



**NATIONAL COMPETENCY STANDARDS
FOR
HOME CARE GIVER
(NC2)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu, Bhutan.
(May 2021)**



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FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources is pleased to present the National Competency Standards (NCS) for Home Care Giver. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing NCS is to set up a well-defined nationally recognized Vocational Qualification System that will help set a benchmark for the Technical Vocational Education and Training (TVET) System in our country aligned to international best practices.

NCS is one of the base pillars in the Bhutan Vocational Qualification Framework (BVQF) and is the first step in its implementation. The NCS are developed and revised to ensure that employees or vocational graduates possess and acquire the desired competencies required by industries and employers. In order to ensure this close match in supply and demand of competencies, NCS have been developed and revised in close consultation and partnership with industry experts and validated by the Technical Advisory Committees of the concerned economic sectors.

A vocational education and training system based on NCS shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

I gratefully acknowledge collaboration and the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward for continued engagement and participation of the industry and employers in the development of a quality assured demand driven TVET system and to build competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

Director
Department of Occupational Standards
Ministry of Labour and Human Resources

ACKNOWLEDGEMENT

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PACKAGING OF QUALIFICATIONS

National Certificate Level 2

Carryout gardening works (5152-U4-L2)

Prepare meals (5152-U3-L2)

Carryout caring of child, old age and pets (5252-U2-L2)

Carryout housekeeping works (5152-U1-L2)

ENTRY

Overview of National Competency Standards

UNIT TITLE	ELEMENTS OF COMPETENCE
1. Carryout housekeeping works	<ol style="list-style-type: none">1. Perform housekeeping2. Perform cleaning of household appliances and dishes3. Perform laundry services4. Perform cleaning toilets and bathroom
2. Carryout caring of child, old age and pets	<ol style="list-style-type: none">1. Perform child care2. Perform basic old age care3. Perform pet care
3. Prepare meals	<ol style="list-style-type: none">1. Perform shopping2. Prepare non-veg meals3. Prepare veg meals4. Prepare rice and flour items5. Prepare beverages6. Prepare fruits and salads
4. Carryout gardening works	<ol style="list-style-type: none">1. Perform vegetable gardening2. Perform flower gardening

UNIT TITLE : Carryout housekeeping works

DESCRIPTOR : This unit covers the competencies required to perform cleaning of rooms, household appliances, dishes and perform laundry services following safety procedures at all times.

CODE : 5152-U1-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform housekeeping works	1.1 Select and use tools and equipment as per the job requirement 1.2 Use detergents as per the job requirement 1.3 Clean the rooms as per the job requirement 1.4 Clean the kitchens as per the job requirement 1.5 Perform bed making as per the job requirement following standard procedures 1.6 Arrange the furniture and household items as per the job requirement 1.7 Store the tools and equipment as per the job requirement
2. Perform cleaning of household appliances and dishes	2.1 Select and use tools and equipment as per the job requirement 2.2 Use detergents as per the job requirement 2.3 Clean the household appliances as per the job requirement 2.4 Do the dishes as per the job requirement 2.5 Store the tools and equipment as per the job requirement

<p>3. Perform laundry services</p>	<p>3.1 Prepare to perform laundry services as per the job requirement</p> <p>3.2 Do the laundry as per the job requirement</p> <p>3.3 Dry the cloths as per the job requirement</p> <p>3.4 Iron the cloths as per the job requirement</p> <p>3.5 Store the cloths as per the job requirement</p>
<p>4. Perform cleaning of toilets and bathroom</p>	<p>4.1 Select and use tools and equipment as per the job requirement</p> <p>4.2 Use detergents as per the job requirement</p> <p>4.3 Clean the toilets and bathroom as per the job requirement</p> <p>4.4 Store the tools and equipment as per the job requirement</p>

<p>RANGE STATEMENT</p>	
<p>Tools and equipment for housekeeping may include but not limited to:</p>	
<ul style="list-style-type: none"> ● Vacuum cleaner ● Hard broom ● Kitchen gloves ● Towels 	<ul style="list-style-type: none"> ● Soft broom ● Mop ● Brush ● Wiper
<p>Personal protective equipment (PPE) may include but not limited to:</p>	
<ul style="list-style-type: none"> ● Hand gloves ● Workshop dress 	<ul style="list-style-type: none"> ● Safety shoes ● Safety goggles
<p>Detergents for housekeeping may include but not limited to:</p>	
<ul style="list-style-type: none"> ● Bleach ● Disinfectants 	<ul style="list-style-type: none"> ● Insects repellent ● Cleaning Agent
<p>Household Appliances may include but not limited to:</p>	

<ul style="list-style-type: none"> ● Television ● Refrigerator ● Ovens 	<ul style="list-style-type: none"> ● Stoves ● Washing machines
Do the dishes may include but not limited to:	
<ul style="list-style-type: none"> ● Utensils ● Cutleries 	<ul style="list-style-type: none"> ● Crockeries
Prepare to perform laundry may include but not limited to:	
<ul style="list-style-type: none"> ● Sorting the cloths ● Selecting detergents, 	<ul style="list-style-type: none"> ● Operating machine ● Checking the cloths
Critical Aspects:	
<ul style="list-style-type: none"> ● Demonstration of occupational health and safety practices at workplace ● Perform housekeeping as per the job requirement following standard procedures 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ● Ethics and Integrity ● Occupational Health and safety regulations ● First aid ● Five S principles ● Different Culture Awareness ● Rights of worker ● Waste Management ● Types of detergents and tools and uses ● Types of home appliances ● Types of fabrics 	<ul style="list-style-type: none"> ● Team work ● Communication ● Negotiation ● Time management ● Problem solving ● Conflict management

UNIT TITLE : Carryout child care, old age and pets care

DESCRIPTOR : This unit covers the competencies required to perform child care, basic old age care and pet care following safety at all times

CODE : 5152-U2-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform child care	1.1 Feed the child as per the nutritional requirement following standard procedure 1.2 Bath the child as per the job requirement 1.3 Dress the child as per the job requirement 1.4 Put child to sleep as per the job requirement 1.5 Engage the child as per the job requirement 1.6 Prepare for school child as per the job requirement 1.7 Provide special care to child with disabilities as per the job requirement 1.8 Provide basic first aid for minor cuts and burns as per the job requirement 1.9 Provide medications as per the medical prescription following standard procedures

2. Perform basic old age care	2.1 Provide food and drinks following standard procedure. 2.2 Assist the client in dressing as per the job requirement. 2.3 Assist the client in taking medicine as per the medical prescription following standard procedure.
3. Perform pet care	3.1 Feed the pet as per the nutritional requirement following standard procedure 3.2 Bath the pet as per the job requirement 3.3 Engage the pet as per the job requirement 3.4 Manage pet health, hygiene and sanitation as per the job requirement

RANGE STATEMENT	
Engage of child may include but not limited to:	
<ul style="list-style-type: none"> ● Play 	<ul style="list-style-type: none"> ● Read stories
Personal protective equipment (PPE) may include but not limited to:	
<ul style="list-style-type: none"> ● Hand gloves ● Workshop dress 	<ul style="list-style-type: none"> ● Safety shoes ● Safety goggles
Prepare the school going child may include but not limited to:	
<ul style="list-style-type: none"> ● Packed lunch ● Dressing 	<ul style="list-style-type: none"> ● School bags
Engage the pets may include but not limited to:	
<ul style="list-style-type: none"> ● Play 	<ul style="list-style-type: none"> ● Walk

Critical Aspects:

- Demonstration of occupational health and safety practices at workplace
- Perform caring of pets and child as per the job requirement following standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">● Ethics and Integrity● Occupational Health and safety regulations● First Aid● Five S principles● Different Culture Awareness● Rights of worker● Waste Management● Child rights and protection● Types of person with disability and their needs● Basic elderly care services● Child immunizations and schedule● Nutritional values● Basics of child development● Pest control for pets	<ul style="list-style-type: none">● Team work● Communication● Negotiation● Time management● Problem solving● Conflict resolution

UNIT TITLE : Prepare Meals

DESCRIPTOR : This unit covers competencies required to prepare various kind of meals as per the job requirement following safety at all times.

CODE : 5152-U3-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform shopping	1.1 Prepare shopping list as per the job requirement 1.2 Perform shopping of grocery items as per the job requirement 1.3 Perform shopping of vegetables and meat items as per the job requirement 1.4 Store the items as per the job requirement
2. Prepare non-veg meals	2.1 Prepare ingredients as per the recipe 2.2 Handle kitchen utensils and equipment as per the job requirement 2.3 Prepare <i>non-veg items</i> as per the recipe

3. Prepare veg meals	3.1 Prepare ingredients as per the recipe 3.2 Handle kitchen utensils and equipment as per the job requirement 3.3 Prepare vegetable items as per the recipe
4. Prepare rice and flour items	4.1 Prepare ingredients as per the recipe 4.2 Handle kitchen utensils and equipment as per the job requirement 4.3 Prepare rice items as per the recipe 4.4 Prepare flour items as per the recipe
5. Prepare beverages	5.1 Prepare tea as per the job requirement 5.2 Prepare coffee as per the job requirement 5.3 Prepare fruit juices as per the recipe
6. Prepare fruits and salads	6.1 Prepare fruits (fruit cocktails) as per the job requirement 6.2 Prepare salads as per the job requirement

RANGE STATEMENT	
Non-veg item may include but not limited to:	
<ul style="list-style-type: none"> ● Fish ● Beef ● Pork 	<ul style="list-style-type: none"> ● Chicken ● Soups
Personal protective equipment (PPE) may include but not limited to:	
<ul style="list-style-type: none"> ● Hand gloves ● Workshop dress 	<ul style="list-style-type: none"> ● Safety shoes ● Safety goggles
Vegetable items may include but not limited to:	
<ul style="list-style-type: none"> ● Ema datshi ● Mixed vegetables 	<ul style="list-style-type: none"> ● Shamu Datshi ● Soups

<ul style="list-style-type: none"> ● Kewa Datshi 	<ul style="list-style-type: none"> ● Dhal
Rice items may include but not limited to:	
<ul style="list-style-type: none"> ● Plain rice ● Fried rice 	<ul style="list-style-type: none"> ● Sham drri ● Rice Thukpa
Flour items may include but not limited to:	
<ul style="list-style-type: none"> ● Noodles ● Bathup ● Pan cake 	<ul style="list-style-type: none"> ● Bread ● Sponge cake ● Rotti
Critical Aspects:	
<ul style="list-style-type: none"> ● Demonstration of occupational health and safety practices at workplace ● Prepare meals as per the job requirement 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> ● Ethics and Integrity ● Occupational Health and safety regulations ● First aid ● Food safety and hygiene ● Food storage ● Five S principles ● Different Culture Awareness ● Basic nutritional values ● Presentation and food serving 	<ul style="list-style-type: none"> ● Team work ● Communication ● Negotiation ● Time management ● Problem solving ● Conflict resolution

<ul style="list-style-type: none"> ● Different food and vegetable items ● Rights of worker ● Wage calculations ● Basic numeracy ● Basic estimation and costing ● Waste Management 	
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UNIT TITLE : Carryout Gardening works

DESCRIPTOR : This unit covers the competencies required to perform and maintain gardens as per the job requirement following safety at all times.

CODE : 5152-U4-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform vegetable gardening	1.1 Select and use tools and equipment as per the job requirement 1.2 Raise nursery as per the job requirement

	<p>1.3 Prepare the soil for seed sowing as per the job requirement</p> <p>1.4 Plant the vegetables as per the job requirement</p> <p>1.5 Nurture the vegetables as per the job requirement</p>
2. Perform flower gardening	<p>2.1 Select and use tools and equipment as per the job requirement</p> <p>2.2 Raise nursery as per the job requirement</p> <p>2.3 Prepare the soil for seed sowing as per the job requirement</p> <p>2.4 Plant the flowers in the pot as per job requirement</p> <p>2.5 Nurture the flowers as per the job requirement</p>

RANGE STATEMENT	
Tools and equipment may include but not limited to:	
<ul style="list-style-type: none"> Gardening tools 	
Personal protective equipment (PPE) may include but not limited to:	
<ul style="list-style-type: none"> Hand gloves Workshop dress 	<ul style="list-style-type: none"> Safety shoes Safety goggles
Nurturing vegetables may include but not limited to:	
<ul style="list-style-type: none"> (watering, weeding, Manure, pest controlling) 	<ul style="list-style-type: none"> Copper tube / wire
Nurturing flowers may include but not limited to:	
<ul style="list-style-type: none"> Pruning Watering Weeding 	<ul style="list-style-type: none"> leave moulds Pest controlling

Critical Aspects:

- Demonstration of occupational health and safety practices at workplace
- Perform gardening works as per the job requirement

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">● Ethics and Integrity● Occupational Health and safety regulations● First aid● Five S principles● Different Culture Awareness● Rights of worker● Waste Management● Types of bio insecticides and pesticides● Types of seeds● Seed selection● Compost making	<ul style="list-style-type: none">● Team work● Communication● Negotiation● Time management● Problem solving● Conflict resolution

ANNEXURE**A. National Competency Standards (NCS)**

The National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or

criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

Purpose of National Competency Standards

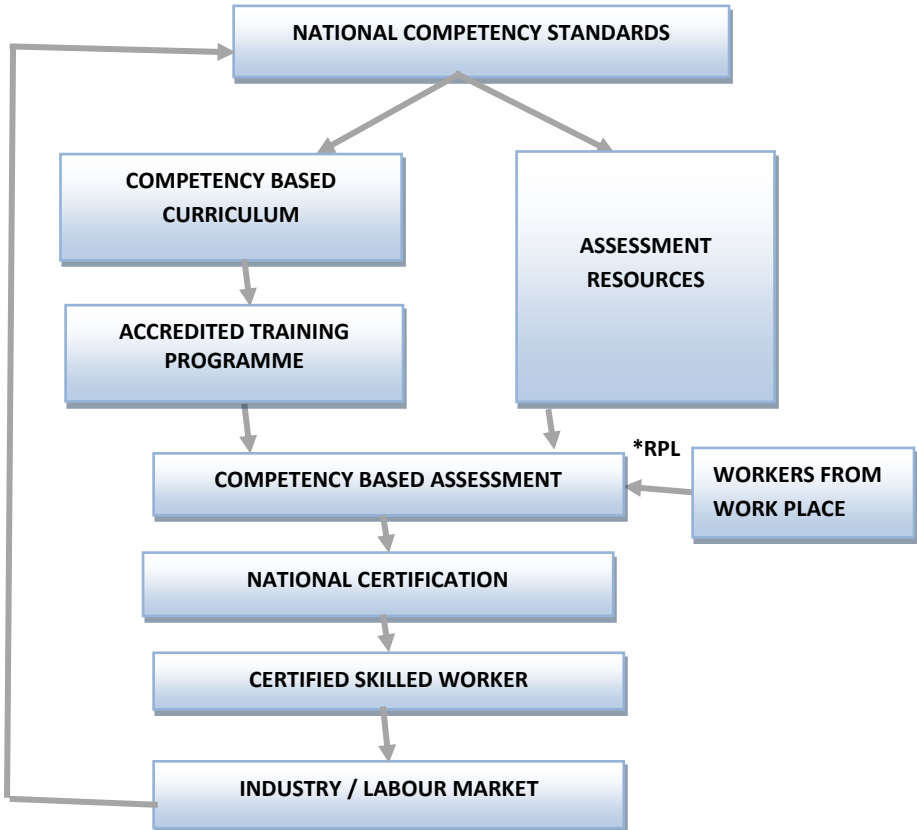
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in curriculum.
- Providing specifications to assessment resource developers about the competencies within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

B. Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the TVET sector against national competency standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

Components of the Bhutan Vocational Qualifications Framework (BVQF)



* RPL = Recognition of Prior Learning

BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC III)
- National Certificate Level 2 (NC II)
- National Certificate Level 1 (NC I)

BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

National Certificate Level 1

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">● Are narrow in range.● Are established and familiar.● Offer a clear choice of routine responses.● Involve some prioritizing of tasks from known solutions.	<ul style="list-style-type: none">● Basic operational knowledge and skill.● Utilization of basic available information.● Known solutions to familiar problems.● Little generation of new ideas.	<ul style="list-style-type: none">● In directed activity.● Under general supervision and quality control.● With some responsibility for quantity and quality.● With no responsibility for guiding others.

National Certificate Level 2

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> ● Require a range of well-developed skills. ● Offer a significant choice of procedures requiring prioritization. ● Are employed within a range of familiar context. 	<ul style="list-style-type: none"> ● Some relevant theoretical knowledge. ● Interpretation of available information. ● Discretion and judgments. ● A range of known responses to familiar problems 	<ul style="list-style-type: none"> ● In directed activity with some autonomy. ● Under general supervision and quality checking. ● With significant responsibility for the quantity and quality of output. ● With some possible responsibility for the output of others.

National Certificate Level 3

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> ● Requires a wide range of technical or scholastic skills. ● Offer a considerable choice of procedures requiring prioritization to achieve optimum outcomes. ● Are employed in a variety of familiar and unfamiliar contexts. 	<ul style="list-style-type: none"> ● A broad knowledge base which incorporates some theoretical concepts. ● Analytical interpretation of information. ● Informed judgment. ● A range of sometimes innovative responses to concrete but often unfamiliar problems. 	<ul style="list-style-type: none"> ● In self-directed activity. ● Under broad guidance and evaluation. ● With complete responsibility for quantity and quality of output. ● With possible responsibility for the output of others.

CODING USED FOR NATIONAL COMPETENCY STANDARDS

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

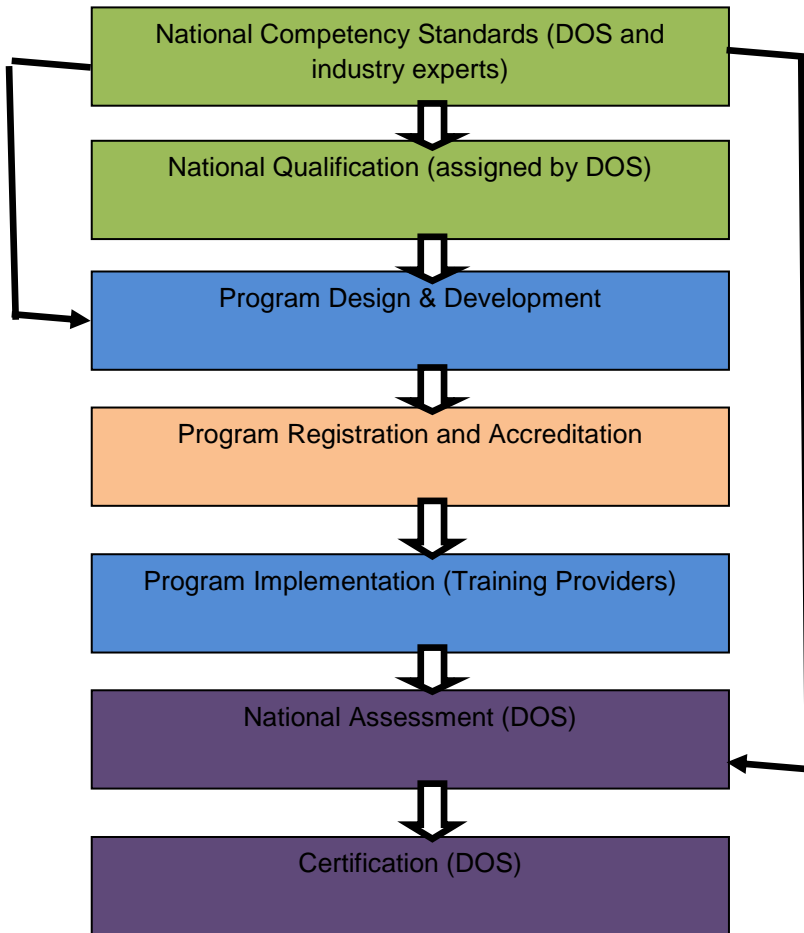
The coding of the national competency standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual units of competency standard is to identify the level in qualification packages to which it belongs.

While packaging, in order to follow a logical order, only competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a qualification packages.

The ILO assigns the code 5152 to the occupation of Domestic Housekeepers and related works Therefore, in the Bhutan context, the occupation Home Care Giver has been assigned the code 51521 in the National Coding System. The first unit is assigned the code U1, the first Unit of Competency Standard clustered into the first qualification is designated the code 5152-U1. Levels are assigned the code L and follow a logical progression from the National Certificate Level 1 (NC 1) to the National Certificate Level 3 (NC 3). Therefore the National Certificate Level 2 is assigned the code L2. The complete unit code will be 5152-U1-L2.

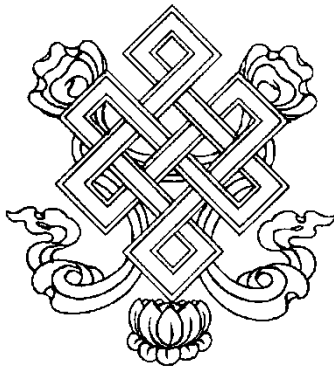
Implementation and Operational Procedures for National Competency Standards



Key:

MoLHR – Ministry of Labour and Human Resources

DOS – Department of Occupational Standards



Department of Occupational Standards

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