

Government of Pakistan

**National Vocational and Technical Training Commission**

**Prime Minister's Youth Skill Development Program**

"Skills for All"



**Course Contents / Lesson Plan**

**Course Title:** Domestic Worker

**Duration:** 3 Months

**Revised Edition**

Trainer Name	
Author Name	<p style="text-align: center;">Hassan Arshad Msc - Tourism and Hospitality Management Lecturer and Trainer – COTHM</p>
Course Title	<p style="text-align: center;"><b>Domestic Worker</b></p>
Objectives and Expectations	<p><b>Employable skills and hands-on practice in Domestic Worker</b></p> <p>This is a special course designed to address unemployment in the youth. The course aims to achieve the above objective through hands on practical training delivery by a team of dedicated professionals having rich market/work experience. This course is therefore not just for developing a theoretical understanding/back ground of the trainees. Contrary to that, it is primarily aimed at equipping the trainees to perform commercially in a market space in independent capacity or as a member of a team.</p> <p>The course therefore is designed to impart not only technical skills but also soft skills (i.e. interpersonal/communication skills; personal grooming of the trainees etc.) as well as entrepreneurial skills (i.e. marketing skills; free lancing etc.). The course also seeks to inculcate work ethics to foster better citizenship in general and improve the image of Pakistani work force in particular.</p> <p><b><u>Main Expectations:</u></b></p> <p>In short, the course under reference should be delivered by professional instructors in such a robust hands-on manner that the trainees are comfortably able to employ their skills for earning money (through wage/self-employment) at its conclusion.</p> <p>This course thus clearly goes beyond the domain of the traditional training practices in vogue and underscores an expectation that a market-centric approach will be adopted as the main driving force while delivering it. The instructors should therefore be experienced enough to be able to identify the training needs for the possible market roles available out there. Moreover, they should also know the strengths and weaknesses of each trainee to prepare them for such market roles during/after the training.</p> <ol style="list-style-type: none"> <li>i. Specially designed practical tasks to be performed by the trainees have been included in the Annexure-I to this document. The record of all tasks performed individually or in groups must be preserved by the management of the training Institute clearly labeling name, trade, session, etc. so that these are ready to be physically inspected/verified through monitoring visits from time to time. The weekly distribution of tasks has also been indicated in the weekly lesson plan given in this document.</li> <li>ii. To materialize the main expectations, a special module on <b><u>Job Search &amp; Entrepreneurial Skills</u></b> has been included in the latter part of this course (5<sup>th</sup> &amp; 6<sup>th</sup> month) through which, the trainees will be made aware of the Job search techniques in the local as well as international job markets (Gulf countries). Awareness around the visa process and immigration laws of the most favored labor destination countries also form a part of this module. Moreover, the trainees would also be</li> </ol>

encouraged to venture into self-employment and exposed to the main requirements in this regard. It is also expected that a sense of civic duties/roles and responsibilities will also be inculcated in the trainees to make them responsible citizens of the country.

- iii. A module on **Work Place Ethics** has also been included to highlight the importance of good and positive behavior in the workplace in the line with the best practices elsewhere in the world. An outline of such qualities has been given in the Appendix to this document. Its importance should be conveyed in a format that is attractive and interesting for the trainees such as through PPT slides +short video documentaries. Needless to say that if the training provider puts his heart and soul into these otherwise non-technical components, the image of the Pakistani workforce would undergo a positive transformation in the local as well as international job markets.

To maintain interest and motivation of the trainees throughout the course, modern techniques such as:

- Motivational Lectures
- Success Stories
- Case Studies

These techniques would be employed as an additional training tool wherever possible (these are explained in the subsequent section on Training Methodology).

Lastly, evaluation of the competencies acquired by the trainees will be done objectively at various stages of the training and a proper record of the same will be maintained. Suffice to say that for such evaluations, practical tasks would be designed by the training providers to gauge the problem-solving abilities of the trainees.

#### (i) **Motivational Lectures**

The proposed methodology for the training under reference employs motivation as a tool. Hence besides the purely technical content, a trainer is required to include elements of motivation in his/her lecture. To inspire the trainees to utilize the training opportunity to the full and strive towards professional excellence. Motivational lectures may also include general topics such as the importance of moral values and civic role & responsibilities as a Pakistani. A motivational lecture should be delivered with enough zeal to produce a deep impact on the trainees. It may comprise of the following:

- Clear Purpose to convey the message to trainees effectively.
- Personal Story to quote as an example to follow.
- Trainees Fit so that the situation is actionable by trainees and not represent a just idealism.
- Ending Points to persuade the trainees on changing themselves.

A good motivational lecture should help drive creativity, curiosity, and spark the desire needed for trainees to want to learn more.

The impact of a successful motivational strategy is amongst others commonly visible in increased class participation ratios. It increases the trainees' willingness to be engaged on the practical tasks for a longer time without boredom and loss of interest because they can see in their mind's eye where their hard work would take them in short (1-3 years); medium (3 -10 years) and long term (more than 10 years).

As this tool is expected that the training providers would make arrangements for regular well planned motivational lectures as part of a coordinated strategy interspersed throughout the training period as suggested in the weekly lesson plans in this document.

Course-related motivational lectures online link is available in **Annexure-II**.

### **(ii) Success Stories**

Another effective way of motivating the trainees is using Success Stories. Its inclusion in the weekly lesson plan at regular intervals has been recommended till the end of the training.

A success story may be disseminated orally, through a presentation, or using a video/documentary of someone that has risen to fortune, acclaim, or brilliant achievement. A success story shows how a person achieved his goal through hard work, dedication, and devotion. An inspiring success story contains compelling and significant facts articulated clearly and easily comprehensible words. Moreover, it is helpful if it is assumed that the reader/listener knows nothing of what is being revealed. The optimum impact is created when the story is revealed in the form of:-

- Directly in person (At least 2-3 cases must be arranged by the training institute)
- Through an audio/ videotaped message (2-3 high-quality videos must be arranged by the training institute)

It is expected that the training provider would collect relevant high-quality success stories for inclusion in the training as suggested in the weekly lesson plan given in this document.

The suggestive structure and sequence of a sample success story and its various shapes can be seen in **Annexure III**.

### **(iii) Case Studies**

Where a situation allows, case studies can also be presented to the trainees to widen their understanding of the real-life specific problem/situation and to explore the solutions.

In simple terms, the case study method of teaching uses a real-life case example/a typical case to demonstrate a phenomenon in action and explain theoretical as well as practical aspects of the knowledge related to the same. It is an effective way to help the trainees comprehend in depth both the theoretical and practical aspects of the complex phenomenon in depth with ease. Case teaching can also stimulate the trainees to participate in discussions and thereby boost their confidence. It also makes the classroom atmosphere interesting thus maintaining the trainee interest in training till the end of the course.

Depending on suitability to the trade, the weekly lesson plan in this document may suggest case studies be presented to the trainees. The trainer may adopt a PowerPoint presentation or video format for such case studies whichever is deemed suitable but only those cases must be selected that are relevant and of a learning value.

The Trainees should be required and supervised to carefully analyze the cases.

For this purpose, they must be encouraged to inquire and collect specific information/data, actively participate in the discussions, and intended solutions to the problem/situation.

Case studies can be implemented in the following ways: -

	<ul style="list-style-type: none"> <li>i. A good quality trade-specific documentary ( At least 2-3 documentaries must be arranged by the training institute)</li> <li>ii. Health &amp; Safety case studies (2 cases regarding safety and industrial accidents must be arranged by the training institute)</li> <li>iii. Field visits( At least one visit to a trade-specific major industry/ site must be arranged by the training institute)</li> </ul>
<b>Entry-level of trainees</b>	For course of Domestic Worker proposed entry level is minimum Middle <ul style="list-style-type: none"> <li>•</li> </ul>
<b>Learning Outcomes of the course</b>	By the end of this course, students will be able to: <ul style="list-style-type: none"> <li>• Clean the House</li> <li>• Carry out Kitchen Care</li> <li>• Perform Basic Cooking and Serving</li> <li>• Perform Laundry Operations</li> <li>• Provide Child/Elderly care</li> </ul>
<b>Course Execution Plan</b>	The total duration of the course: <b>3 months (12 Weeks)</b> Class hours: <b>4 hours per day</b> Theory: <b>20%</b> Practical: <b>80%</b> Weekly hours: <b>20 hours per week</b> Total contact hours: <b>260 hours</b>
<b>Companies offering jobs in the respective trade</b>	<ul style="list-style-type: none"> <li>• Private Residences: Many domestic workers are employed directly by individuals or families to perform tasks such as cleaning, cooking, childcare, and eldercare.</li> <li>• Hospitality: Hotels, resorts, and other hospitality establishments often hire domestic workers for housekeeping, cleaning, and sometimes for personalized guest services.</li> <li>• Healthcare: Some domestic workers may find employment in the healthcare industry, providing home care services for individuals who need assistance with daily activities due to illness, disability, or aging.</li> <li>• Childcare and Education: Domestic workers may work in private homes as nannies or tutors, assisting with the care and education of children.</li> <li>• Elderly Care Facilities: As the population ages, there is a growing demand for domestic workers in elderly care facilities, nursing homes, and retirement communities.</li> <li>• Event Planning and Catering: Domestic workers with skills in cooking, serving, and event planning may find opportunities in the catering and event planning industry.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Cleaning Services:</b> Domestic workers can work for cleaning companies or as independent contractors providing cleaning services for homes, offices, and other establishments.</li> <li>• <b>Personal Assistance and Concierge Services:</b> Some individuals hire domestic workers to provide personal assistance, concierge services, and general support in managing their daily lives.</li> <li>• <b>Corporate Settings:</b> Larger corporations may have in-house domestic staff to manage facilities, provide catering services, or take care of employee amenities.</li> <li>• <b>Embassies and Consulates:</b> Diplomatic missions often hire domestic staff to manage household tasks and provide support to diplomats and their families.</li> </ul>
<b>Job Opportunities</b>	<ul style="list-style-type: none"> <li>• Housekeeper</li> <li>• House help</li> </ul>
<b>No of Students</b>	25
<b>Learning Place</b>	Classroom / Lab
<b>Instructional Resources</b>	<ul style="list-style-type: none"> <li>• Washing Of Laundry <a href="https://www.youtube.com/watch?v=b-RJ1q-OWs">https://www.youtube.com/watch?v=b-RJ1q-OWs</a></li> <li>• Hanging The Cloths <a href="https://www.youtube.com/watch?v=t1wPuBp7lh0">https://www.youtube.com/watch?v=t1wPuBp7lh0</a></li> <li>• Ironing The Shirts <a href="https://www.youtube.com/watch?v=EQRbjbxrCOI">https://www.youtube.com/watch?v=EQRbjbxrCOI</a></li> <li>• Ironing The Pants <a href="https://www.youtube.com/watch?v=EQRbjbxrCOI">https://www.youtube.com/watch?v=EQRbjbxrCOI</a></li> <li>• Changing Sofa Cover <a href="https://www.youtube.com/watch?v=nuD_iEvh37Q">https://www.youtube.com/watch?v=nuD_iEvh37Q</a></li> <li>• housekeeping training manual <a href="https://irp.cdn-website.com/de00abf2/files/uploaded/AbDom_Guide_V7.pdf">https://irp.cdn-website.com/de00abf2/files/uploaded/AbDom_Guide_V7.pdf</a></li> <li>• domestic worker rights <a href="https://apwld.org/wp-content/uploads/2013/09/The-Right-to-Unite1.pdf">https://apwld.org/wp-content/uploads/2013/09/The-Right-to-Unite1.pdf</a></li> </ul>



## MODULES

Sched uled Weeks	Module Title	Days	Hours	Learning Units	Home Assignmen t
Week 1	Comply Health and Safety Guidelines	Day 1	Hour 1	Understanding Health and safety regulation	<p>• Task 1</p> <p><i><u>Details may be seen at Annexure-I</u></i></p>
			Hour 2	How to Identify health and safety issues	
			Hour 3	How to resolve and report a hazard	
			Hour 4	How to act in emergency situation	
		Day 2	Hour 1	Duty of domestic worker regarding health and safety	
			Hour 2	Health and safety of house members	
			Hour 3	Health and safety of safety of staff members	
			Hour 4	Identify good procedures of health and safety	
		Day 3	Hour 1	House security	
			Hour 2	Internal threats	
			Hour 3	External threats	
			Hour 4	Securing house property	
		Day 4	Hour 1	Personal hygiene and grooming	
			Hour 2	Personal wellbeing	



			Hour 3	Personal health issues and sickness	
			Hour 4	Self-motivation	
		Day 5	Hour 1	How to deal with fire hazard	
			Hour 2	How to deal in theft and robbery situation	
			Hour 3	How to report a stolen or broken item	
			Hour 4	What are emergency response services	
Week 2	Follow the Communication Policy/Procedure at the Workplace	Day 1	Hour 1	How to engage with house members	<p>• Task 2</p> <p><u>Details may be seen at Annexure-I</u></p>
			Hour 2	How to engage with guest	
			Hour 3	How to engage with children	
			Hour 4	How to engage with senior or older members	
		Day 2	Hour 1	What is good communication	
			Hour 2	How to Speak polite and clear with others	
			Hour 3	What is body language	
			Hour 4	What are facial expressions	
		Day 3	Hour 1	How to practice good manners	
			Hour 2	What does loyalty demands	

			Hour 3	How to improve courtesy	
			Hour 4	What is meant by professional behavior	
		Day 4	Hour 1	What is meant by team work	
			Hour 2	Who to act like a good team member	
			Hour 3	How to treat your team members professionally	
			Hour 4	What is multi-tasking	
		Day 5	Hour 1	Who is respond to a verbal misbehavior	
			Hour 2	Who to resolve conflicts between team or staff	
			Hour 3	Who to create healthy working environment	
			Hour 4	What is meant by miss communication	
Week 3	Clean the House	Day 1	Hour 1	Identify cleaning tools and equipment according to job demand	<p>• <b>Task 3</b></p> <p><i><u>Details may be seen at Annexure-I</u></i></p>
			Hour 2	Use appropriate tools in accordance with the desired cleaning job	
			Hour 3	Maintain household cleaning tools and equipment as per requirement	
			Hour 4	Store tools and equipment at appropriate place	
		Day 2	Hour 1	Clean the bedroom as per standard	

			<b>Hour 2</b>	Set the curtains/blinds if required Make the bed
			<b>Hour 3</b>	Place the scattered items orderly in the bedroom at their appropriate locations
			<b>Hour 4</b>	Carry out the cleaning of the bedroom floor including wet moping in sequence using right chemical
		<b>Day 3</b>	<b>Hour 1</b>	Clean the washroom as per standard Remove used items from the bathroom as per requirement
			<b>Hour 2</b>	Carryout cleaning of basin counter/shelves/vanity as per standards Carryout cleaning of shower area as per requirement
			<b>Hour 3</b>	Carryout cleaning of the toilet using the appropriate chemicals
			<b>Hour 4</b>	Carryout cleaning of bathroom floor as per requirement Organise the toiletries as required
		<b>Day 4</b>	<b>Hour 1</b>	Clean the living/drawing/dining/study Place the scattered items in the room to their appropriate locations Set the curtains/blinds if required
			<b>Hour 2</b>	Carry out the cleaning of the room floor including wet brooming as per

				sequence	
			<b>Hour 3</b>	Carry out the cleaning of the room floor including wet moping as per sequence	
			<b>Hour 4</b>	Perform dusting of the room furniture and other fixtures after floor cleaning	
		<b>Day 5</b>	<b>Hour 1</b>	Perform cleaning of open area (porch, patio, veranda, terrace, pet area)  Place the scattered items at their appropriate locations	
			<b>Hour 2</b>	Carry out watering of plants as per schedule	
			<b>Hour 3</b>	Ensure pet area is cleaned as per schedule  Carry out the cleaning of the floor using appropriate tools and chemicals	
			<b>Hour 4</b>	Perform brooming as per requirement  Perform wet mopping as per required	
<b>Week 4</b>	<b>Carry out Kitchen Care</b>	<b>Day 1</b>	<b>Hour 1</b>	Collect soiled utensils/crockery/cutlery for washing	<b>• Task 4</b>  <i>Details may be seen at Annexure-I</i>
			<b>Hour 2</b>	Sort out according to types of utensils	
			<b>Hour 3</b>	Wear PPEs for dish washing	
			<b>Hour 4</b>	Wash utensils using appropriate tools and chemicals as per sequence	

		<b>Day 2</b>	<b>Hour 1</b>	Wipe/Dry the washed items
			<b>Hour 2</b>	Stack/ store the washed items to their appropriate places
			<b>Hour 3</b>	Clean dishwashing area after finishing the task
			<b>Hour 4</b>	Place the scattered kitchen items at their appropriate places
		<b>Day 3</b>	<b>Hour 1</b>	Wear PPEs Clean and sanitize cooking range/stove as per standard
			<b>Hour 2</b>	Perform cleaning and sanitizing of kitchen shelves/counter/cabinets as per requirement
			<b>Hour 3</b>	Perform cleaning of kitchen appliances following manufacturer's instructions
			<b>Hour 4</b>	Perform cleaning of kitchen walls and floor as per requirement
		<b>Day 4</b>	<b>Hour 1</b>	Perform deep cleaning of kitchen
			<b>Hour 2</b>	Clear kitchen vents
			<b>Hour 3</b>	Identify any breakages on floor or walls
			<b>Hour 4</b>	Identify different chemical for different surfaces
		<b>Day 5</b>	<b>Hour 1</b>	Collect household waste as instructed

			<b>Hour 2</b>	Dispose the household waste at appropriate place	
			<b>Hour 3</b>	Maintain the dustbins for future use	
			<b>Hour 4</b>	What is waste management	
<b>Week 5</b>	<b>Perform Basic Cooking and Serving</b>	<b>Day 1</b>	<b>Hour 1</b>	Purchase required grocery items (if any)  Arrange or stock the ingredients as per standards	<b>•Task 5</b>  <i><u>Details may be seen at Annexure-I</u></i>
			<b>Hour 2</b>	Prepare the ingredients for cooking	
			<b>Hour 3</b>	Arrange required tools and utensils for cooking	
			<b>Hour 4</b>	Prepare cooking appliances as per cooking requirement	
		<b>Day 2</b>	<b>Hour 1</b>	Seek necessary instruction about cooking from house owner	
			<b>Hour 2</b>	Carryout day to day cooking as required	
			<b>Hour 3</b>	Clear the kitchen counter after cooking	
			<b>Hour 4</b>	Setting kitchen tools	
		<b>Day 3</b>	<b>Hour 1</b>	. Prepare dining area for food serving according to the requirement which may include  Dining table layout Trolley setting Tray setting	

			<b>Hour 2</b>	Serve the food & beverages as per instruction	
			<b>Hour 3</b>	Clear/Clean up the dining area after serving	
			<b>Hour 4</b>	Setting up dining area after meal	
		<b>Day 4</b>	<b>Hour 1</b>	What is meant by cuisine	
			<b>Hour 2</b>	What is menu	
			<b>Hour 3</b>	What are different courses	
			<b>Hour 4</b>	Types of starters, main courses and desserts	
		<b>Day 5</b>	<b>Hour 1</b>	Cooking rice and grains	
			<b>Hour 2</b>	Cooking meat	
			<b>Hour 3</b>	Cooking lentils	
			<b>Hour 4</b>	Cooing vegetables	
<b>Week 6</b>	<b>Perform Laundry Operations</b>	<b>Day 1</b>	<b>Hour 1</b>	Sort laundry and dry clean items according to fabric, colour and size	<b>• Task 6</b>  <i><u>Details may be seen at Annexure-I</u></i>
			<b>Hour 2</b>	Select laundry methods according to type of clothing	
			<b>Hour 3</b>	Operate laundry equipment according to manufacturer's specifications	

			<b>Hour 4</b>	Use cleaning agents and chemicals according to specific fabric/ laundry requirement
		<b>Day 2</b>	<b>Hour 1</b>	Dry the washed laundry according to requirement
			<b>Hour 2</b>	Check items after laundering to ensure desired cleaning quality
			<b>Hour 3</b>	Clean the laundry area and equipment
			<b>Hour 4</b>	Checking for any damages or breakages of equipments
		<b>Day 3</b>	<b>Hour 1</b>	Perform Ironing & Stacking of laundered clothes
			<b>Hour 2</b>	Prepare iron and iron-board
			<b>Hour 3</b>	Execute ironing according to type of fabric
			<b>Hour 4</b>	Report any damage to the items while ironing
		<b>Day 4</b>	<b>Hour 1</b>	Fold or hang ironed clothes as per requirement
			<b>Hour 2</b>	Place the clothes in their appropriate area
			<b>Hour 3</b>	Sorting children cloths
			<b>Hour 4</b>	Sorting special dresses
		<b>Day 5</b>	<b>Hour 1</b>	What different types of fabrics
			<b>Hour 2</b>	What are different types of clothing/ dresses



			Hour 3	Who to remove lint from clothes	
			Hour 4	How to remove hard stains from cloths	
Week 7	Provide Child/Elderly care	Day 1	Hour 1	Feed the child as per instructions	<p>• Task 7</p> <p><u>Details may be seen at Annexure-I</u></p>
			Hour 2	Sterilize the feeding utensils as per standard	
			Hour 3	Prepare the desired food as prescribed according to child age	
			Hour 4	Prepare the baby for feeding	
		Day 2	Hour 1	Feed the baby according to feeding schedule	
			Hour 2	Place the utensils at the appropriate location after feeding	
			Hour 3	Carry out bathing/ dressing of the child (2-5 years)	
			Hour 4	Select clean clothes for the child	
		Day 3	Hour 1	Select appropriate bathing accessories as per requirements	
			Hour 2	Give shower to the child	
			Hour 3	Dress up the child as per requirement	
			Hour 4	Place used items at their appropriate locations after bathing/ dressing	
		Day 4	Hour 1	Provide Elderly care as required	

			<b>Hour 2</b>	Prepare food for elders as desired	
			<b>Hour 3</b>	Serve food and medication (if any) to elders as per scheduled	
			<b>Hour 4</b>	Provide support elders as needed according to requirement	
		<b>Day 5</b>	<b>Hour 1</b>	Provide Basic first aid in case of emergency	
			<b>Hour 2</b>	Identify basic elements for first aid kit	
			<b>Hour 3</b>	Maintain a fully stacked first aid kit  Check expiry date of medicines	
			<b>Hour 4</b>	Perform mock first aid treatment for minor injuries Restore the breathing in case of choking	
<b>Week 8</b>	<b>Practice Work Ethics</b>	<b>Day 1</b>	<b>Hour 1</b>	What are work ethics	<p><b>•Task 8</b></p> <p><i><u>Details may be seen at Annexure-I</u></i></p>
			<b>Hour 2</b>	What is meant by guest privacy and Confidentiality	
			<b>Hour 3</b>	How to maintain professional attitude while working	
			<b>Hour 4</b>	What is Reliability	
		<b>Day 2</b>	<b>Hour 1</b>	What is work honesty and Integrity	
			<b>Hour 2</b>	Respect for Employers and Household Members	
			<b>Hour 3</b>	Initiative and Proactiveness towards	

<b>Prevent sexual Harassment at Workplace</b>			work
		<b>Hour 4</b>	Conflict Resolution
	<b>Day 3</b>	<b>Hour 1</b>	Identify the potential harassment risks.  Types of Harassment - Verbal - Non-verbal - Physical - Sexual
		<b>Hour 2</b>	Adopt appropriate measure to contain the situation
		<b>Hour 3</b>	Report the situation/ incident to the relevant authority
		<b>Hour 4</b>	What are domestic worker laws?
	<b>Day 4</b>	<b>Hour 1</b>	Employment Contract
		<b>Hour 2</b>	Minimum Wage
		<b>Hour 3</b>	Working Hours and Overtime
		<b>Hour 4</b>	Social Security and Benefits
	<b>Day 5</b>	<b>Hour 1</b>	Rest Days and Holidays
		<b>Hour 2</b>	Privacy and Confidentiality of employee
		<b>Hour 3</b>	Unionization and Collective Bargaining
		<b>Hour 4</b>	Termination and Notice Period

<b>Week 9</b>	<b>Cleaning Various Surfaces</b>	<b>Day 1</b>	<b>Hour 1</b>	How to clean Aluminium	<p><b>• Task 9</b></p> <p><i>Details may be seen at Annexure-I</i></p>
			<b>Hour 2</b>	How to clean Acrylic	
			<b>Hour 3</b>	How to clean Bamboo/Cane/Wicker	
			<b>Hour 4</b>	How to clean Brick	
		<b>Day 2</b>	<b>Hour 1</b>	How to clean Ceramic	
			<b>Hour 2</b>	How to clean Chrome	
			<b>Hour 3</b>	How to clean Floating Timber	
			<b>Hour 4</b>	How to clean Glass	
		<b>Day 3</b>	<b>Hour 1</b>	How to clean Granite	
			<b>Hour 2</b>	How to clean Laminate	
			<b>Hour 3</b>	How to clean Leather	
			<b>Hour 4</b>	How to clean Marble	
		<b>Day 4</b>	<b>Hour 1</b>	How to clean Metal	
			<b>Hour 2</b>	How to clean Parquetry	
			<b>Hour 3</b>	How to clean Painted Surfaces	
			<b>Hour 4</b>	How to clean Plasma or LCD Screens	

		Day 5	Hour 1	How to clean Plaster	
			Hour 2	How to clean Plastic/Resin	
			Hour 3	How to clean Stone	
			Hour 4	How to clean Upholstery	
Week 10	Maintaining and operating home appliances	Day 1	Hour 1	How to operate a Dishwasher	<b>• Task 10</b> <i><u>Details may be seen at Annexure-I</u></i>
			Hour 2	How to clean a Dishwasher	
			Hour 3	How to organize a Fridge	
			Hour 4	How to clean a Fridge	
		Day 2	Hour 1	How to organize a freezer	
			Hour 2	How to clean a freezer	
			Hour 3	How to operate a Kettle	
			Hour 4	How to clean a Kettle	
		Day 3	Hour 1	How to operate a microwave	
			Hour 2	How to clean a Microwave	
			Hour 3	How to operate an Oven	
			Hour 4	How to clean an Oven	

		Day 4	Hour 1	How to operate a Toaster		
			Hour 2	How to clean a Toaster		
			Hour 3	How to operate a Washing Machine or Dryer		
			Hour 4	How to clean a Washing Machine or Dryer		
			Day 5	Hour 1		How to operate a vacuum cleaner
				Hour 2		How to clean a vacuum cleaner
				Hour 3		How to clean kitchen stove
				Hour 4		How to operate and clean other electronic and machines used in house hold
Week 11	Cleaning Techniques and methods	Day 1	Hour 1	How to Buff	<p>•Task 11  <u>Details may be seen at Annexure-I</u></p>	
			Hour 2	How to Dust		
			Hour 3	How to leave your Finishing Touch		
			Hour 4	How to use Green Cleaning Methods		
		Day 2	Hour 1	How to use Microfibre		
			Hour 2	How to Remove Mould		
			Hour 3	How to Mop		

			Hour 4	How to Polish	
		Day 3	Hour 1	How to Read Labels	
			Hour 2	How to Scrub	
			Hour 3	How to Spot Clean	
			Hour 4	How to remove certain Soils and Stains	
		Day 4	Hour 1	How to Vacuum	
			Hour 2	How to Wet Wipe	
			Hour 3	How to use a White Magic Eraser	
			Hour 4	How to how to unclog a toilet	
		Day 5	Hour 1	How to degrease a surface	
			Hour 2	How to bleach a surface	
			Hour 3	What are acid based chemicals	
			Hour 4	SOPs for chemical Storage	
Week 12	Developing and implementation of work Check list and documents	Day 1	Hour 1	Room check list	<b>•Task 12</b> <i><u>Details may be seen at Annexure-I</u></i>
			Hour 2	List of Room task for cleaning, sorting and maintaining	

			<b>Hour 3</b>	List of bathroom/toilet cleaning, sorting and maintaining task	<b>Final Project</b>
			<b>Hour 4</b>	Vanity task list	
		<b>Day 2</b>	<b>Hour 1</b>	Kitchen check list	
			<b>Hour 2</b>	Kitchen daily, weekly or monthly cleaning task	
			<b>Hour 3</b>	Checking Shelf life of food products in kitchen storage areas. And clearing expired items.	
			<b>Hour 4</b>	Daily food menu list	
		<b>Day 3</b>	<b>Hour 1</b>	Living Area, corridors checklist	
			<b>Hour 2</b>	List of furniture to be check or clean	
			<b>Hour 3</b>	List of electronic to be clean	
			<b>Hour 4</b>	List of daily dusting task	
		<b>Day 4</b>	<b>Hour 1</b>	Stairs and Hallway check list	
			<b>Hour 2</b>	Cleaning task list	
			<b>Hour 3</b>	Polishing task list	
			<b>Hour 4</b>	Replacement or restock item list. eg (flowers)	
		<b>Day 5</b>	<b>Hour 1</b>	Outdoor check list	



			<b>Hour 2</b>	Pool cleaning schedule	
			<b>Hour 3</b>	Garden cleaning schedule	
			<b>Hour 4</b>	Roof top cleaning schedule	

## Tasks for Certificate in Domestic Worker

<b>Task No.</b>	<b>Task</b>	<b>Description</b>	<b>Week</b>
1.	<b>Comply Health and Safety Guidelines</b>	- Perform a hazard analysis to remove any fire risk form a working area.	<b>Week 1</b>
2.	<b>Follow the Communication Policy/Procedure at the Workplace</b>	- Perform an act of communication between students for practicing communication skills	<b>Week 2</b>
3.	<b>Clean the House</b>	- Remove dirty bed sheets and pillow covers and replace them with new one - Vacuum dining room carpet - Wash outdoor car area - Refill amenities of toilets	<b>Week 3</b>
4.	<b>Carry out Kitchen Care</b>	- Clean and sanitize kitchen food shelves - Perform kitchen opening cleaning	<b>Week 4</b>
5.	<b>Carry out Kitchen Care</b>	- Disinfect kitchen form pest	<b>Week 4</b>
6.	<b>Perform Basic Cooking and Serving</b>	- Make healthy meat soup - Prepare vegetable base meal for two kids - Prepare porridge for a senior family member	<b>Week 5</b>
7.	<b>Perform Laundry Operations</b>	- Wash white shirts in washing machine - Wash dirty and stained child cloth with soft fabric detergent	<b>Week 6</b>
8.	<b>Provide Child/Elderly care</b>	- Change a baby dirty diaper with proper care	<b>Week 7</b>
9.	<b>Cleaning Various Surfaces</b>	- Perform how to clean marble surface - Perform how to clean glass window	<b>Week 9</b>
10.	<b>Maintaining and operating home appliances</b>	- Perform how to remove link from link filter of a washing machine - Perform how to clean dust filter of vacuum cleaner - Perform how to deep clean a fridge	<b>Week 10</b>
11.	<b>Cleaning Techniques and methods</b>	- - Perform degrease from kitchen oil greased surface - Perform demolding form toilet walls	<b>Week11</b>
12.	<b>Developing and implementation of work Check list and documents</b>	- Create a daily checklist for household fresh food purchase - Create a daily dusting checklist of house	<b>Week12</b>

**Motivational Lectures**

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## **Workplace/Institute Ethics Guide**

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Work ethic is a standard of conduct and values for job performance. The modern definition of what constitutes good work ethics often varies. Different businesses have different expectations. Work ethic is a belief that hard work and diligence have a moral benefit and an inherent ability, virtue, or value to strengthen character and individual abilities. It is a set of values-centered on the importance of work and manifested by determination or desire to work hard.

The following ten work ethics are defined as essential for student success:

**1. Attendance:**

Be at work every day possible, plan your absences don't abuse leave time. Be punctual every day.

**2. Character:**

Honesty is the single most important factor having a direct bearing on the final success of an individual, corporation, or product. Complete assigned tasks correctly and promptly. Look to improve your skills.

**3. Team Work:**

The ability to get along with others including those you don't necessarily like. The ability to carry your weight and help others who are struggling. Recognize when to speak up with an idea and when to compromise by blend ideas together.

**4. Appearance:**

Dress for success set your best foot forward, personal hygiene, good manner, remember that the first impression of who you are can last a lifetime

**5. Attitude:**

Listen to suggestions and be positive, accept responsibility. If you make a mistake, admit it. Values workplace safety rules and precautions for personal and co-worker safety. Avoids unnecessary risks. Willing to learn new processes, systems, and procedures in light of changing responsibilities.

**6. Productivity:**

Do the work correctly, quality and timelines are prized. Get along with fellows, cooperation is the key to productivity. Help out whenever asked, do extra without being asked. Take pride in your work, do things the best you know-how. Eagerly focuses energy on accomplishing tasks, also referred to as demonstrating ownership. Takes pride in work.

**7. Organizational Skills:**

Make an effort to improve, learn ways to better yourself. Time management; utilize time and resources to get the most out of both. Take an appropriate approach to social interactions at work. Maintains focus on work responsibilities.

**8. Communication:**

Written communication, being able to correctly write reports and memos.  
Verbal communications, being able to communicate one on one or to a group.

**9. Cooperation:**

Follow institute rules and regulations, learn and follow expectations. Get along with fellows, cooperation is the key to productivity. Able to welcome and adapt to changing work situations and the application of new or different skills.

**10. Respect:**

Work hard, work to the best of your ability. Carry out orders, do what's asked the first time. Show respect, accept, and acknowledge an individual's talents and knowledge. Respects diversity in the workplace, including showing due respect for different perspectives, opinions, and suggestions.