Qualification Pack

Cold Storage Supervisor

QP Code: AGR/Q7505

Version: 2.0

NSQF Level: 5

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Contents

AGR/Q7505: Cold Storage Supervisor

Brief Job Description

A Cold Storage Supervisor is responsible for supervising cold storage operations to ensure appropriate storage of relevant agricultural and horticultural produce. The individual procures the required resources and supervises the cold storage workers and operations. The person is also responsible for ensuring the maintenance of the cold storage infrastructure.

Personal Attributes

The individual should have independent decision-making, problem-solving, and organizational skills. The person should have good written and verbal communication skills with the ability to work for long durations.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. AGR/N7519: Procure the resources required for cold storage operations

2. AGR/N7521: Supervise the cold storage operations and workers

3. AGR/N7520: Ensure the maintenance of cold storage infrastructure

4. AGR/N9911: Ensure adherence to health and safety guidelines at work

5. DGT/VSQ/N0103: Employability Skills (90 Hours)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-Harvest Supply Chain Management
Country	India
NSQF Level	5
Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7127

Minimum Educational Qualification & Experience	Completed 2nd year of UG (UG Diploma) OR Pursuing 2nd year of UG (and continuous education) OR Completed 2nd year diploma after 12th OR Pursuing 2nd year of 2-year diploma after 12th OR 12th grade Pass with 2 Years of experience in the relevant field OR Previous relevant Qualification of NSQF Level (4) (and with minimum education as 8th grade pass) with 3 Years of experience in the relevant field OR Previous relevant Qualification of NSQF Level (4.5) (with 1.5 years of relevant experience)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	29/03/2026
NSQC Approval Date	29/03/2023
Version	2.0
Reference code on NQR	QG-05-AG-00348-2023-V1-ASCI
NQR Version	1

Qualification Pack

AGR/N7519: Procure the resources required for cold storage operations

Description

This OS unit is about estimating and procuring the produce, packaging material and other resources in the required quantity for cold storage operations.

Scope

The scope covers the following :

- Identify and negotiate with suppliers and place the purchase order
- Select suppliers and procure the required resources
- Check the procured resources

Elements and Performance Criteria

Identify and negotiate with suppliers and place the purchase order

To be competent, the user/individual on the job must be able to:

PC1. estimate the need for produce, packing material and other resources as per the market needs

PC2. identify and collect information about the relevant suppliers marketing the required produce, packing material and their quality

PC3. negotiate with the identified suppliers to procure quality resources at a profitable price

Select suppliers and procure the required resources

To be competent, the user/individual on the job must be able to:

PC4. select the eligible supplier(s) for procuring the required resources in consultation with the cold storage manager, ensuring compliance with the organization's quality standards

PC5. carry out appropriate documentation to place the purchase order and timely procure the required resources from the selected supplier(s)

PC6. maintain the record of procurement as per the organizational policies

Check the procured resources

To be competent, the user/individual on the job must be able to:

PC7. ensure safe and efficient unloading, handling and storage of resources

PC8. check the procured resources to ensure delivery in an appropriate quantity as per the purchase order

PC9. examine the quality of procured resources to ensure compliance with the applicable quality standards

PC10. coordinate with the supplier to resolve any issues with the quantity and quality of resources

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the requirement and benefits of cold storage

KU2. different types of agricultural and horticultural produce that require to be stored in a cold storage

KU3. the process of identifying and evaluating the relevant suppliers to select them

KU4. supplier negotiation practices to negotiate a profitable price for procurements

KU5. the relevant documentation to be carried out for procurements

KU6. the safe handling practices for different types of agricultural and horticultural produce

KU7. the importance of checking the resources at the time of supply and reporting any issues to the supplier promptly

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. maintain work-related notes and records

GS2. read the relevant literature to get the latest updates about the field of work

GS3. listen attentively to understand the instructions being given

GS4. communicate politely and professionally

GS5. coordinate with the co-workers to achieve the work objectives

GS6. plan and prioritize tasks to ensure timely completion

GS7. use time and resources efficiently

GS8. take quick decisions to deal with any emergencies/ accidents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Identify and negotiate with suppliers and place the purchase order	**10**	**13**	**-**	**10**
PC1. estimate the need for produce, packing material and other resources as per the market needs	-	-	-	-
PC2. identify and collect information about the relevant suppliers marketing the required produce, packing material and their quality	-	-	-	-
PC3. negotiate with the identified suppliers to procure quality resources at a profitable price	-	-	-	-
Select suppliers and procure the required resources	**10**	**13**	**-**	**10**
PC4. select the eligible supplier(s) for procuring the required resources in consultation with the cold storage manager, ensuring compliance with the organization's quality standards	-	-	-	-
PC5. carry out appropriate documentation to place the purchase order and timely procure the required resources from the selected supplier(s)	-	-	-	-
PC6. maintain the record of procurement as per the organizational policies	-	-	-	-
Check the procured resources	**10**	**14**	**-**	**10**
PC7. ensure safe and efficient unloading, handling and storage of resources	-	-	-	-
PC8. check the procured resources to ensure delivery in an appropriate quantity as per the purchase order	-	-	-	-
PC9. examine the quality of procured resources to ensure compliance with the applicable quality standards	-	-	-	-
PC10. coordinate with the supplier to resolve any issues with the quantity and quality of resources	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7519
NOS Name	Procure the resources required for cold storage operations
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N7521: Supervise the cold storage operations and workers

Description

This OS unit is about supervising the cold storage operations and workers.

Scope

The scope covers the following :

- Allocate work to workers
- Monitor the workers and cold storage operations

Elements and Performance Criteria

Allocate work to workers

To be competent, the user/individual on the job must be able to:

PC1. prepare the work schedule and allocate work to cold storage workers

PC2. explain the work requirements to workers and ensure they are aware of the applicable Key Performance Indicators (KPIs) and quality standards

PC3. ensure the availability of required tools, equipment, materials and Personal Protective Equipment (PPE) to the cold storage workers, as per the work requirements

Monitor the workers and cold storage operations

To be competent, the user/individual on the job must be able to:

PC4. monitor the workers during work operations to ensure they complete the assigned tasks, e.g. packing and storing the produce, appropriately

PC5. identify the areas of lapses and scope of improvement and provide feedback to the relevant personnel

PC6. support the cold storage workers in performing their duties as per the applicable work requirements and quality standards

PC7. identify the need for training and skill enhancement for cold storage workers and arrange relevant training sessions and demonstrations for them accordingly

PC8. coordinate with the cold storage manager to resolve out-of-authority issues

PC9. ensure compliance with the applicable quality and health and safety standards/ procedures

PC10. plan and coordinate the incoming goods, storage and dispatch of goods in a timely and efficient manner

PC11. examine the fruits and vegetables stored in the cold storage to ensure their quality as per market demands and customer preference

PC12. identify issues with the quality of fruits and vegetables and take appropriate remedial measures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the infrastructural requirements for storing fresh produce

KU2. the recommended stocking density and spacing for packed vegetables and fruits

KU3. the relevant storage techniques

KU4. the relevant temperature and humidity requirements in cold storage in different climatic conditions

KU5. the seasonal cold storage management practices

KU6. the importance of maintaining effective ventilation and appropriate moisture levels for storing the fresh produce

KU7. the process of preparing the work schedule and allocating work to cold storage workers

KU8. the importance of explaining the work requirements to workers to ensure they are aware of the applicable KPIs and quality standard

KU9. the relevant tools, equipment, materials and PPE required for cold storage operations

KU10. the importance of monitoring the workers during work operations to ensure the quality of work

KU11. the process of identifying the areas of lapses and scope of improvement and providing feedback to the relevant personnel

KU12. the importance and process of identifying the training and skill enhancement needs for workers and arranging the relevant training sessions and demonstrations

KU13. the importance of ensuring compliance with the applicable quality and health and safety standards/ procedures

KU14. the process of planning and coordinating the incoming goods, storage and dispatch of goods in a timely and efficient manner

KU15. the importance and process of examining the fruits and vegetables stored in the cold storage to ensure their quality and the appropriate remedial measures to be taken to resolve the issues identified

KU16. the benefits and process of using non-Ozone Depleting Substances (ODS), low-Global Warming Potential (GWP) and energy-efficient cooling technologies in the cold chain sector

KU17. the relevant provisions of the National Building Code (NBC) of India concerning the construction of non-ODS, low-GWP refrigerant-using cold storages

KU18. the importance of modernizing the cold storage refrigeration systems

KU19. the importance of using insulation prepared by using non-ODS blowing agents

KU20. the energy efficiency norms for refrigerators used in cold storages

KU21. the applicable Bureau of Indian Standards (BIS) on the safety for flammable and toxic refrigerants for cold storage and other segments of the cold chain

KU22. the benefits of using thermal insulation, humidity controlled, advance cooling systems, and energy-efficient automation technologies, etc.

KU23. the benefits of integrated cold chain and preservation infrastructure facilities

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. communicate politely and professionally

GS2. read the relevant literature to get the latest updates about the field of work

GS3. maintain work-related notes and records

GS4. listen attentively to understand the instructions being given

GS5. plan and prioritize tasks to ensure timely completion

GS6. coordinate with the co-workers to achieve the work objectives

GS7. use time and resources efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Allocate work to workers	**10**	**12**	**-**	**10**
PC1. prepare the work schedule and allocate work to cold storage workers	-	-	-	-
PC2. explain the work requirements to workers and ensure they are aware of the applicable Key Performance Indicators (KPIs) and quality standards	-	-	-	-
PC3. ensure the availability of required tools, equipment, materials and Personal Protective Equipment (PPE) to the cold storage workers, as per the work requirements	-	-	-	-
Monitor the workers and cold storage operations	**20**	**28**	**-**	**20**
PC4. monitor the workers during work operations to ensure they complete the assigned tasks, e.g. packing and storing the produce, appropriately	-	-	-	-
PC5. identify the areas of lapses and scope of improvement and provide feedback to the relevant personnel	-	-	-	-
PC6. support the cold storage workers in performing their duties as per the applicable work requirements and quality standards	-	-	-	-
PC7. identify the need for training and skill enhancement for cold storage workers and arrange relevant training sessions and demonstrations for them accordingly	-	-	-	-
PC8. coordinate with the cold storage manager to resolve out-of-authority issues	-	-	-	-
PC9. ensure compliance with the applicable quality and health and safety standards/ procedures	-	-	-	-
PC10. plan and coordinate the incoming goods, storage and dispatch of goods in a timely and efficient manner	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. examine the fruits and vegetables stored in the cold storage to ensure their quality as per market demands and customer preference	-	-	-	-
PC12. identify issues with the quality of fruits and vegetables and take appropriate remedial measures	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7521
NOS Name	Supervise the cold storage operations and workers
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N7520: Ensure the maintenance of cold storage infrastructure

Description

This OS unit is about maintaining the cold storage infrastructure, i.e. machinery, equipment and building.

Scope

The scope covers the following :

- Ensure maintenance of machinery and equipment
- Ensure maintenance of physical infrastructure

Elements and Performance Criteria

Ensure maintenance of machinery and equipment

To be competent, the user/individual on the job must be able to:

PC1. perform the visual inspection of the cold storage machinery and equipment regularly to ensure they are in working order

PC2. identify the repair and maintenance needs of the equipment, such as wear and tear, leakages and malfunctioning

PC3. instruct the relevant personnel to carry out regular repair and maintenance of the machinery and equipment, e.g. cleaning, oiling/ greasing, and replacing worn-out components

PC4. coordinate with the relevant manufacturer to resolve manufacturing defects or complex issues

Ensure maintenance of physical infrastructure

To be competent, the user/individual on the job must be able to:

PC5. conduct a regular visual inspection of the cold storage building infrastructure

PC6. identify building infrastructure-related issues, such as the deterioration of cold storage wall insulation or seepage in the walls

PC7. instruct the cold storage personnel to carry out repair and maintenance for the issues identified with the building infrastructure

PC8. check the drainage system regularly to ensure no blockage and direct the relevant personnel to clear the blockage and carry out its maintenance

PC9. ensure cleanliness in and around the cold storage by instructing the maintenance personnel to remove the waste materials and apply the recommended disinfectants

PC10. ensure the recommended temperature and humidity levels are maintained in the cold storage

PC11. direct the relevant workers to disinfect water through chlorination and filtration before it is distributed to different areas

PC12. check the ventilation system for the correct functioning and ensure its regular repair and maintenance

PC13. ensure regular maintenance of the air-conditioning system to ensure adequate air circulation with good air quality

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. different types of tools, equipment and machinery used in a cold storage

KU2. the importance of inspecting the tools, equipment and machinery regularly and conducting their regular repair and maintenance

KU3. the common repair and maintenance needs of cold storage tools, equipment, machinery and physical infrastructure

KU4. the importance of ensuring effective drainage and the recommended temperature and humidity in the cold storage

KU5. the process of disinfecting and filtering water for reuse

KU6. the repair and maintenance needs of ventilation and air-conditioning systems

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. maintain work-related notes and records

GS2. read the relevant literature to get the latest updates about the field of work

GS3. listen attentively to understand the instructions being given

GS4. communicate politely and professionally

GS5. coordinate with the co-workers to achieve the work objectives

GS6. plan and prioritize tasks to ensure timely completion

GS7. use of time and resources efficiently

GS8. take quick decisions to deal with any emergencies/ accidents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure maintenance of machinery and equipment	**10**	**12**	**-**	**10**
PC1. perform the visual inspection of the cold storage machinery and equipment regularly to ensure they are in working order	-	-	-	-
PC2. identify the repair and maintenance needs of the equipment, such as wear and tear, leakages and malfunctioning	-	-	-	-
PC3. instruct the relevant personnel to carry out regular repair and maintenance of the machinery and equipment, e.g. cleaning, oiling/ greasing, and replacing worn-out components	-	-	-	-
PC4. coordinate with the relevant manufacturer to resolve manufacturing defects or complex issues	-	-	-	-
Ensure maintenance of physical infrastructure	**20**	**28**	**-**	**20**
PC5. conduct a regular visual inspection of the cold storage building infrastructure	-	-	-	-
PC6. identify building infrastructure-related issues, such as the deterioration of cold storage wall insulation or seepage in the walls	-	-	-	-
PC7. instruct the cold storage personnel to carry out repair and maintenance for the issues identified with the building infrastructure	-	-	-	-
PC8. check the drainage system regularly to ensure no blockage and direct the relevant personnel to clear the blockage and carry out its maintenance	-	-	-	-
PC9. ensure cleanliness in and around the cold storage by instructing the maintenance personnel to remove the waste materials and apply the recommended disinfectants	-	-	-	-
PC10. ensure the recommended temperature and humidity levels are maintained in the cold storage	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. direct the relevant workers to disinfect water through chlorination and filtration before it is distributed to different areas	-	-	-	-
PC12. check the ventilation system for the correct functioning and ensure its regular repair and maintenance	-	-	-	-
PC13. ensure regular maintenance of the air-conditioning system to ensure adequate air circulation with good air quality	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7520
NOS Name	Ensure the maintenance of cold storage infrastructure
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-Harvest Supply Chain Management
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N9911: Ensure adherence to health and safety guidelines at work

Description

This OS unit is about ensuring health and safety at the work and dealing with any emergencies or accidents.

Scope

The scope covers the following :

- Ensure health and safety
- Deal with emergencies at work

Elements and Performance Criteria

Ensure health and safety

To be competent, the user/individual on the job must be able to:

PC1. follow the organisational policy to ensure personal health and safety at the work

PC2. ensure that all the co-workers use the appropriate PPE such as gloves, hairnet, mask, earplug, goggles and shoes in all the operations

PC3. conduct regular checks to ensure that PPE, emergency equipment and first-aid kit are updated and useable

PC4. arrange for the PPE, emergency equipment and first-aid kit to be updated/ replaced as required

PC5. ensure the machinery, tools, equipment and the work area are sanitised before and after the use

PC6. check that machineries, tools and equipment are used and stored safely as per the manufacturer's instructions

PC7. ensure safe handling of any hazardous materials such as chemicals and flammable objects

PC8. identify health and safety hazards at the work and take appropriate preventive measures

PC9. ensure that only authorised personnel have access to hazardous work areas

PC10. arrange for regular workplace audit to ensure safe working conditions

PC11. report any out of authority issues to the relevant authority for a timely resolution

Deal with emergencies at work

To be competent, the user/individual on the job must be able to:

PC12. follow the organisational policy to deal with emergencies such as fire, accidents, disease outbreak or natural calamities

PC13. arrange for immediate medical attention for any injured personnel

PC14. ensure the safe use of emergency equipment according to the manufacturer's instructions

PC15. arrange for the emergency equipment to be repaired or replaced as required

PC16. report workplace emergencies/ accidents to the relevant authority in compliance with the organisational and regulatory requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. various practices to ensure personal health and safety at the workplace

KU2. the importance of ensuring the use of PPE such as gloves, hairnet, mask, earplug, goggles and shoes at the workplace

KU3. the importance of ensuring that PPE, emergency equipment and first-aid kit at the workplace are up to date

KU4. the importance and process of sanitising various machineries, tools, equipment and the work before and after the use

KU5. safe handling of hazardous materials such as chemicals and flammable objects

KU6. the process of identifying health and safety hazards at the workplace and taking appropriate preventive measures

KU7. the importance of ensuring that only authorised personnel have access to hazardous work areas

KU8. the importance and process of arranging regular workplace audits to ensure safe working conditions

KU9. the correct action to be taken to deal with workplace emergencies such as fire, accidents, disease outbreak or natural calamities

KU10. the process of providing first aid and requesting further medical assistance

KU11. safe use of the emergency equipment as per the manufacturer's instructions

KU12. the process of reporting workplace emergencies/ accidents to the relevant authority in compliance with the organisational and regulatory requirements

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. maintain work-related notes and records

GS2. communicate clearly and politely with co-workers and clients

GS3. read the relevant literature to get information about the latest developments in the field of work

GS4. plan and prioritise tasks to ensure timely completion

GS5. take quick decisions to deal with workplace emergencies/ accidents

GS6. listen attentively to understand the information being shared by the speaker

GS7. identify possible disruptions to work and take appropriate preventive measures

GS8. co-ordinate with the co-workers to achieve the work objectives

GS9. evaluate all possible solutions to a problem to select the best one

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure health and safety	**16**	**18**	**-**	**16**
PC1. follow the organisational policy to ensure personal health and safety at the work	-	-	-	-
PC2. ensure that all the co-workers use the appropriate PPE such as gloves, hairnet, mask, earplug, goggles and shoes in all the operations	-	-	-	-
PC3. conduct regular checks to ensure that PPE, emergency equipment and first-aid kit are updated and useable	-	-	-	-
PC4. arrange for the PPE, emergency equipment and first-aid kit to be updated/ replaced as required	-	-	-	-
PC5. ensure the machinery, tools, equipment and the work area are sanitised before and after the use	-	-	-	-
PC6. check that machineries, tools and equipment are used and stored safely as per the manufacturer's instructions	-	-	-	-
PC7. ensure safe handling of any hazardous materials such as chemicals and flammable objects	-	-	-	-
PC8. identify health and safety hazards at the work and take appropriate preventive measures	-	-	-	-
PC9. ensure that only authorised personnel have access to hazardous work areas	-	-	-	-
PC10. arrange for regular workplace audit to ensure safe working conditions	-	-	-	-
PC11. report any out of authority issues to the relevant authority for a timely resolution	-	-	-	-
Deal with emergencies at work	**14**	**22**	**-**	**14**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow the organisational policy to deal with emergencies such as fire, accidents, disease outbreak or natural calamities	-	-	-	-
PC13. arrange for immediate medical attention for any injured personnel	-	-	-	-
PC14. ensure the safe use of emergency equipment according to the manufacturer's instructions	-	-	-	-
PC15. arrange for the emergency equipment to be repaired or replaced as required	-	-	-	-
PC16. report workplace emergencies/ accidents to the relevant authority in compliance with the organisational and regulatory requirements	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N9911
NOS Name	Ensure adherence to health and safety guidelines at work
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Commodity Management
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

DGT/VSQ/N0103: Employability Skills (90 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the current job market requirement and future of work

PC2. identify and explore learning and employability relevant portals

PC3. research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC5. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC6. recognize the significance of 21st Century Skills for employment

PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

PC8. adopt a continuous learning mindset for personal and professional development

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC9. use basic English for everyday conversation in different contexts, in person and over the telephone

PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC11. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

PC12. identify career goals based on the skills, interests, knowledge, and personal attributes

PC13. prepare a career development plan with short- and long-term goals

Communication Skills

To be competent, the user/individual on the job must be able to:

PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC15. use active listening techniques for effective communication

PC16. communicate in writing using appropriate style and format based on formal or informal requirements

PC17. work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC18. communicate and behave appropriately with all genders and PwD

PC19. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC22. identify common components of salary and compute income, expenses, taxes, investments etc

PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC24. operate digital devices and use their features and applications securely and safely

PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC26. display responsible online behaviour while using various social media platforms

PC27. create a personal email account, send and process received messages as per requirement

PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC29. utilize virtual collaboration tools to work effectively

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

PC33. identify different types of customers and ways to communicate with them

PC34. identify and respond to customer requests and needs in a professional manner

PC35. use appropriate tools to collect customer feedback

PC36. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC37. create a professional Curriculum vitae (Résumé)

PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC39. apply to identified job openings using offline /online methods as per requirement

PC40. answer questions politely, with clarity and confidence, during recruitment and selection

PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. components of salary and how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account

KU16. use applications such as word processors, spreadsheets etc.

KU17. how to identify business opportunities

KU18. types and needs of customers

KU19. how to apply for a job and prepare for an interview

KU20. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and write different types of documents/instructions/correspondence in English and other languages

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all to maintain effective work relationship

GS4. how to work in a virtual mode, using various technological platforms

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**1**	**3**	**-**	**-**
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
Basic English Skills	**3**	**4**	**-**	**-**
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**1**	**-**	**-**
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**5**	**-**	**-**
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	**2**	**3**	**-**	**-**
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (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 center (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 these criteria.

5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
AGR/N7519.Procure the resources required for cold storage operations	30	40	-	30	100	30
AGR/N7521.Supervise the cold storage operations and workers	30	40	-	30	100	25
AGR/N7520.Ensure the maintenance of cold storage infrastructure	30	40	-	30	100	25
AGR/N9911.Ensure adherence to health and safety guidelines at work	30	40	-	30	100	10
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	**140**	**190**	**-**	**120**	**450**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.