

Syllabus For_Multi-Tasking Staff (Safai Karmi)

Course Name	Multi-Tasking Staff (Safai Karmi)
Sector	GREEN JOBS
Course Code	SGJ/2024/MTSK/279
Level	3
Occupation	Multi-Tasking Staff (Safai Karmi)
Job Description	A Multi-Tasking Staff (Safai Karmi) is responsible for maintaining cleanliness and hygiene in designated areas, encompassing both indoor and outdoor spaces. The role involves sweeping and mopping floors, dusting surfaces and disposing of waste in a proper and organized manner. They operate various cleaning equipment, such as brooms, mops, vacuum cleaners and other tools, to ensure a pristine and well-presented environment
Course Duration	Total Duration 360 Hrs (T-60, P-180, OJT-60 and ES-60)
Trainees' Entry Qualification	Grade 10 OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 2 yrs relevant experience OR Previous relevant Qualification of NSQF Level 2 with one yr experience OR Previous relevant Qualification of NSQF Level 2.5 with 6 months experience
Trainers Qualification	NTC/ NAC passed in the trade of "Housekeeper" with one year experience in the relevant field. OR 12 th pass with 2 yeas experience of Sweeping and Cleaning

Structure of Course:

Module No.	Module name	Outcome	Compulsory/ Elective	Theory (Hrs)	Practical (Hrs)	Total (Hrs) [Multiple of 30]
1	Role and responsibilities of Multi-Tasking Staff (Safai Karmi)	Identify the role and responsibilities of Multi-Tasking Staff (Safai Karmi)	Compulsory	10	20	30
2	Introduction to waste management	Identify different types of waste, their disposals and procedure of proper waste management	Compulsory	10	20	30
3	Equipment and tools of Cleaning and Sweeping	Identify and select appropriate tools for different cleaning tasks along with operations and maintenance of cleaning apparatus.	Compulsory	10	20	30

Module No.	Module name	Outcome	Compulsory/ Elective	Theory (Hrs)	Practical (Hrs)	Total (Hrs) [Multiple of 30]
4	Details about Recycling and waste carrying	Select recyclable materials and comprehend the principles of recycling method	Compulsory	10	20	30
5	Personal Health and Safety	Explain the importance of personal health and safety and to identify and implement preventive measures to ensure a safe working environment	Compulsory	10	20	30
6	Cleaning procedure	Identify and select the cleaning surface, methods, cleaning agents, tools and perform the activities of cleaning	Compulsory	10	80	90
7	OJT	Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	Compulsory	-	60	60
8	Employability Skill	As per guided curriculum	Compulsory	60	-	60
TOTAL				120	240	360

SYLLABUS:**Module 1: Role and responsibilities of Multi-Tasking Staff (Safai Karmi)**

Outcome: Identify the role and responsibilities of Multi-Tasking Staff (Safai Karmi)

Theory Content:

- The role and responsibilities of Multi-Tasking Staff (Safai Karmi) in various settings such as commercial spaces, residential areas, Office premises, Public Institutions
- Job opportunities
- Importance of cleanliness
- Health and safety regulations
- Customer service

Practical Content:

- Visit to different premises
- Cleaning techniques
- Handling cleaning chemicals
- Handling different equipment
- Safety precautions
- Role play customer interactions to develop effective communication

Tools & Equipment :

Brooms, Mops and cleaning cloths, Vacuum cleaner, Duster cloth, cleaning brushes, cleaning agents, bucket, Gloves and personal Protective Equipment (PPE), Safety sign, Ladder and stools, Disposal bags, Waste bin and containers.

Module 2: Introduction to waste management

Outcome: Identify different types of waste, their disposals and procedure of proper waste management

Theory Content:

- Definition of waste management
- Types of waste management
- Techniques of waste management disposal
- Tools used for waste management
- Analysing hazardous waste and management
- Necessity of waste management
- Waste disposal regulations
- Environmental impact
- Waste segregation
- Collection and transportation
- Different indicators of waste managements, different colours of waste management
- Different indicators of corporate building for safe waste management
- Different colours and indicators of dustbins

Practical Content:

- Identify different types of waste
- Waste segregation practices
- Different site visits to see waster management facilities, recycling centers or composite sites. Waster management indicators and colors.
- Waste collection methods
- Demonstration of waste treatment

Tools & Equipment:

Brooms, Mops and cleaning cloths, Vacuum cleaner, Duster cloth, cleaning brushes, cleaning agents, bucket, Gloves and personal Protective Equipment (PPE), Safety sign, Ladder and stools, Disposal bags, Waste bin and containers.

Module 3: Equipment and tools of cleaning and Sweeping

Outcome: Identify and select appropriate tools for different cleaning tasks along with operations and maintenance of cleaning apparatus.

Theory Content:

- Types of cleaning and sweeping tools as per cleaning area
- Different types of mops as per cleaning area
- Types of brooms
- Types of pans
- Different types of brooms making
- Maintenance of brooms
- Proper technique of handling tools
- Different types of cleaning agents as per cleaning area
- Specialized cleaning tools

Practical Content:

- Making broom
- Making mops
- Use of cleaning agents
- Use mechanical sweeping machine
- Use mechanized scrubbing machine
- Demonstration of sweeping at road, pavement and public area
- Demonstration of sweeping at private and corporate buildings
- Demonstration of mopping at road, pavement and public area
- Demonstration of mopping at private and corporate buildings

Tools & Equipment needed:

Brooms, Mops and cleaning cloths, Vacuum cleaner, mechanical sweeping machine, mechanized scrubbing machine, Duster cloth, cleaning brushes, cleaning agents, bucket, Gloves and personal Protective Equipment (PPE), Safety sign, Ladder and stools, Disposal bags, Waste bin and containers.

Module 4: Details about Recycling and waste carrying

Outcome: Select recyclable materials and comprehend the principles of recycling method

Theory Content:

- Identifying heaps of garbage found in roads, parks and other public places
- Collection of wastes from bin.
- Recycling symbols and codes
- Principle of recycling
- Explaining how to separate different types of wastes such as recyclable, reusable, biodegradable etc.
- Discussing about Carrying wastes in segregated portions.
- Using different bins to segregate wastes.

Practical Content:

- Differentiating wastes such as plastics, metals, bio degradable, non-bio degradable etc.
- Field trips to recycling facilities
- Transporting wastes from bins using different vehicles
- Composting activities

Tools & Equipment:

Recycling bins, Waste sorting tools, recycling symbol guide (posters, chart), composting bin.

Module 5: Personal Health and Safety

Outcome: Explain the importance of personal health and safety and to identify and implement preventive measures to ensure a safe working environment

Theory Content:

- Importance of personal cleanliness and hygiene
- Importance of personal health and safety
- Identifying workplace hazards
- Proper use of safety tools
- Maintain personal cleanliness during work
- Finding help and first aid box
- How to take care in case of self-injury
- Legal and ethical considerations

Practical Content:

- Demonstration of first aid process
- Demonstration of safety tools
- Role play scenario of emergency
- PPE usage demonstrations
- Site safety inspections

Tools & Equipment needed:

Personal protective equipment (PPE), safety signage, first aid kits, communication devices

Module 6: Cleaning procedure

Outcome: Identify and select the cleaning surface, methods, cleaning agents, tools and perform the activities of cleaning

Theory Content:

- Identify and select cleaning surfaces
- Cleaning method and techniques
- Selection of cleaning agents and sanitizing and disinfecting agents
- Choosing appropriate tools to be used
- Blending of cleaning and disinfecting agents with water
- Details regarding places of wet cleaning like Lavatory, basin, sinks, taps, etc.
- Procedure of tiles, marble cleaning, mirror and glass cleaning
- Collection of wet wastes and carrying to safe place without hazard
- Safety considerations

Practical Content:

- Surface identification and selection
- Demonstrate hands on cleaning
- Cleaning agent application
- Appropriate tools required
- Demonstrate blending disinfectant and cleaner
- Demonstrate sanitizing and disinfecting process
- Mopping and sweeping wet floors
- Mirror and glass cleaning
- Marble and tiles cleaning
- Movement of wet wastes safely

Tools & Equipment needed:

Brooms, Mops and cleaning cloths, Vacuum cleaner, Duster cloth, cleaning brushes, cleaning agents, bucket, Gloves and personal Protective Equipment (PPE), Safety sign, Ladder and stools, Disposal bags, Waste bin and containers.

Module 7 : OJT

Outcome: Work in real job situation with special emphasis on basic safety and hazards in this domain

Practical Content:

Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for **60 Hours.**)

Module 8: Employability Skills (60 Hrs)**Key Learning Outcomes****Introduction to Employability Skills**

Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship

Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

Becoming a Professional in the 21st Century

Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

Basic English Skills

Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

Career Development & Goal Setting

Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

Communication Skills

Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

Diversity & Inclusion

Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

Financial and Legal Literacy

Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

Essential Digital Skills

Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

Entrepreneurship

Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises
27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

Customer Service

Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

Getting Ready for apprenticeship & Jobs

Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

Learning Outcome – Assessment Criteria

Module No.	Outcome	Assessment Criteria
1	Identify the role and responsibilities of Multi-Tasking Staff (Safai Karmi)	<p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 1.1 Explaining role of Multi-Tasking Staff (Safai Karmi) 1.2 Identify the job opportunities of the occupation 1.3 Illustrate the importance of cleanliness 1.4 Explain the safety precautions of handling the cleaning agents
2	Identify different types of waste, their disposals and procedure of proper waste management	<p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 2.1 Identify different types of waste management process 2.2 Demonstrate waste segregation practices 2.3 Explain different waste treatment method 2.4 Identify hazardous waste 2.5 Describe different indicators of waste management 2.6 Explain different colors and indicators of dustbins
3	Identify and select appropriate tools for different cleaning tasks along with operations and maintenance of cleaning apparatus.	<p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 3.1 Identify types of cleaning and sweeping tools as per cleaning area 3.2 Demonstrate making of broom 3.3 Identify different types of brooms 3.4 Identify and select proper broom as per sweeping area 3.5 Identify different types mops 3.6 Choose proper mop as per cleaning area 3.7 Demonstrate sweeping of floors of public area and private area 3.8 Demonstrate mopping of floors of public area and private area
4	Select recyclable materials and comprehend the principles of recycling method	<p>After completion of this module students will be able to:</p> <ul style="list-style-type: none"> 4.1 Open the garbage bins 4.2 Collect garbage from designated bins 4.3 Properly load garbage 4.4 Properly unload garbage 4.5 Properly dispose hazardous garbage 4.6 Identify medical wastes 4.7 Separate bio degradable and non-biodegradable

Module No.	Outcome	Assessment Criteria
		wastes 4.8 Separate recyclable and non- recyclable wastes 4.9 Separate plastics from all other wastes
5	Explain the importance of personal health and safety and to identify and implement preventive measures to ensure a safe working environment	After completion of this module students will be able to: 5.1 Identify workplace hazards 5.2 Explain the importance of personal health and safety 5.3 Demonstrate healthy and hygienic practice 5.4 Demonstrate use of gloves and masks 5.5 Demonstrate the importance of first aid 5.6 Explain the correct usage of Personal Protective Equipment (PPE)
6	Identify and select the cleaning surface, methods, cleaning agents, tools and perform the activities of cleaning	After completion of this module students will be able to: 6.1 Identify the surface to be cleaned 6.2 Identify the cleaning method selection 6.3 Select the cleaning agent 6.4 Select the appropriate tools 6.5 Make proper blend of cleaner 6.6 Clean floors of tiles & marbles 6.7 Clean mirrors and glasses 6.8 Move wet wastes without hazard 6.9 Sanitize and disinfect properly 6.10 Manage time effectively while executing cleaning process
7	OJT	Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for 60 Hours.)
8	Employability Skill	As per guided curriculum

List of Tools, Equipment & Materials needed for 30 Trainees

Sl No	Items Name	Specification	Qty
1	Broom	Different sizes	60
2	Dust Bins	Standard	20
3	Garbage Bags	Standard	100
4	Hand gloves	Standard	100 Pairs
5	Face Mask	Standard	100
6	Head cover	Standard	100
7	Apron	Standard	30
8	Reflective Vest	Standard	30
9	Wiper (cotton)	Standard	50
10	Cart	Standard	3
11	Mops	Standard	60
12	Liquid Disinfectant	Standard	20 Ltrs
13	Bleaching Powder	Standard	20 Kgs
14	Hand Sanitizer	Standard	20 ltrs
15	Soap	Standard	20 pieces
16	Chart for demonstration on indicators	Standard	4
17	Chart for first aid	Standard	1
18	First Aid Box with useful items	Standard	1
19	Recycle Process Chart	Standard	1
20	Vacuum Cleaner	Standard	1
21	Mechanical Sweeper	Standard	1
22	Mechanical Scrubber	Standard	1
23	Mechanical Sweeper ride	Standard	1
24	Floor polishers		As required
25	Ladder (6 ft) and step stools		1 each

Marks Distribution

Outcome	Outcome Code	Total Th marks	Total Pr marks	Total OJT marks
Identify the role and responsibilities of Multi-Tasking Staff (Safai Karmi)	SGJ/1407/OC1	20	90	0
Identify different types of waste, their disposals and procedure of proper waste management	SGJ/1407/OC2	20	90	0
Identify and select appropriate tools for different cleaning tasks along with operations and maintenance of cleaning apparatus.	SGJ/1407/OC3	30	90	0
Select recyclable materials and comprehend the principles of recycling method	SGJ/1407/OC4	20	90	0
Explain the importance of personal health and safety and to identify and implement preventive measures to ensure a safe working environment	SGJ/1407/OC5	30	100	0
Identify and select the cleaning surface, methods, cleaning agents, tools and perform the activities of cleaning	SGJ/1407/OC6	30	190	0
Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	SGJ/1407/OC7	0	0	150
Employability Skills – 60 Hrs	DGT/VSQ/N0102	50	0	0