

# Model Curriculum

## 1. Elderly Caretaker (Non-Clinical)

**SECTOR: Domestic Workers**  
**SUB-SECTOR: Caretaking Services**  
**OCCUPATION: Elderly Caretaker (Non-Clinical)**  
**REF ID: DWC/Q0801, V1.0**  
**NSQF LEVEL: 3**



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# Elderly Caretaker (Non-Clinical)

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “**Elderly Caretaker (Non-Clinical)**”, in the “**Domestic Workers**” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Elderly Caretaker (Non-Clinical)</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	DWC/Q0801, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	
<b>Pre-requisites to Training</b>	5th Standard passed (preferable)		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Assist client with daily activities and personal hygiene:</b> Assisting the client for his/her personal hygiene tasks, assisting the client in daily activities and tasks like dressing/ undressing and walking, Making beds for the clients, Communication with the client and his/her family</li> <li>• <b>Preparing food and assisting in consuming meals and drinks:</b> Assist client in purchasing foodstuff; prepare food as per diet chart instructions given by the client’s family, Tracking client’s food and drink intake as per the given instructions by the family</li> <li>• <b>Support in cleaning and tidying up client’s room:</b> Assist client in cleaning the room and follow good practices for cleanliness and personal hygiene, laundry and ironing of clothes and linen using the products and tools available in the house</li> <li>• <b>Building Effective Communication and Relations with the Client:</b> Assist in social interaction, pursuing hobbies and interest and to prevent isolation, Keeping safe and secure environment</li> <li>• <b>Maintain healthy, safe and positive relationship at workplace:</b> Understand basic healthcare issue and their treatment, basic emergencies at home and how to deal with them, ethical behaviour and time management</li> </ul>		

	<ul style="list-style-type: none"><li>• <b>Create a positive impression of oneself in the household:</b> Effective communication and conduct with the employer, how to bridge cultural difference</li><li>• <b>Managing self, money and dignity at workplace:</b> Awareness about health and hygiene, managing personal finances, maintain self-respect and dignity at workplace etc.</li></ul>
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This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Elderly Caretaker (Non-Clinical)” Qualification Pack issued by “Domestic Workers Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 04:00</p> <p><b>Practical Duration</b> (hh:mm) 05:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>State the objectives of the program</li> <li>Discuss Domestic Workers Sector in India</li> <li>Explain the categorisation of domestic workers in India</li> <li>Understand the reasons for the growth of Domestic Workers Sector in India</li> <li>Discuss the emerging trends in Domestic Workers Sector in India</li> <li>Understand the roles and responsibilities of Elderly Caretaker (Non-Clinical)</li> </ul>	Laptop, white board, marker, projector
2	<p><b>Assist client with daily activities and personal hygiene:</b></p> <p><b>Theory Duration</b> (hh:mm) 12:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> DWC/N0801</p>	<ul style="list-style-type: none"> <li>Attributes of Elderly Caretaker (Non- Clinical)</li> <li>Handling Personal Care Activities of Elderly Person like toileting/ bathing</li> <li>Basic Safety Tips for elderly people while using Toilet/ Bathroom</li> <li>Making routine for elderly person and its benefits</li> <li>Assisting elderly person in daily tasks like eating, dressing/ undressing, transferring</li> </ul>	Laptop, white board, marker, projector, Personal Care Kits, Bedpans, Adult Diapers, Crutches, Wheel-Chair, Various Clothes etc.
3	<p><b>Preparing food and assisting in consuming food and drinks</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> DWC/N0802</p>	<ul style="list-style-type: none"> <li>Basics of Cooking like various vegetables, fruits, pulses &amp; grains and flours</li> <li>Purchase and Store Grocery for the Kitchen</li> <li>Tools, Equipment and Appliances to be used to cook</li> <li>Preparing Ingredients and various methods to cook different dishes</li> <li>Storing and Preserving Food after Cooking</li> <li>Maintain safety and hygiene</li> </ul>	Laptop, white board, marker, projector, Cooking Gas Stove & Cylinder, Kitchen Utensils – Cookware, Serve-ware, Grocery items – Pulses, Flours, Grains, Spices, Fruits, Vegetables, Meat etc., Containers and Canisters to store grocery and

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>Tracking eating habits of elderly person and support them in eating the food</li> </ul>	cooked food,
4	<p><b>Support in cleaning and tidying up client's room</b></p> <p><b>Theory Duration</b> (hh:mm) 15:00</p> <p><b>Practical Duration</b> (hh:mm) 25:00</p> <p><b>Corresponding NOS Code</b> DWC/N0803</p>	<ul style="list-style-type: none"> <li>Describe different areas of a house</li> <li>Recognise the common household appliances &amp; furniture</li> <li>Sweeping, Dusting and Mopping of the house</li> <li>Washing and placing kitchen utensils in their respective places</li> <li>Tidying up rooms and arranging articles appropriately</li> <li>Understand purpose of washing the clothes</li> <li>Explain different methods of laundry</li> <li>Describe various types of fabrics and their washing procedures</li> <li>Understand different types of detergents and soaps</li> <li>Operate washing machine</li> <li>Understand the instructions for washing</li> <li>Learn how to dry different clothes as per their fabric</li> <li>Know how to iron different clothes</li> <li>Find out how to fold different clothes properly</li> <li>Understand how to make bed</li> </ul>	Laptop, white board, marker, projector, brooms, various cleaning brushes, mops, dusters, cleaning agents, Vacuum Cleaner, Housekeeping Products, Dishwashing gel, Scrubs and sponges, utensils, Washing Machine, Detergent Powder, liquid, bars, brush, different types of clothes, clothesline or drying stand, clothespins, bedsheets, pillow covers etc
5	<p><b>Building effective communication and relation with the client, client's social network and the medical/nursing staff</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p>	<ul style="list-style-type: none"> <li>Learn how to dress appropriately for work</li> <li>Learn essential etiquettes</li> <li>Understand effective communication and its importance</li> <li>Learn handling conflicting situations at work</li> </ul>	Laptop, white board, marker, projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> DWC/N0804</p>	<ul style="list-style-type: none"> <li>Bridge the cultural differences</li> </ul>	
6	<p><b>Maintain health, safety and positive relationship at the workplace</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> Bridge Course</p>	<ul style="list-style-type: none"> <li>Understand common health issues and their treatment</li> <li>Understand basic emergencies at home</li> <li>Learn how to deal with basic emergencies at home</li> <li>Know the importance of ethical behaviour</li> <li>Understand time management and its importance</li> <li>Learn how to manage your time</li> </ul>	Laptop, white board, marker, projector, First Aid Kit etc.
7	<p><b>Create a positive impression of oneself in the household</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm) 10:00</p> <p><b>Corresponding NOS Code</b> Bridge Course</p>	<ul style="list-style-type: none"> <li>Learn how to dress appropriately for work</li> <li>Learn essential etiquettes</li> <li>Understand effective communication and its importance</li> <li>Learn handling conflicting situations at work</li> <li>Bridge the cultural differences</li> </ul>	Laptop, white board, marker, projector
8	<p><b>Managing self &amp; money</b></p> <p><b>Theory Duration</b> (hh:mm) 08:00</p> <p><b>Practical Duration</b> (hh:mm)</p>	<ul style="list-style-type: none"> <li>Understand the benefits of being healthy, hygienic and disease-free</li> <li>Manage the personal finances aptly</li> </ul>	Laptop, white board, marker, projector



Sr. No.	Module	Key Learning Outcomes	Equipment Required
	10:00  <b>Corresponding NOS Code</b> Bridge Course		
	<b>Total Duration</b>  <b>Theory Duration</b> <b>80:00</b>  <b>Practical Duration</b> <b>120:00</b>	<b>Unique Equipment Required:</b> Laptop, white board, marker, projector, first aid kit, Personal Hygiene Kit, Wheel Chair, Adult Diapers, Kitchen Utensils and Appliances, Various clothes and fabrics, Housekeeping Tools and Products	

Grand Total Course Duration: **200Hours, 0 Minutes**

*(This syllabus/ curriculum has been approved by Domestic Workers Sector Skill Council)*

## Trainer Prerequisites for Job role: “Elder Caretaker (Non-Clinical)” mapped to Qualification Pack: “DWC/Q0802, v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	<p>An Elderly Caretaker (Non-Clinical) in the Informal sector is one of the most crucial operational roles in the domestic worker segment taking care of an elderly person who may or may not have any disability but will not be bed-ridden.</p> <p>The primary role of an Elderly Caretaker (Non-Clinical) is to assist the client in day to day activities such as ambulation, eating, dressing, toileting, grooming and in running errands. Assist in sanitation and housekeeping duties of client’s room and create and maintain hygienic and pleasant work environment.</p>
2	<b>Personal Attributes</b>	This job requires the individual to be fit and energetic. The person should be attentive, empathetic, dedicated and trust worthy. The person should possess effective and compassionate communication with client, family, and co- workers. The individual should have enthusiasm for the work they do and those in his/her care.
3	<b>Minimum Educational Qualifications</b>	10+2
4a	<b>Domain Certification</b>	Certified for Job Role: “Elderly Caretaker” mapped to QP: “DWC/Q0801, v1.0”. Minimum accepted score is 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted % as per DWSSC guidelines is 80%.
5	<b>Experience</b>	<p>Trainer should be either Graduate with 2 years+ experience as a Hospitality/ Domestic attendant. Work experience in Domestic segment (at least 2 years).</p> <p>or</p> <p>10+2 with 5 years+ experience as a Hospitality/Domestic attendant. Work experience in Domestic segment (at least 5 years)</p> <p>or</p> <p>Graduate with Home Science with 2 years experience in teaching/ training.</p> <p>or</p> <p>Nursing Diploma with 2 years experience.</p> <p>Good knowledge of sector related services/processes with prior experience in training/teaching will be added advantage.</p>

## Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Elderly Caretaker (Non-Clinical)</b>
<b>Qualification Pack</b>	<b>DWC/Q0802, v1.0</b>
<b>Sector Skill Council</b>	<b>Domestic Workers</b>

Sr. No.	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	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre(as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack, every trainee should score a minimum of 50% in aggregate and 50% in each NOS
6	The marks are allocated PC wise; however, every NOS will carry a weight age in the total marks allocated to the specific QP
7	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

Assessable Outcomes	Assessment Criteria	Total Mark 200	Out of	Theory	Skills Practical /Viva
1 DW/ N 0801 (Assisting clients with daily activities and personal hygiene)	PC1 Assist with walking and light exercise if required	68	6	2	4
	PC2 Assist with bathing, dressing and grooming		6	2	4
	PC3 Reminder for daily medication and routine checkups		6	4	2
	PC4 Escort to outdoor event and recreational activities		6	2	4
	PC5 Act as a Companion or a friend to provide emotional support		6	3	3
	PC6 Taking care of laundry and ironing		4	0	4
	PC7 Assist the client with personal hygiene tasks, depending on the client's degree of ability		6	3	3
	PC8 Assist the client with dressing/undressing, depending on client's degree of ability		6	2	4
	PC9 Assist the client with routine bodily functions (toileting) with due respect to the client's constraint and privacy		6	2	4
	PC1.0 Making beds and changing linen on timely basis		4	1	3
	PC11 Interact with client in order to empower them, overcome resistance, cope with conflicts, reassure them and obtain their cooperation while fully respecting individual identity and constraint		6	4	2
	PC12 Interact with client's family and doctor in order to inform them of any changes in client's behaviour and other aspects related to their health and well-being		6	3	3
	<b>Total</b>		<b>68</b>	<b>28</b>	<b>40</b>
2 DW/ N 0802 (Preparing food and assisting in consuming food and drink)	PC1 Support the client in purchasing foodstuff or purchase them on his/her own, taking into account prescribed nutrition plans as well as any other instructions provided by the client's family	40	4	2	2
	PC2 When cooking, comply with basic health, hygiene and safety requirements and check that foodstuff are properly stored and not out of date, in order to ensure that the meals being prepared are of adequate quality and prevent any food poisoning		6	4	2

	PC3 The food should be cooked as per the client's ability to chew and swallow, in order to enable them to eat their meals without any difficulty		6	2	4
	PC4 Use appropriate cooking techniques (frying, boiling, steaming, microwaving), in order to prepare the food		6	2	4
	PC5 Encourage the client to drink and eat as per their nutritional plan and medical conditions (liquid and/or solid dysphagia, lack of appetite, eagerly eating, food refusal)		6	2	4
	PC6 Monitor client's food and drink intake to provide information to the family and doctor		6	2	4
	PC7 When cooking and serving food, use relational styles that are adequate to client's specificities and medical conditions, in order to reassure them, enhance their participation, encourage food acceptance, obtain their cooperation		6	2	4
		<b>Total</b>	<b>40</b>	<b>16</b>	<b>24</b>
3 DW/ N 0803 (Supporting in cleaning and tidying up client's room)	PC1 Support the client in cleaning and tidying up room or perform these tasks on his/her own using the products and tools available in the house		4	1	3
	PC2 Provide a proper and cosy living environment		6	2	4
	PC3 Do laundry and ironing of clothes and linen using the products and tools available in the house		4	2	2
	PC4 Minimise possible risks arising while washing, cleaning and sanitizing of rooms	20	6	2	4
		<b>Total</b>	<b>20</b>	<b>7</b>	<b>13</b>
4 DW/ N0804 (Building effective communication and relations with the client, client's social network, and the medical/nursing staff)	PC1 Use appropriate communication approach towards the client		6	2	4
	PC2 Use relevant communication and integration approach as per client's psychological profile		6	3	3
	PC3 Listen to the client and respond to implicit relational requests		6	2	4
	PC4 Respond to clients' rightful demands carefully and subsequently meet relational needs and avert the elder's isolation		6	2	4
	PC5 Interact with the client to support on a daily basis in such a way as to stimulate them and trigger their mnemonic (aid-memory) skills		6	3	3
	PC6 Support the client in socialising at different occasions by helping and fostering the elder's participation in social initiatives		6	2	4
	PC7 Listen to and understand family's requests on a daily basis and ask all sorts of information to learn about any changes in the client's mental and physical condition		6	4	2
	PC8 Recognise and cope with emotions arising from his/her relationship with the client as well as with the stress resulting from the relationship	72	6	2	4

	PC9 Take keen interest in encouraging the client to pursue hobbies and interests		6	2	4
	PC1.0 Maintain record of relevant helplines and immediate family, neighbour's contact details		6	4	2
	PC11 Take necessary precaution to prevent casualties such as bulgery, fire, short circuits etc		6	2	4
	PC12 Take proper care of safety and security while using electrical and household appliances		6	0	6
		<b>Total</b>	<b>72</b>	<b>28</b>	<b>44</b>
	<b>Grand Total</b>	<b>200</b>	<b>200</b>	<b>79</b>	<b>171</b>
	Percentage Weightage:			<b>40%</b>	<b>60%</b>
	<b><u>Minimum Pass% to qualify (aggregate):</u></b>				<b>50%</b>