Steam Pressers - Coffee Maker - Washing machine - Telephone set 	<ul style="list-style-type: none"> - Cleaning Implements - Toilet Caddies - Cleaning Detergents - Liquid Detergents - Cleaning Solutions - Toilet Disinfectants - Toilet Bowl Swabs - Sanitizing Agents - Wax Paper/Aluminium Foils - Air Fresheners - All-Purpose Detergents - Transparency Acetate - Bond Papers - Drain Solvents - Stain Removing Agents - Fabric Softeners - Chlorine Bleach 	<ul style="list-style-type: none"> - Beds - Computer table - Table (Dining) - Clothes Racks - Ironing Boards

First Aid/Personal Protective equipment

- First Aid Box
- Gloves
- Aprons
- Rubber shoes
- Cap
- Tissue Boxes