

## QUALIFICATION PACK – OCCUPATIONAL STANDARD FOR DOMESTIC WORKERS SECTOR SKILL COUNCIL

### What are Occupational Standards(OS)?

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

#### Contact Us:

A-2/19, 2<sup>nd</sup> Floor,  
Above Le Petite GD  
Goenka School  
Safdarjung Enclave,  
New Delhi - 11029  
E-mail:  
info@dwsscindia.in



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## Introduction

### Qualification Pack - Baby Caregiver (Non Clinical)

**SECTOR:** Domestic Workers Sector Skill Council

**SUB SECTOR:** Caregiving (Non Clinical)

**OCCUPATION:** Child Care (Non Clinical)

**REFERENCE ID:**DWC/Q0202

**ALIGNED TO:**NCO-2015/NIL, NIC – 2008, ISCO – 08

**Brief Job Description:** Baby caregiver is someone who takes care of infants and toddlers between 6 months to 2 years, in the presence/absence of parents or other family members. He or she takes care of the basic needs of infants and toddlers, by taking care of their meals, play and nap time. Caregivers also provide care for the physical, emotional, developmental and social well-being of babies.

**Personal Attributes:** Baby caregivers must have a warm and friendly personality and should be able to interact well with babies. They must have a reservoir of patience, with the ability to remain calm under pressure. They should be extremely alert, observant, be able to respond promptly and timely.

Job Details	Qualifications Pack Code	DWC/Q0202		
	Job Role	Baby Caregiver (Non Clinical)		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Domestic Workers Sector Skill Council	Drafted on	10/01/18
	Sub-sector	Caregiving (Non Clinical)	Last reviewed on	04/07/18
	Occupation	Child Care (Non Clinical)	Next review date	04/07/22
	NSQC Clearance on	19/12/18		

Job Role	Baby Caregiver (Non Clinical)
Role Description	Baby caregiver takes care of the basic needs of infants and toddlers (between the age of 6 months and 2 years), by taking care of their growth and development. He or she provides care for the physical, emotional, developmental and social well-being of babies.
NSQF level	4
Minimum Educational Qualifications	8 <sup>th</sup> Standard Pass
Maximum Educational Qualifications	N.A
Prerequisite License or Training	N.A
Minimum Job Entry Age	18 years
Experience	N.A
Applicable National Occupational Standards (NOS)	<p><b>Compulsory</b></p> <ol style="list-style-type: none"> <li>1. <a href="#">DWC/N0205 Feed babies and toddlers</a></li> <li>2. <a href="#">DWC/N0206 Attend to other basic needs of babies and toddlers</a></li> <li>3. <a href="#">DWC/N0207 Engage with babies for their holistic development</a></li> <li>4. <a href="#">DWC/N9901 Prepare basic food as per dietary requirements</a></li> <li>5. <a href="#">DWC/N9902 Display standards of hygiene and work etiquette</a></li> <li>6. <a href="#">DWC/N9903 Maintain a clean and secure working environment</a></li> </ol>
Performance Criteria	As described in the relevant OS units

### Qualification Pack for Baby Caregiver (Non Clinical)

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

### Qualification Pack for Baby Caregiver (Non Clinical)

	critical impact on the quality of required performance.
<b>Knowledge and Understanding</b>	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform up to the required standard.

Acronyms	Keywords /Terms	Description
	OS	Occupational Standard(s)
	NOS	National Occupational Standard(s)
	QP	Qualifications Pack
	NSQF	National Skill Qualifications Framework
	TBD	To Be Determined
	DWSSC	Domestic Workers Sector Skill Council
	CPR	Cardiopulmonary Resuscitation

# National Occupational Standard

## Overview

This OS unit is about attending to the basic requirements of infants or toddlers in terms of their feeding and food requirements.

DWC/N0205

Feed babies and toddlers

<b>Unit Code</b>	DWC/N0205
<b>Unit Title (Task)</b>	Feed babies and toddlers
<b>Description</b>	This OS unit is about attending to the basic requirements of babies or toddlers in terms of their feeding and food requirements.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Take care of pre-feed requirements</li> <li>• Attend to requirements during feed</li> <li>• Attend to post feed requirements</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Take care of pre-feed requirements</b>	To be competent, the user/individual on the job must be able to: <p>PC1. wash and sanitize the baby's feeding apparatus thoroughly using appropriate cleaning agents before feed</p> <p>PC2. store food and drink for the baby or child, hygienically</p> <p>PC3. remove any potential choke hazards from the baby or child's vicinity at all times</p>
<b>Attend to requirements during feed</b>	To be competent, the user/individual on the job must be able to: <p>PC4. feed the baby carefully as per time specified, ensuring its comfort with the temperature and quantity of food</p> <p>PC5. check if the baby has ingested food properly</p>
<b>Attend to post feed requirements</b>	To be competent, the user/individual on the job must be able to: <p>PC6. clean the baby of any mess caused due to the feed</p> <p>PC7. monitor the baby or child after the feed and inform parents immediately in case of any unfavorable reaction</p> <p>PC8. coach the babies ( 9 months old onwards)in self-feeding</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. standards and guidelines relevant to their work and the content of this standard</p> <p>KA2. roles and responsibilities within the limits and boundaries</p> <p>KA3. whom to report to at workplace</p>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <p>KB1. the factors that may affect the health and wellbeing of children of different age groups between 6 months and 2 years</p> <p>KB2. how these affect children in different ways</p> <p>KB3. importance of feeding on time</p> <p>KB4. how to feed kids of different ages</p> <p>KB5. how to prepare different kinds of food/ milk for kids, nutrition and diet requirements</p> <p>KB6. how to clean and sanitize feeding apparatus</p> <p>KB7. how to clean the kids</p> <p>KB8. actions to be followed in case baby or kid chokes</p> <p>KB9. health, safety and security practices that help to prevent and control infection</p> <p>KB10. cultural and language context of the child and family</p> <p>KB11. how to work in ways that build trust with key people and children in the family</p>

DWC/N0205

Feed babies and toddlers

	KB12. how and when one should seek support in situations beyond their experience and expertise KB13. methods of coaching kids to self-feed
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. write the information to be communicated in an understandable manner
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. read simple instructions such as manufacturing and expiry date, ingredients etc. on food containers
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: SA3. interact with the babies and toddlers in a pleasing and patient manner SA4. communicate with parents effectively and respond appropriately to queries
	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. manage the tantrums of babies or toddlers depending upon the context
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. plan day's activities with the kid and manage the feed schedule SB3. be flexible with baby/child's routines if required
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB4. be proactive and respond promptly SB5. be patient SB6. adapt and be flexible in working with different age groups of kids SB7. lift, hold and carry babies of different age groups
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB8. remain calm under pressure SB9. soothe babies or toddlers throwing tantrums or crying SB10. handle emergencies that may arise and who to contact when
	<b>Analytical Thinking</b>
	N.A
	<b>Critical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB11. apply, analyze and evaluate the information gathered from observation and experience

DWC/N0205

Feed babies and toddlers

## NOS Version Control

NOS Code	DWC/N0205		
Credits(NSQF)	TBD	Version number	1.0
Sector	Domestic Workers Sector Skill Council	Drafted on	10/01/18
Industry Sub-sector	Caregiving (Non Clinical)	Last reviewed on	04/07/18
Occupation	Child Care (Non Clinical)	Next review date	04/07/22

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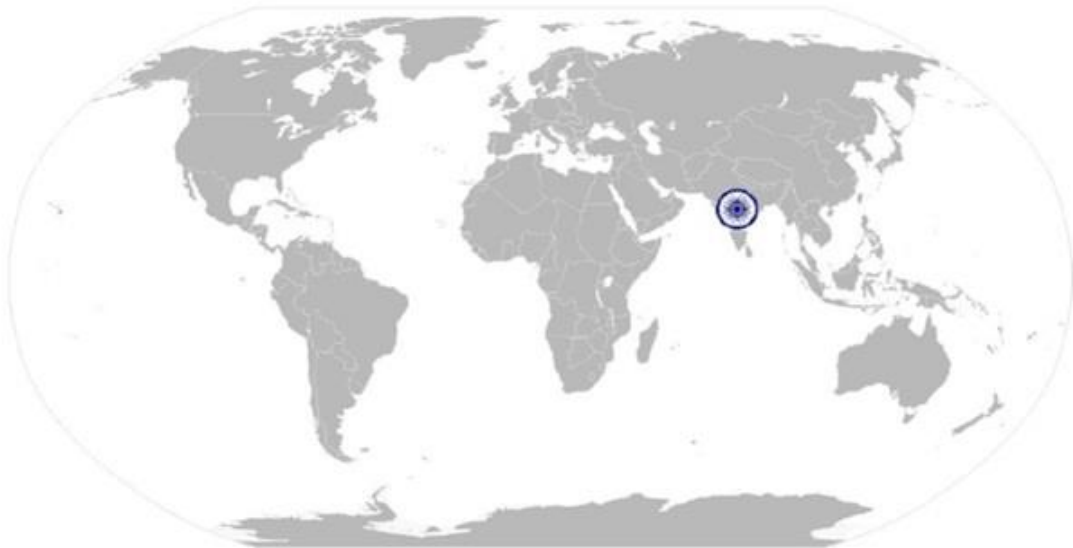


DWC/N0206

Attend to other basic needs of babies and toddlers

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# National Occupational Standard



## Overview

This unit is about attending to the other basic but equally important requirements of babies and toddlers that include bathing and cleaning, care during illness and putting them to sleep.

DWC/N0206

Attend to other basic needs of babies and toddlers

National Occupational Standard

<b>Unit Code</b>	DWC/N0206
<b>Unit Title (Task)</b>	Attend to other basic needs of babies and toddlers
<b>Description</b>	This unit is about attending to the other basic but equally important requirements of babies and toddlers that include bathing and cleaning, caring during illness and putting them to sleep.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Bathe and clean babies</li> <li>Put babies to sleep</li> <li>Provide care during illnesses</li> <li>Cleaning and sterilizing baby's products</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Bathe and clean babies</b>	To be competent, the user/individual on the job must be able to: PC1. identify with parents, any specific requirements/routine for bathing and basic massaging the baby or toddler PC2. give the baby or child a bath carefully as scheduled ensuring its comfort with temperature of water and cleaning agents PC3. give the baby basic massage as scheduled using appropriate agents PC4. clean the baby or toddler thoroughly after each call of nature and change the diapers or inner garments of the baby or toddler PC5. provide assistance with toilet training
<b>Put babies to sleep</b>	To be competent, the user/individual on the job must be able to: PC6. identify with parents, any specific requirements related to sleep schedule of the baby or toddler PC7. prepare and lay the bed for baby or toddler as per requirements PC8. put the baby or toddler to sleep as per schedule and monitor its sleep constantly PC9. remove any potential risks or hazards from the baby or toddler's vicinity while sleeping
<b>Provide care during illnesses</b>	To be competent, the user/individual on the job must be able to: PC10. report physical signs of illness in the baby or toddler to the parents at the earliest opportunity PC11. manage the symptoms of illness in the baby or toddler calmly and effectively whilst they are in one's care PC12. seek medical assistance when necessary for the baby or toddler who becomes acutely ill whilst in one's care PC13. administer right dosage of medicines to the baby or toddler on time, as instructed by parents
<b>Cleaning and sterilizing baby's products</b>	To be competent, the user/individual on the job must be able to: PC14. check nipples and bottles carefully for any cracks or splits PC15. sterilize the bottle, nipple, pacifiers, plastic toys and teething rings before using them PC16. wash/sanitize babies' clothes, bed sheets and nappies thoroughly using appropriate cleaning agents
<b>Knowledge and Understanding (K)</b>	

**DWC/N0206**

**Attend to other basic needs of babies and toddlers**

<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. standards and guidelines relevant to one’s work KA2. roles and responsibilities within the limits and boundaries KA3. whom to report to at workplace</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. the factors that may affect the health and wellbeing of children of different age groups between 6 months and 2 years KB2. how these affect children in different ways KB3. the different growth milestones of babies and toddlers and how to keep track of these milestones and handle them KB4. how to touch, hold and manage kids in the right manner, gender sensitivity etc. KB5. importance of bathing, cleaning and changing nappies on time KB6. how to bathe kids of different ages KB7. how to give basic massages KB8. types of common illnesses which may afflict kids and how to identify them KB9. importance of checking for expiry dates on medicines/ packaged foods KB10. actions to be followed in case the baby or kid falls sick KB11. health, safety and security practices that help to prevent and control infection KB12. children’s cultural and language context KB13. how to work in ways that build trust with key people and children in the family KB14. how and when you should seek support in situations beyond your experience and expertise KB15. ways to put kids to sleep KB16. how to identify potential hazards to kids and avoid them KB17. methods to toilet train kids and develop routine for toilet training</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills / Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record activities of the baby especially symptoms of discomfort or illness, in an understand able manner</p> <p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. read simple instructions such as manufacturing and expiry date, ingredients etc. on food containers</p> <p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. interact with the babies and toddlers in a pleasing and patient manner SA4. communicate with parents effectively and respond appropriately to their queries</p>

## DWC/N0206

## Attend to other basic needs of babies and toddlers

<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. manage the tantrums of babies or toddlers depending upon the context
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. plan day's activities with the kid and manage his or her bath and sleep schedule
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB3. be proactive and respond promptly SB4. be patient SB5. adapt and be flexible in working with different age groups of kids SB6. lift ,hold and carry babies of different age groups
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB7. remain calm under pressure SB8. soothe babies or toddlers throwing tantrums or crying SB9. handle emergencies that may arise and when and whom to contact when
	<b>Analytical Thinking</b>
	N.A
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB10. apply, analyze and evaluate the information gathered from observation and experience	

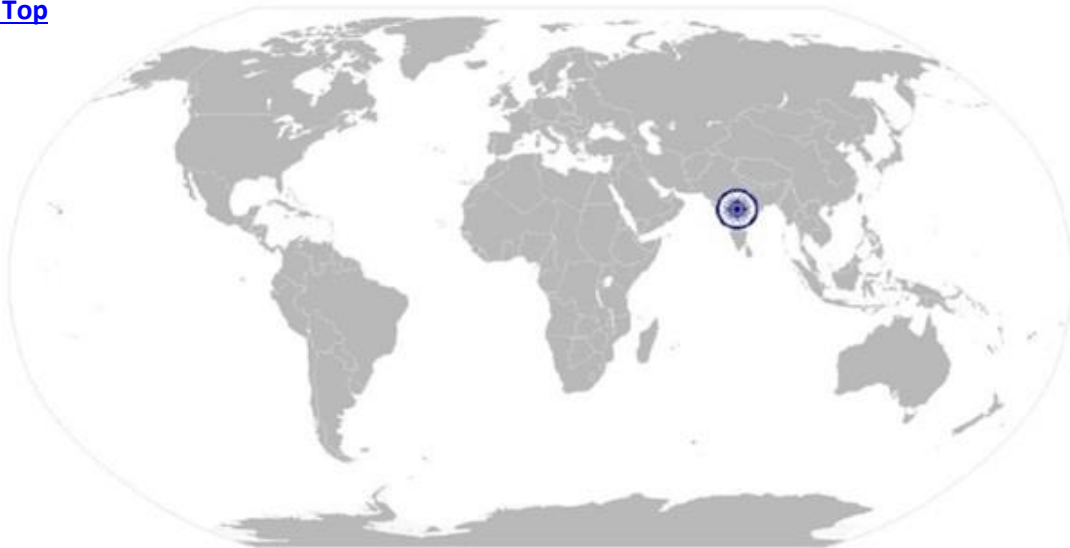
DWC/N0206

Attend to other basic needs of babies and toddlers

## NOS Version Control

NOS Code	DWC/N0206		
Credits(NSQF)	TBD	Version number	1.0
Sector	Domestic Workers Sector Skill Council	Drafted on	10/01/18
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Occupation	Child Care (Non Clinical)	Next review date	04/07/22

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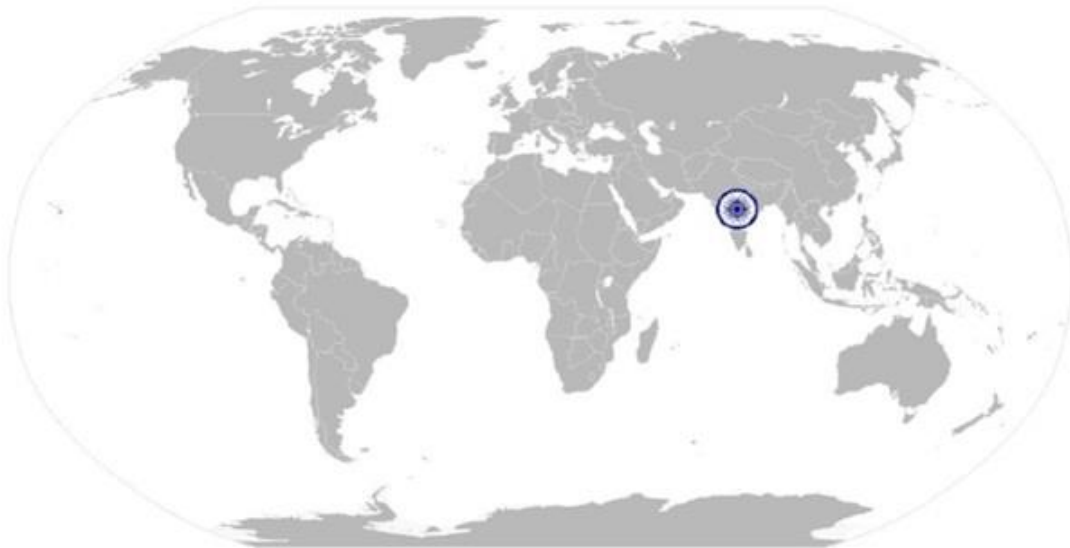


DWC/N0207

Engage with babies for their holistic development

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# National Occupational Standard



## Overview

This OS unit is about caring for the physical and developmental needs of the babies or toddlers. It also includes providing a safe, secure and consistent environment in which babies and children can grow and their social, emotional, and cognitive development can be promoted.

DWC/N0207

Engage with babies for their holistic development

National Occupational Standard

<b>Unit Code</b>	DWC/N0207
<b>Unit Title (Task)</b>	Engage with babies for their holistic development
<b>Description</b>	This unit is about caring for the physical and developmental needs of the babies or toddlers. It also includes providing a safe, secure and consistent environment in which babies and children can grow and their social, emotional, and cognitive development can be promoted.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Provide a safe and secure environment</li> <li>• Assist with the developmental needs of babies and toddlers</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Provide a safe and secure environment</b>	To be competent, the user/individual on the job must be able to: PC1. discuss with parents, any specific aspects that need to be considered for the developmental plan of babies or toddlers PC2. work with parents to assess what is necessary to create and maintain a safe and secure environment for the baby or toddler PC3. check if the necessary safety equipment is installed and securely placed to protect the baby or child from danger and harm PC4. monitor the baby or toddler at all times and do not leave the baby unattended PC5. take the necessary safety and hygiene measures when providing toys and equipment for the baby or toddler
<b>Assist with developmental needs of babies and toddlers</b>	To be competent, the user/individual on the job must be able to: PC6. develop a play schedule for the baby or the toddler PC7. interact with the baby constantly, by talking, reading or playing with it PC8. develop mobility of the baby by making it exercise and explore its surroundings PC9. educate the children, the boundaries of acceptable and unacceptable behavior in themselves and others PC10. seek appropriate help when you are unable to deal with any issues raised by children PC11. provide parents with regular updates about the baby or toddler's food consumption, bowel movements, daily activities etc. PC12. manage the baby or toddler during its various milestones such as rolling over, sitting up, crawling, walking etc. PC13. educate toddlers about interaction with strangers – the dos and don'ts of it
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. standards and guidelines relevant to one's work KA2. roles and responsibilities within the limits and boundaries KA3. whom to report to at workplace
<b>B. Technical</b>	The user/individual on the job needs to know and understand:



DWC/N0207

**Engage with babies for their holistic development**

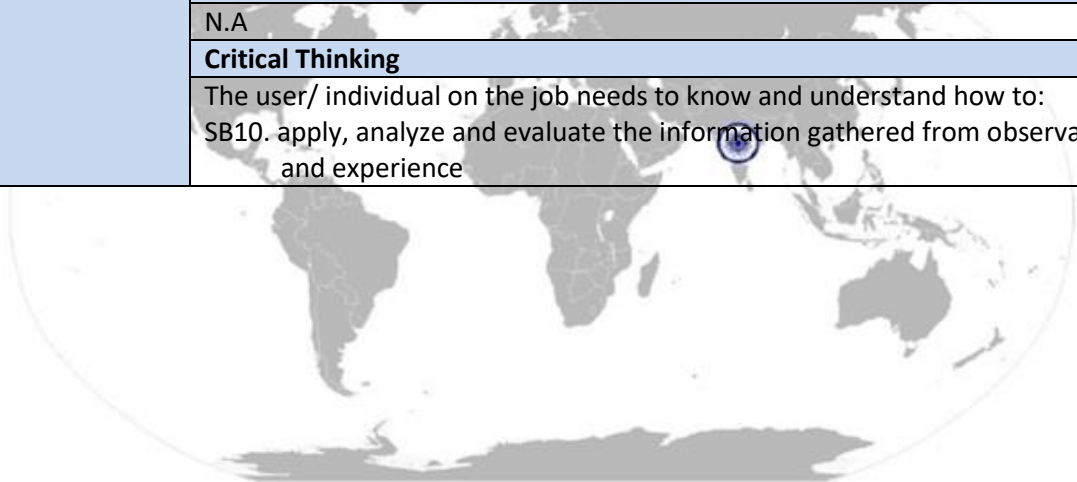
<b>Knowledge</b>	<p>KB1. the factors that may affect the health and wellbeing of children of different age groups between 6 months and 2 years</p> <p>KB2. how these affect children in different ways</p> <p>KB3. importance of exploring the surroundings and different ways to engage the babies</p> <p>KB4. importance of toilet training</p> <p>KB5. different ways to engage kids and babies</p> <p>KB6. how to touch, hold and manage kids in the right manner</p> <p>KB7. the good touch and bad touch and how to respond appropriately</p> <p>KB8. how to keep the environment clean and safe for kids</p> <p>KB9. health, safety and security practices that help to prevent and control injuries</p> <p>KB10. the different milestones and the signs to recognize these milestones</p> <p>KB11. different cultural and regional nuances w.r.t baby/ child caregiving</p> <p>KB12. importance of conversation and communication with kids and babies</p> <p>KB13. how to work in ways that build trust with key people and children in the family</p> <p>KB14. developmental and growth milestones and its recognition</p> <p>KB15. how to assist kids with different milestones</p> <p>KB16. how to identify potential hazards to kids and remove them</p> <p>KB17. different exercises for kids</p> <p>KB18. importance of constantly observing and monitoring the kids and perils of leaving them unattended</p> <p>KB19. the meaning of child centered working and the importance of knowing and respecting all children as individuals</p> <p>KB20. how to work in ways that respect children’s dignity, personal beliefs and preferences</p> <p>KB21. importance of building rapport with kids and methods to do so</p> <p>KB22. standards of acceptable and unacceptable forms of behavior in a social context</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. write or create an activity schedule for the baby or toddler
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. read simple children or baby books in a clear manner to the child or toddler
	<b>Oral Communication (Listening and Speaking Skills)</b>
The user/ individual on the job needs to know and understand how to: SA3. interact with the babies and toddlers in a pleasing and patient manner SA4. communicate with parents effectively and respond appropriately to their queries SA5. inform parents about baby’s development and issues if any	
<b>B. Professional Skills</b>	<b>Decision Making</b>



**DWC/N0207**

**Engage with babies for their holistic development**

	The user/ individual on the job needs to know and understand how to: SB1. manage the tantrums of babies or toddlers depending upon the context
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. plan day's activities with the kid and manage the play schedule
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB3. be proactive and respond promptly SB4. be patient SB5. adapt and be flexible in working with different age groups of kids SB6. hold and carry babies of different age groups
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB7. remain calm under pressure SB8. soothe babies or toddlers SB9. handle emergencies that may arise and who to contact when
	<b>Analytical Thinking</b>
	N.A
	<b>Critical Thinking</b>
The user/ individual on the job needs to know and understand how to: SB10. apply, analyze and evaluate the information gathered from observation and experience	



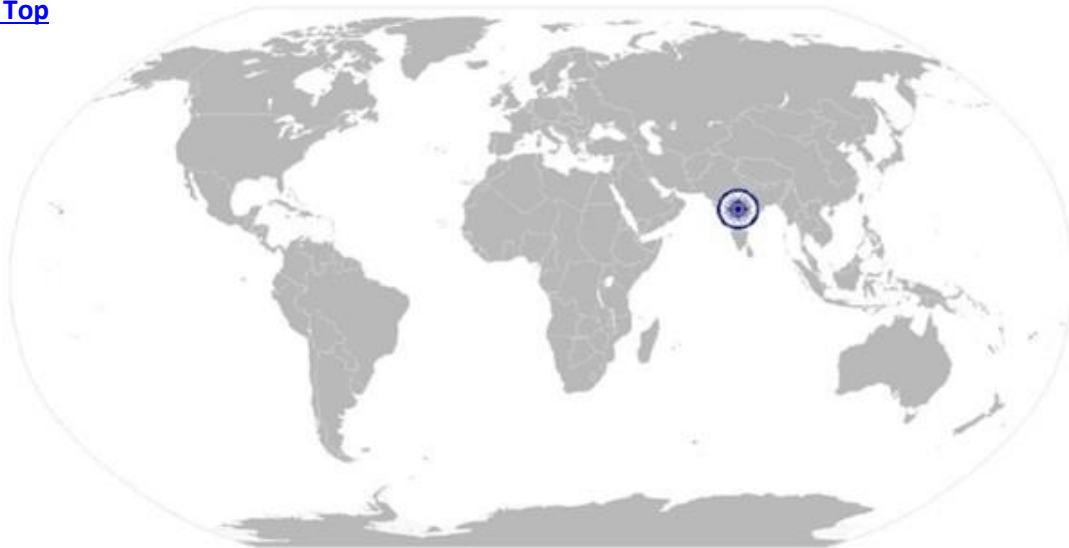
DWC/N0207

Engage with babies for their holistic development

**NOS Version Control**

<b>NOS Code</b>	<b>DWC/N0207</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Workers Sector Skill Council</b>	<b>Drafted on</b>	<b>10/01/18</b>
<b>Industry Sub-sector</b>	<b>Caregiving (Non Clinical)</b>	<b>Last reviewed on</b>	<b>04/07/18</b>
<b>Occupation</b>	<b>Child Care (Non Clinical)</b>	<b>Next review date</b>	<b>04/07/22</b>

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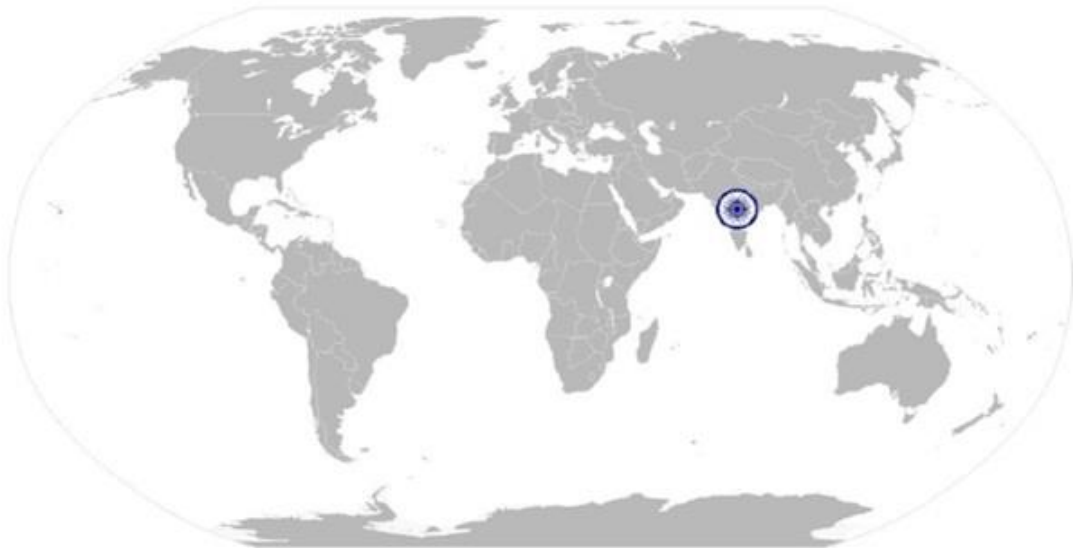


DWC/N9901

Prepare basic food as per dietary requirements

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# National Occupational Standard



## Overview

This OS unit details the knowledge and skills required to cook basic dishes as per the dietary requirements.

## DWC/N9901

## Prepare basic food as per dietary requirements

<b>Unit Code</b>	DWC/N9901
<b>Unit Title (Task)</b>	Prepare basic food as per dietary requirements
<b>Description</b>	This OS unit details the knowledge and skills required to cook basic dishes as per the dietary requirements.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Make food as per the dietary requirements</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Make food as per dietary requirements</b>	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> <li>PC1. identify any specific requirement and feeding routine with people concerned</li> <li>PC2. develop a feeding plan basis the discussion</li> <li>PC3. check the availability of all ingredients as per the regular dietary requirements and procure it if not available</li> <li>PC4. check that the ingredients meet both quality and quantity requirements of the food items to be prepared</li> <li>PC5. clean the items thoroughly and cut them into required proportions using appropriate tools</li> <li>PC6. select and organize ingredients required for the dish from the kitchen/pantry</li> <li>PC7. cook the customized recipes by using appropriate cooking methods as required for the recipes</li> <li>PC8. inspect the dish to ensure flavor, color, taste and quality consistency</li> <li>PC9. finish and present the dish to meet requirements</li> <li>PC10. make different types of beverages (such as tea, coffee, fruit juice etc.)</li> <li>PC11. store any cooked or remaining uncooked vegetables not for immediate use adequately</li> </ul>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. standards and guidelines relevant to one's work</li> <li>KA2. roles and responsibilities within the limits and boundaries</li> <li>KA3. whom to report to at workplace</li> <li>KA4. list of foods that are prohibited in the household</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. what items are needed every day as per the diet plan</li> <li>KB2. how to manage stocks and availability of items</li> <li>KB3. ingredients that are used in different dishes</li> <li>KB4. how to check the freshness and quality of vegetables, fruits, dough, milk etc.</li> <li>KB5. what specific quality points to look for in different items</li> <li>KB6. what he/she should do if there are problems with the vegetables or other ingredients</li> <li>KB7. the use of correct tools and equipment needed to carry out the relevant cooking methods</li> </ul>

## DWC/N9901

## Prepare basic food as per dietary requirements

	<p>KB8. the correct temperatures for cooking the relevant dishes</p> <p>KB9. how to maintain the nutritional value of items during and after cooking</p> <p>KB10. how to use different kitchen appliances</p> <p>KB11. the correct temperature for preserving the left over dishes after cooking and serving them</p> <p>KB12. how to avoid wastage of vegetables, ingredients, cooking oil, gas etc. while cooking</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. write basic words or names of items required in the kitchen
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. read simple instructions of cooking
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: SA3. communicate clearly and in a respectful manner with all
	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. decide on resource requirement in terms of ingredients, tools etc. for day's work
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. plan, prioritize and sequence various activities to make best use of time and resources SB3. manage time and be punctual
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB4. listen carefully and interpret requirements SB5. be polite and courteous under all circumstances SB6. maintain work integrity SB7. handle emotions and avoid unpleasant work situations
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB8. raise concerns if any, to the appropriate person
<b>Analytical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB9. estimate the time taken for any food preparation	
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB10. learn and constantly improve upon one's work practices	

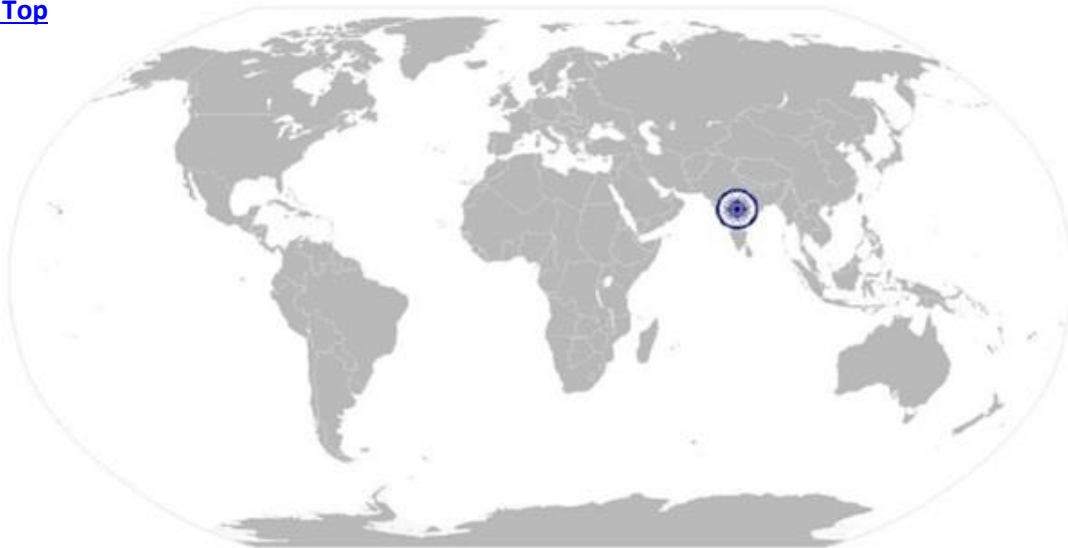
DWC/N9901

Prepare basic food as per dietary requirements

## NOS Version Control

<b>NOS Code</b>	<b>DWC/N9901</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Workers Sector Skill Council</b>	<b>Drafted on</b>	<b>10/01/18</b>
<b>Industry Sub-sector</b>	<b>Caregiving (Non Clinical)</b>	<b>Last reviewed on</b>	<b>04/07/18</b>
<b>Occupation</b>	<b>Child Care (Non Clinical)</b>	<b>Next review date</b>	<b>04/07/22</b>

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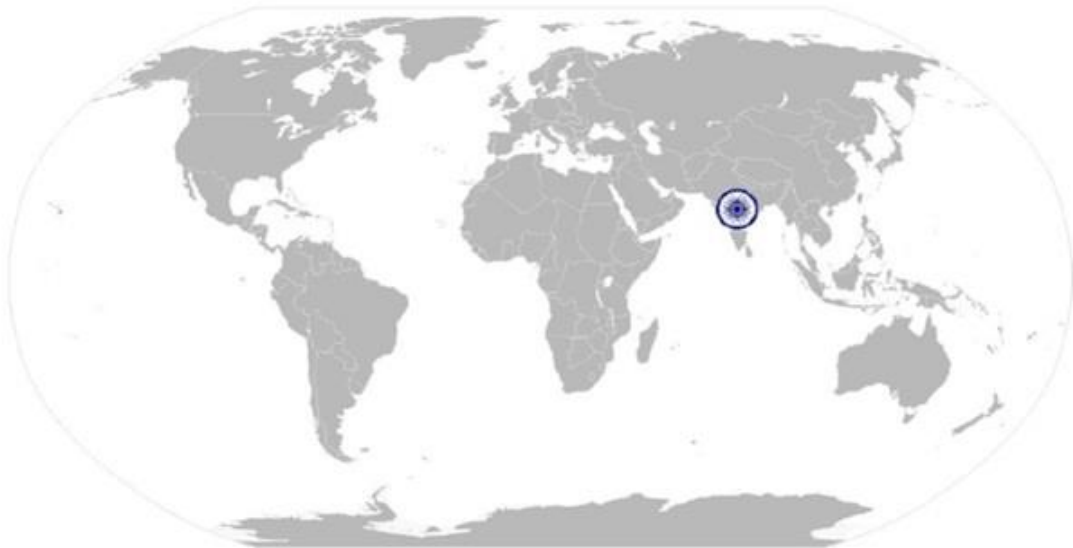


DWC/N9902

Display standards of hygiene and work etiquette

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# National Occupational Standard



## Overview

This OS unit is about the knowledge and skills required to behave appropriately in a work environment – including etiquette, grooming and maintaining hygiene



DWC/N9902

Display standards of hygiene and work etiquette

National Occupational Standard

<b>Unit Code</b>	DWC/N9902
<b>Unit Title (Task)</b>	Display standards of hygiene and work etiquette
<b>Description</b>	This OS unit is about the knowledge and skills required to behave appropriately in a work environment – including etiquette, grooming and maintaining hygiene
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>• Maintain standards of behavioral, personal and telephone etiquette</li> <li>• Follow practices of hygiene</li> <li>• Handle work in a professional manner</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Maintain standards of behavioral, personal and telephone etiquette</b>	To be competent, the user/individual on the job must be able to: PC1. interact in a courteous and disciplined manner with all PC2. dress appropriately and maintain a well-groomed personality PC3. ensure not to argue with the employer/guest PC4. listen attentively and answer back politely
<b>Follow practices of hygiene</b>	To be competent, the user/individual on the job must be able to PC5. maintain personal hygiene PC6. follow hygiene practices at workplace, such as covering one’s mouth while coughing or sneezing, washing hands regularly etc. PC7. do not eat or chew while talking PC8. report any personal health issues related to injury, food, air and infectious diseases to the appropriate person
<b>Handle work in a professional manner</b>	To be competent, the user/individual on the job must be able to: PC9. establish and agree your work requirements with the person concerned PC10. report any kind of issue to the appropriate person
<b>Knowledge and Understanding (K)</b>	
<b>C. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. code of conduct KA2. modes of communication KA3. need of Personal Protective Equipment (PPE) such as gloves and mask KA4. one’s specific work requirements and with whom these must be agreed
<b>D. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. elements of effective communication KB2. common communication issues and techniques to handle it KB3. common expressions used to express needs and queries KB4. effective writing techniques to draft basic messages KB5. importance of time management KB6. how to prioritize workload according to urgency, importance and outcomes KB7. the importance of completing work accurately and how to do this KB8. appropriate timescales for completing the work and the implications of not meeting these for the person concerned KB9. resources needed for the work and how to obtain and use these



**DWC/N9902**

**Display standards of hygiene and work etiquette**

	<p>KB10. importance of confidentiality in work          KB11. concept of workplace integrity          KB12. cultural acclimatization          KB13. gender and age sensitivity and their specific requirements          KB14. one’s own rights and duties with respect to workplace in terms of safety          KB15. expected behaviour of employer and the dos and don’ts of it          KB16. migration related rules, requirements and issues          KB17. how to do basic banking such as making remittances, filling in pay in slip etc.          KB18. business contact list and relevant helpline numbers</p>
<b>Skills (S)</b>	
<b>C. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. write in simple sentences
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. read the local language or English and understand the meaning of sentences/ phrases
<b>D. Professional Skills</b>	<b>Oral Communication (Listening and Speaking Skills)</b>
	The user/ individual on the job needs to know and understand how to: SA3. express ideas clearly and respond appropriately to queries
	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. exercise discretion when required in communication SB2. choose the mode of communication that is the most effective for a particular context
<b>D. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB3. organize one’s workload to achieve deadlines
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB4. be patient and courteous with all SB5. manage distractions and maintain workplace discipline
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB6. avoid conflicts and behave amicably
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB7. concentrate on task at hand and pay attention to detail
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB8. improve and modify own communication and work practices	

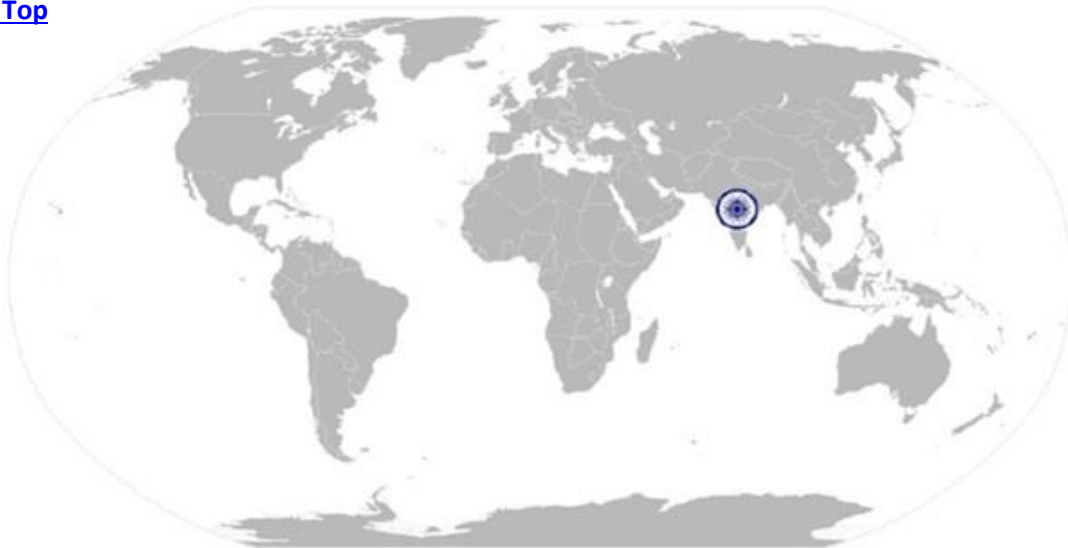
DWC/N9902

Display standards of hygiene and work etiquette

## NOS Version Control

<b>NOS Code</b>	<b>DWC/N9902</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Workers Sector Skill Council</b>	<b>Drafted on</b>	<b>10/01/18</b>
<b>Industry Sub-sector</b>	<b>Caregiving (Non Clinical)</b>	<b>Last reviewed on</b>	<b>04/07/18</b>
<b>Occupation</b>	<b>Child Care (Non Clinical)</b>	<b>Next review date</b>	<b>04/07/22</b>

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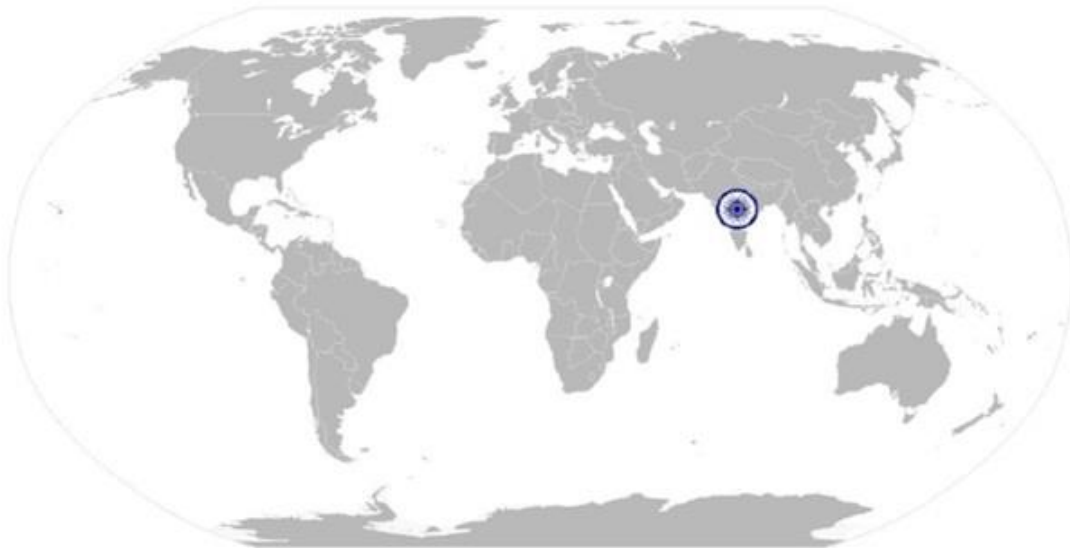


DWC/N9903

Maintain a clean and secure working environment

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# National Occupational Standard



## Overview

This unit is about the knowledge and skills required to monitor work environment to make sure it meets standards of cleanliness, safety and security.

DWC/N9903

Maintain a clean and secure working environment

National Occupational Standard

<b>Unit Code</b>	<b>DWC/N9903</b>
<b>Unit Title (Task)</b>	<b>Maintain a clean and secure working environment</b>
<b>Description</b>	This unit is about the knowledge and skills required to monitor work environment to make sure it meets standards of cleanliness, safety and security.
<b>Scope</b>	This unit/task covers the following: <ul style="list-style-type: none"> <li>Follow measures of safety and security at workplace</li> <li>Manage waste and ensure cleanliness</li> <li>Adopt practices to promote wellbeing</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Follow measures of safety and security at workplace</b>	To be competent, the user/individual on the job must be able to: PC1. perform first aid techniques including CPR in case of such a situation PC2. report any identified breaches in health, safety, and security to the designated person PC3. identify any hazards and deal with them in safe and competent manner within the limits of one's authority
<b>Manage waste and ensure cleanliness</b>	To be competent, the user/individual on the job must be able to PC4. identify and wear appropriate cleaning gear for waste disposal as required PC5. clean waste from the work area thoroughly and according to instructions PC6. collect and segregate waste according to type PC7. reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins PC8. change disposable garbage bags when full and clean the waste bins regularly PC9. inspect the work site and ensure they are clear of waste
<b>Adopt practices to promote wellbeing</b>	To be competent, the user/individual on the job must be able to PC10. clean the place of dust or any particulate matters PC11. arrange for adequate ventilation PC12. make use of techniques to manage pollution such as noise, air etc.
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. code of conduct KA2. any specific requirements with respect to the specific workplace in terms of cleanliness, safety etc.
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. different types of breaches in health, safety and security and how and when to report these KB2. use of safety equipment, fire prevention/suppression KB2. evacuation procedures KB3. importance of working in clean, safe and secure environment KB4. how to summon medical assistance and the emergency services, where necessary

## DWC/N9903

## Maintain a clean and secure working environment

	<p>KB5. how to use the health, safety and accident reporting procedures and the importance of these</p> <p>KB6. government agencies in the areas of safety, health and security and their norms and services</p> <p>KB7. different categories of waste and how they should be dealt with</p> <p>KB8. importance of handling waste safely</p> <p>KB9. appropriate methods of reducing the volume of different types of waste</p> <p>KB10. why different waste containers are used for different types of waste</p> <p>KB11. the reasons for keeping waste areas clean, tidy and sanitized at all times</p> <p>KB12. how regularly should waste containers be cleaned</p> <p>KB13. what should be done in the event of problem relating to waste disposal</p> <p>KB14. what personal protective equipment is required for the waste involved</p> <p>KB15. health, safety and security practices that help to prevent and control infection</p> <p>KB16. how to deal with spillages correctly</p> <p>KB17. kinds of pollution and how to handle it</p> <p>KB18. how to minimize dust etc.</p>
<b>Skills (S)</b>	
<b>A. Core Skills / Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. write simple sentences
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. read and interpret instructions
	<b>Oral Communication (Listening and Speaking Skills)</b>
The user/ individual on the job needs to know and understand how to: SA3. communicate clearly and respond appropriately to queries SA4. ask questions in case of ambiguity	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. choose the mode of communication that is most effective for a particular context
	<b>Plan and Organize</b>
	NA
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/ individual on the job needs to know and understand how to: SB2. get in touch with the appropriate person, in case of an issue/ problem
	<b>Analytical Thinking</b>
The user/individual on the job needs to know and understand how to: SB3. concentrate on task at hand and pay attention to detail	
<b>Critical Thinking</b>	
The user/ individual on the job needs to know and understand how to: SB4. look for solutions quickly and choose the optimal route if required	

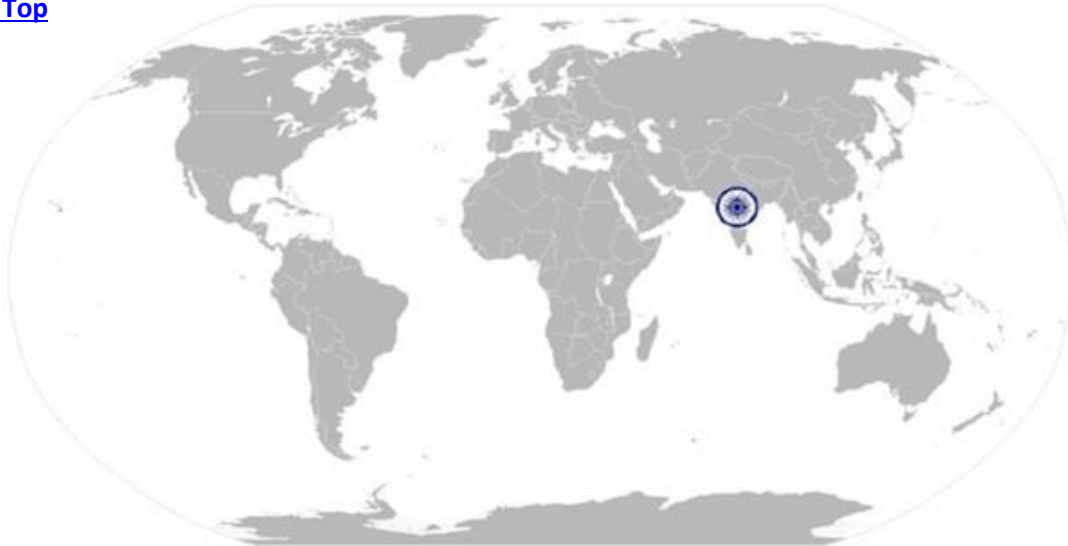
DWC/N9903

Maintain a clean and secure working environment

## NOS Version Control

<b>NOS Code</b>	<b>DWC/N9903</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Domestic Workers Sector Skill Council</b>	<b>Drafted on</b>	<b>10/01/18</b>
<b>Industry Sub-sector</b>	<b>Caregiving (Non Clinical)</b>	<b>Last reviewed on</b>	<b>04/07/18</b>
<b>Occupation</b>	<b>Child Care (Non Clinical)</b>	<b>Next review date</b>	<b>04/07/22</b>

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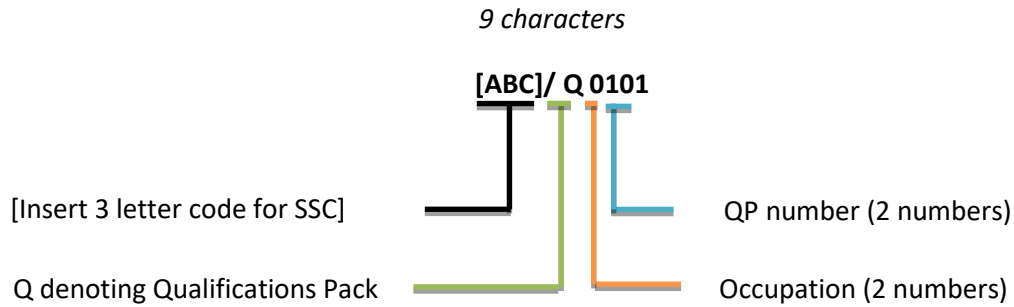


## Qualification Pack For Baby Caregiver (Non Clinical)

### Annexure

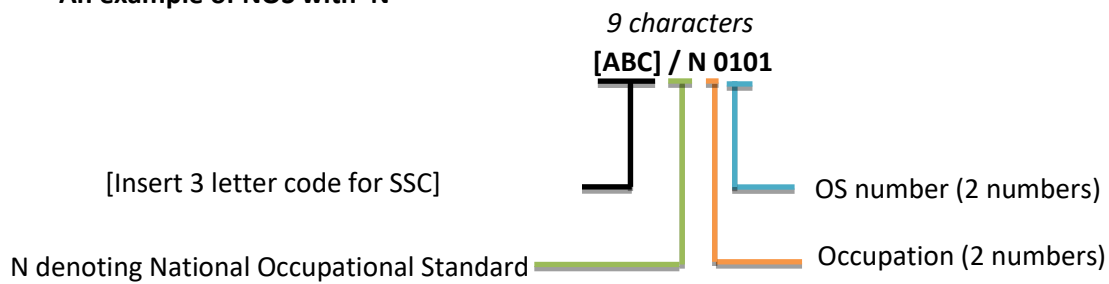
#### Nomenclature for QP and NOS

##### Qualifications Pack



##### Occupational Standard

##### An example of NOS with 'N'



*Qualifications Pack For Baby Caregiver (Non Clinical)*

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Household Services/ housekeeping Services	01, 06 – 25
Caregiving (Non Clinical)	02 – 15
Future Sub – Sectors	26 – 90
Generic NOS	91 – 99

Sequence	Description	Example
Three letters	Industry name	DWC
Slash	/	/
Next letter	Whether QP or NOS	Q/N
Next two numbers	Occupation code	02
Next two numbers	OS number	02

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Qualifications Pack For Baby Caregiver (Non Clinical)

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Baby Caregiver (Non Clinical)

**Qualification Pack:** DWC/Q0202

**Sector Skill Council:** Domestic Workers Sector Skill Council

**Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Compulsory NOS				Marks Allocation	
Total Marks: 600					
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out Of	Theory	Skills Practical
1. DWC/N0205 (Feed babies and toddlers)	PC1. wash and sanitize the baby's feeding apparatus thoroughly using appropriate cleaning agents before feed	100	15	5	10
	PC2. store food and drink for the baby or child, hygienically		15	5	10
	PC3. remove any potential choke hazards from the baby or child's vicinity at all times		15	5	10
	PC4. feed the baby carefully as per time specified, ensuring its comfort with the temperature and quantity of food		15	5	10
	PC5. check if the baby has ingested food properly		10	3	7

*Qualifications Pack For Baby Caregiver (Non Clinical)*

	PC6. clean the baby of any mess caused due to the feed		10	5	5
	PC7. monitor the baby or child after the feed and inform parents immediately in case of any unfavourable reaction		10	5	5
	PC8. coach the babies (9 months old onwards) in self-feeding		10	5	5
		<b>Total</b>	<b>100</b>	<b>38</b>	<b>62</b>
2.DWC/N0206 (Attend to other basic needs of babies and toddlers)	PC1. identify with parents, any specific requirements/routine for bathing and basic massaging the baby or toddler	<b>100</b>	5	2	3
	PC2. give the baby or child a bath carefully as scheduled ensuring its comfort with temperature of water and cleaning agents		5	2	3
	PC3. give the baby basic massage as scheduled using appropriate agents		5	2	3
	PC4. clean the baby or toddler thoroughly after each call of nature and change the diapers or inner garments of the baby or toddler		10	4	6
	PC5. provide assistance with toilet training		10	4	6
	PC6. identify with parents, any specific requirements related to sleep schedule of the baby or toddler		5	3	2
	PC7. prepare and lay the bed for baby or toddler as per requirements		5	2	3
	PC8. put the baby or toddler to sleep as per schedule and monitor its sleep constantly		5	3	2
	PC9. remove any potential risks or hazards from the baby or toddler's vicinity while sleeping		5	2	3
	PC10. report physical signs of illness in the baby or toddler to the parents at the earliest opportunity		5	2	3
	PC11. manage the symptoms of illness in the baby or toddler calmly and effectively whilst they are in your care		5	2	3
	PC12. seek medical assistance when necessary for the baby or toddler who becomes acutely ill whilst in your care		5	2	3
	PC13. administer right dosage of medicines to the baby or toddler on time, as instructed by parents		5	2	3
	PC14. check nipples and bottles carefully for any cracks or splits		5	2	3
	PC15. sterilize the bottle, nipple, pacifiers, plastic toys and teething rings before using them		10	5	5

*Qualifications Pack For Baby Caregiver (Non Clinical)*

	PC16. wash/sanitize babies' clothes, bed sheets and nappies thoroughly using appropriate cleaning agents		10	5	5
		<b>Total</b>	<b>100</b>	<b>44</b>	<b>56</b>
3.DWC/N0207 (Engage with babies for their holistic development)	PC1. discuss with parents, any specific aspects that need to be considered for the developmental plan of babies or toddlers	<b>100</b>	5	2	3
	PC2. work with parents to assess what is necessary to create and maintain a safe and secure environment for the baby or toddler		10	5	5
	PC3. check if the necessary safety equipment is installed and securely placed to protect the baby or child from danger and harm		10	4	6
	PC4. monitor the baby or toddler at all times and do not leave the baby unattended		5	2	3
	PC5. take the necessary safety and hygiene measures when providing toys and equipment for the baby or toddler		5	2	3
	PC6. develop a play schedule for the baby or the toddler		10	4	6
	PC7. interact with the baby constantly, by talking, reading or playing with it		10	5	5
	PC8. develop mobility of the baby by making it exercise and explore its surroundings		5	2	3
	PC9. convey to the children, the boundaries of acceptable and unacceptable behaviour in themselves and others		10	4	6
	PC10. seek appropriate help when you are unable to deal with any issues raised by children		5	3	2
	PC11. provide parents with regular updates about the baby or toddler's food consumption, bowel movements, daily activities etc.		5	2	3
	PC12. manage the baby or toddler during its various milestones such as rolling over, sitting up, crawling, walking etc.		10	5	5
	PC13. educate toddlers about interaction with strangers – the dos and don'ts of it		10	5	5
		<b>Total</b>	<b>100</b>	<b>45</b>	<b>55</b>
4. DWC/N9901 (Prepare basic food as per dietary requirements)	PC1. identify any specific requirement and feeding routine with people concerned	<b>100</b>	5	2	3
	PC2. develop a feeding plan basis the discussion		10	3	7
	PC3. check the availability of all ingredients as per the regular dietary requirements and procure it if not available		10	5	5
	PC4. check that the ingredients meet both quality and quantity requirements of the food items to be prepared		5	2	3
	PC5. clean the items thoroughly and cut them		10	4	6

*Qualifications Pack For Baby Caregiver (Non Clinical)*

	into required proportions using appropriate tools				
	PC6. select and organize ingredients required for the dish from the kitchen/pantry		10	4	6
	PC7. cook the customized recipes by using appropriate cooking methods as required for the recipes		10	3	7
	PC8. inspect the dish to ensure flavor, color, taste and quality consistency		10	4	6
	PC9. finish and present the dish to meet requirements		10	3	7
	PC10. make different types of beverages (such as tea, coffee, fruit juice etc.)		10	3	7
	PC11. store any cooked or remaining uncooked vegetables not for immediate use adequately		10	4	6
		<b>Total</b>	<b>100</b>	<b>37</b>	<b>63</b>
5. DWC/N9902 (Display standards of hygiene and work etiquette)	PC1. interact in a courteous and disciplined manner with all	<b>100</b>	5	2	3
	PC2. dress appropriately and maintain a well-groomed personality		10	5	5
	PC3. ensure not to argue with the employer/guest		5	2	3
	PC4. listen attentively and answer back politely		5	2	3
	PC5. maintain personal hygiene		20	10	10
	PC6. follow hygiene practices at workplace, such as covering one's mouth while coughing or sneezing, washing hands regularly etc.		12	2	10
	PC7. do not eat or chew while talking		3	1	2
	PC8. report any personal health issues related to injury, food, air and infectious diseases to the appropriate person		15	5	10
	PC9. establish and agree your work requirements with the person concerned		15	5	10
	PC10. report any kind of issue to the appropriate person		10	5	5
		<b>Total</b>	<b>100</b>	<b>39</b>	<b>61</b>
6. DWC/N9903 (Maintain a clean and secure working environment)	PC1. perform first aid techniques including CPR in case of such a situation	<b>100</b>	15	5	10
	PC2. report any identified breaches in health, safety, and security to the designated person		5	3	2
	PC3. identify any hazards and deal with them in safe and competent manner within the limits of one's authority		10	3	7
	PC4. identify and wear appropriate cleaning gear for waste disposal as required		10	3	7
	PC5. clean waste from the work area thoroughly and according to instructions		10	3	7
	PC6. collect and segregate waste according to type		5	2	3

*Qualifications Pack For Baby Caregiver (Non Clinical)*

	PC7. reduce the volume of waste through appropriate techniques and throw waste in appropriate waste container/ assigned bins		5	2	3
	PC8. change disposable garbage bags when full and clean the waste bins regularly		5	2	3
	PC9. inspect the work site and ensure they are clear of waste		10	5	5
	PC10. clean the place of dust or any particulate matters		10	4	6
	PC11. arrange for adequate ventilation		5	2	3
	PC12. make use of techniques to manage pollution such as noise, air etc.		10	3	7
		<b>Total</b>	<b>100</b>	<b>37</b>	<b>63</b>