



# Florist

QP Code: AGR/Q0703

Version: 4.0

NSQF Level: 2.5

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## AGR/Q0703: Florist

### Brief Job Description

A Florist performs various activities such as purchasing flowers and foliage from flower vendors, arranging flowers and foliage in creative designs such as wedding bouquets, wreaths and other decorations, and selling them. The person also packs and ships them using delivery services.

### Personal Attributes

The individual must possess creative thinking to create various floral designs along with basic marketing and customer service skills. Ability to read, write and communicate well are other important attributes required in this job role.

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [AGR/N0706: Procure and store cut flowers and foliage](#)
2. [AGR/N0707: Prepare flowers for creating floral arrangements](#)
3. [AGR/N0708: Design and create floral arrangements](#)
4. [AGR/N0709: Pack and ship floral arrangements](#)
5. [AGR/N9903: Maintain health and safety at the workplace](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Floriculture Farming
<b>Country</b>	India
<b>NSQF Level</b>	2.5
<b>Credits</b>	9
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3435.0500

<b>Minimum Educational Qualification &amp; Experience</b>	9th grade pass OR 8th grade pass with 1.5 years of experience relevant experience in Agriculture and allied sectors OR 5th grade pass with 4.5 years of experience relevant experience in Agriculture and allied sectors OR Ability to read and write with 6 Years of experience relevant experience in Agriculture and allied sectors OR Previous relevant Qualification of NSQF Level (2) with 6 Months of experience relevant experience in Agriculture and allied sectors
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	4.0

## **AGR/N0706: Procure and store cut flowers and foliage**

### **Description**

This OS unit is about selecting relevant types of cut flowers and foliage, procuring and storing them

### **Scope**

The scope covers the following :

- Procure the relevant cut flowers and foliage
- Store the flowers and foliage

### **Elements and Performance Criteria**

#### *Procure the relevant cut flowers and foliage*

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

- PC1.** identify the relevant cut flowers and foliage to be procured according to the season and demand
- PC2.** identify vendors that sell the required flowers and foliage
- PC3.** select a vendor based on the quality and price of flowers and foliage
- PC4.** examine the flowers and foliage to ensure they are free from pests and disease
- PC5.** purchase flowers and foliage in the required quantity
- PC6.** remove the field heat by air cooling or hydro cooling
- PC7.** arrange an appropriate mode of transport to safely transport the flowers and foliage to the storage
- PC8.** maintain the record of purchase

#### *Store the flowers and foliage*

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

- PC9.** identify the storage requirements of different types of flowers and foliage
- PC10.** ensure the storage area meets the temperature requirements or has an air-cooling system installed
- PC11.** clean the storage area to remove dust and any waste materials
- PC12.** apply the necessary treatments in the storage area to remove pests and rodents
- PC13.** sort out damaged and diseased flowers and foliage
- PC14.** pre-cool and hydrate the flowers and foliage using the appropriate solution mixed with the recommended germicide
- PC15.** grade flowers on various grading criteria such as stem length, degree of bud opening, damage-free, etc.
- PC16.** carry out special treatments such as pulsing, impregnation, bud opening as per the requirement
- PC17.** handle flowers without causing any damage to them
- PC18.** dispose the damaged/ diseased/ wilted flowers in an environment-friendly manner

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** relevant record-keeping requirements in the job role
- KU2.** different types of cut flowers and foliage to be procured to use in floral designs and arrangements according to the season
- KU3.** various parameters to be considered while purchasing flowers and foliage
- KU4.** basic procurement, store management, inventory management, quality management practices
- KU5.** botanical and common names for a range of flowers and foliage
- KU6.** seasonal availability of a range of flowers and foliage
- KU7.** indicators of pests and disease in flowers and foliage
- KU8.** safe handling of flowers with allergic properties
- KU9.** different criteria for sorting and grading flowers and foliage
- KU10.** different ways of preserving the freshness of flowers such as using hydration solutions
- KU11.** effects of environmental conditions such as temperature, humidity, sunlight on flowers and foliage

### **Generic Skills (GS)**

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

- GS1.** make work-related notes
- GS2.** read and interpret the relevant guides and manuals
- GS3.** communicate politely and clearly with clients and co-workers
- GS4.** listen attentively to comprehend the information given by the speaker
- GS5.** take quick decisions to resolve work-related issues to minimise the impact on productivity
- GS6.** plan and prioritise tasks to ensure timely completion
- GS7.** identify possible disruptions to work and take preventive measures

**Assessment Criteria**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Procure the relevant cut flowers and foliage</i>	<b>10</b>	<b>25</b>	-	<b>20</b>
<b>PC1.</b> identify the relevant cut flowers and foliage to be procured according to the season and demand	-	-	-	-
<b>PC2.</b> identify vendors that sell the required flowers and foliage	-	-	-	-
<b>PC3.</b> select a vendor based on the quality and price of flowers and foliage	-	-	-	-
<b>PC4.</b> examine the flowers and foliage to ensure they are free from pests and disease	-	-	-	-
<b>PC5.</b> purchase flowers and foliage in the required quantity	-	-	-	-
<b>PC6.</b> remove the field heat by air cooling or hydro cooling	-	-	-	-
<b>PC7.</b> arrange an appropriate mode of transport to safely transport the flowers and foliage to the storage	-	-	-	-
<b>PC8.</b> maintain the record of purchase	-	-	-	-
<i>Store the flowers and foliage</i>	<b>20</b>	<b>15</b>	-	<b>10</b>
<b>PC9.</b> identify the storage requirements of different types of flowers and foliage	-	-	-	-
<b>PC10.</b> ensure the storage area meets the temperature requirements or has an air-cooling system installed	-	-	-	-
<b>PC11.</b> clean the storage area to remove dust and any waste materials	-	-	-	-
<b>PC12.</b> apply the necessary treatments in the storage area to remove pests and rodents	-	-	-	-
<b>PC13.</b> sort out damaged and diseased flowers and foliage	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC14.</b> pre-cool and hydrate the flowers and foliage using the appropriate solution mixed with the recommended germicide	-	-	-	-
<b>PC15.</b> grade flowers on various grading criteria such as stem length, degree of bud opening, damage-free, etc.	-	-	-	-
<b>PC16.</b> carry out special treatments such as pulsing, impregnation, bud opening as per the requirement	-	-	-	-
<b>PC17.</b> handle flowers without causing any damage to them	-	-	-	-
<b>PC18.</b> dispose the damaged/ diseased/ wilted flowers in an environment-friendly manner	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	<b>-</b>	<b>30</b>



**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	AGR/N0706
<b>NOS Name</b>	Procure and store cut flowers and foliage
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Floriculture Farming
<b>NSQF Level</b>	2.5
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Next Review Date</b>	NA

## **AGR/N0707: Prepare flowers for creating floral arrangements**

### **Description**

This OS unit is about preparing flowers for creating different types of floral arrangements.

### **Scope**

The scope covers the following :

- Carry out flower processing
- Hydrate the flowers
- Perform waste management

### **Elements and Performance Criteria**

#### *Carry out flower processing*

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

- PC1.** organise the necessary tools, equipment and PPE to process the flowers
- PC2.** retrieve the flowers from the storage area
- PC3.** condition the flowers in de-mineralised water at room temperature
- PC4.** remove flower petals with signs of wilting and leaves on the lower part of the flower stem
- PC5.** cut the flower stem at an appropriate length and degree

#### *Hydrate the flowers*

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

- PC6.** select the appropriate chemicals and prepare different types of hydration solutions for a variety of flowers according to the required vase-life
- PC7.** maintain the correct ratio of biocides in the hydration solution as per the applicable laws
- PC8.** hydrate the flowers by dipping them in the hydration solution, using the appropriate PPE
- PC9.** grade the flowers on appropriate grading parameters after hydration

#### *Perform waste management*

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

- PC10.** segregate waste into different categories
- PC11.** dispose the non-recyclable waste appropriately
- PC12.** deposit the recyclable and reusable material at the identified location
- PC13.** sdadadad

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** use of the relevant PPE
- KU2.** impact of seasonal changes such as temperature and humidity on flowers and foliage
- KU3.** various flower processing requirements and practices
- KU4.** correct and safe use of biocides

- KU5.** importance and process of conditioning flowers
- KU6.** processing methods for different varieties of flowers
- KU7.** importance of hydrating flowers to enhance their vase-life
- KU8.** the process to prepare hydration solution
- KU9.** safe use of hydration solutions
- KU10.** different criteria for grading of flowers
- KU11.** segregation of waste into different categories
- KU12.** recycling and safe disposal of different types of waste

### **Generic Skills (GS)**

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

- GS1.** maintain work-related records
- GS2.** read and follow the health and safety instructions
- GS3.** communicate clearly and politely with co-workers and clients
- 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/ instructions being shared by the speaker
- GS7.** identify possible disruptions to work and take appropriate preventive measures

**Assessment Criteria**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out flower processing</i>	<b>10</b>	<b>10</b>	-	<b>10</b>
<b>PC1.</b> organise the necessary tools, equipment and PPE to process the flowers	-	-	-	-
<b>PC2.</b> retrieve the flowers from the storage area	-	-	-	-
<b>PC3.</b> condition the flowers in de-mineralised water at room temperature	-	-	-	-
<b>PC4.</b> remove flower petals with signs of wilting and leaves on the lower part of the flower stem	-	-	-	-
<b>PC5.</b> cut the flower stem at an appropriate length and degree	-	-	-	-
<i>Hydrate the flowers</i>	<b>10</b>	<b>10</b>	-	<b>10</b>
<b>PC6.</b> select the appropriate chemicals and prepare different types of hydration solutions for a variety of flowers according to the required vase-life	-	-	-	-
<b>PC7.</b> maintain the correct ratio of biocides in the hydration solution as per the applicable laws	-	-	-	-
<b>PC8.</b> hydrate the flowers by dipping them in the hydration solution, using the appropriate PPE	-	-	-	-
<b>PC9.</b> grade the flowers on appropriate grading parameters after hydration	-	-	-	-
<i>Perform waste management</i>	<b>10</b>	<b>20</b>	-	<b>10</b>
<b>PC10.</b> segregate waste into different categories	-	-	-	-
<b>PC11.</b> dispose the non-recyclable waste appropriately	-	-	-	-
<b>PC12.</b> deposit the recyclable and reusable material at the identified location	-	-	-	-
<b>PC13.</b> sdadadad	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	-	<b>30</b>

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	AGR/N0707
<b>NOS Name</b>	Prepare flowers for creating floral arrangements
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Floriculture Farming
<b>NSQF Level</b>	2.5
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Next Review Date</b>	NA

## **AGR/N0708: Design and create floral arrangements**

### **Description**

This OS unit is about designing and creating various floral arrangements for customers, venues and displays

### **Scope**

The scope covers the following :

- Design and create floral arrangements at the store
- Create floral arrangements for venues
- Create floral arrangements for store display
- Perform billing
- Optimise resource utilisation

### **Elements and Performance Criteria**

#### *Design and create floral arrangements at the store*

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

- PC1.** assess the requirements of the customers
- PC2.** suggest appropriate designs to the customer as per their requirement
- PC3.** apply appropriate modifications to the floral design as per the customer's preferences
- PC4.** arrange the relevant flower/ foliage and other materials required to prepare the floral design/ bouquet/ wreath
- PC5.** prepare the floral design/ bouquet/ wreath as planned
- PC6.** use the appropriate material to pack/ wrap the floral design/ bouquet/ wreath

#### *Create floral arrangements for venues*

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

- PC7.** conduct a survey of the venue where flower arrangement needs to be installed
- PC8.** assess the requirements of the clients such as types of flowers, foliage, patterns and other materials
- PC9.** measure the space required to be covered with flowers and foliage
- PC10.** estimate the requirement of flowers, foliage and other materials
- PC11.** arrange all the required materials
- PC12.** create the floral arrangement as per the client's instructions
- PC13.** apply the relevant hydration solution to prevent the flowers/ foliage from wilting
- PC14.** install the floral arrangement away from any heating equipment and direct exposure to sunlight, ensuring free movement around it
- PC15.** co-ordinate with the relevant personnel to set up lighting in the floral arrangement as per the client's requirement

#### *Create floral arrangements for store display*

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

- PC16.** select flowers and foliage for creating the display

- PC17.** plan the size and positioning of the display according to the available space at the store
- PC18.** hydrate the selected flowers and foliage
- PC19.** create the arrangement of flowers and foliage as planned
- PC20.** install the arrangement ensuring it does not create any obstructions
- PC21.** write labels for flowers and floral designs
- PC22.** apply correct labels on different flowers and floral designs for identification

#### *Perform billing*

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

- PC23.** prepare an invoice, including the relevant service charges and taxes
- PC24.** provide invoice related clarifications to the customer, if required
- PC25.** process the payment using the customer's preferred payment method such as cash, e-payment, etc.
- PC26.** maintain the record of the payment received

#### *Optimise resource utilisation*

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

- PC27.** optimise the usage of water and other resources in various tasks/ processes
- PC28.** plug water leakages to prevent its wastage

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** basic customer service skills
- KU2.** basic principles and elements of floral designs
- KU3.** different types of floral design, bouquet, wreath
- KU4.** different practices to prevent flowers/ foliage from wilting
- KU5.** how to customise floral design, bouquet, wreath and create new designs
- KU6.** basic inventory management and accounting
- KU7.** different types of payments methods and process of using
- KU8.** effective ways of packing and wrapping flowers and foliage
- KU9.** different methods of conditioning and hydrating flowers and foliage
- KU10.** importance of following environmental and ecological best practices to minimise the impact on the environment
- KU11.** benefits of resource optimisation
- KU12.** ways of efficiently managing various materials used in different operations

### **Generic Skills (GS)**

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

- GS1.** plan and prioritise tasks to ensure timely completion
- GS2.** take quick decisions to deal with workplace emergencies/ accidents
- GS3.** listen attentively to understand the information/ instructions being shared by the speaker

- GS4.** identify possible disruptions to work and take appropriate preventive measures
- GS5.** communicate clearly and politely with co-workers and clients
- GS6.** maintain work-related records
- GS7.** read the health and safety instructions



**Assessment Criteria**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Design and create floral arrangements at the store</i>	<b>6</b>	<b>8</b>	-	<b>4</b>
<b>PC1.</b> assess the requirements of the customers	-	-	-	-
<b>PC2.</b> suggest appropriate designs to the customer as per their requirement	-	-	-	-
<b>PC3.</b> apply appropriate modifications to the floral design as per the customer's preferences	-	-	-	-
<b>PC4.</b> arrange the relevant flower/ foliage and other materials required to prepare the floral design/ bouquet/ wreath	-	-	-	-
<b>PC5.</b> prepare the floral design/ bouquet/ wreath as planned	-	-	-	-
<b>PC6.</b> use the appropriate material to pack/ wrap the floral design/ bouquet/ wreath	-	-	-	-
<i>Create floral arrangements for venues</i>	<b>8</b>	<b>6</b>	-	<b>6</b>
<b>PC7.</b> conduct a survey of the venue where flower arrangement needs to be installed	-	-	-	-
<b>PC8.</b> assess the requirements of the clients such as types of flowers, foliage, patterns and other materials	-	-	-	-
<b>PC9.</b> measure the space required to be covered with flowers and foliage	-	-	-	-
<b>PC10.</b> estimate the requirement of flowers, foliage and other materials	-	-	-	-
<b>PC11.</b> arrange all the required materials	-	-	-	-
<b>PC12.</b> create the floral arrangement as per the client's instructions	-	-	-	-
<b>PC13.</b> apply the relevant hydration solution to prevent the flowers/ foliage from wilting	-	-	-	-
<b>PC14.</b> install the floral arrangement away from any heating equipment and direct exposure to sunlight, ensuring free movement around it	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> co-ordinate with the relevant personnel to set up lighting in the floral arrangement as per the client's requirement	-	-	-	-
<i>Create floral arrangements for store display</i>	<b>6</b>	<b>10</b>	-	<b>4</b>
<b>PC16.</b> select flowers and foliage for creating the display	-	-	-	-
<b>PC17.</b> plan the size and positioning of the display according to the available space at the store	-	-	-	-
<b>PC18.</b> hydrate the selected flowers and foliage	-	-	-	-
<b>PC19.</b> create the arrangement of flowers and foliage as planned	-	-	-	-
<b>PC20.</b> install the arrangement ensuring it does not create any obstructions	-	-	-	-
<b>PC21.</b> write labels for flowers and floral designs	-	-	-	-
<b>PC22.</b> apply correct labels on different flowers and floral designs for identification	-	-	-	-
<i>Perform billing</i>	<b>4</b>	<b>6</b>	-	<b>8</b>
<b>PC23.</b> prepare an invoice, including the relevant service charges and taxes	-	-	-	-
<b>PC24.</b> provide invoice related clarifications to the customer, if required	-	-	-	-
<b>PC25.</b> process the payment using the customer's preferred payment method such as cash, e-payment, etc.	-	-	-	-
<b>PC26.</b> maintain the record of the payment received	-	-	-	-
<i>Optimise resource utilisation</i>	<b>6</b>	<b>10</b>	-	<b>8</b>
<b>PC27.</b> optimise the usage of water and other resources in various tasks/ processes	-	-	-	-
<b>PC28.</b> plug water leakages to prevent its wastage	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	-	<b>30</b>

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	AGR/N0708
<b>NOS Name</b>	Design and create floral arrangements
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Floriculture Farming
<b>NSQF Level</b>	2.5
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Next Review Date</b>	NA

## **AGR/N0709: Pack and ship floral arrangements**

### **Description**

This OS unit is about packing floral arrangements in suitable packing for shipping.

### **Scope**

The scope covers the following :

- Pack the floral arrangements
- Co-ordinate with the delivery services

### **Elements and Performance Criteria**

#### *Pack the floral arrangements*

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

- PC1.** identify appropriate packaging for the prepared floral design
- PC2.** apply the relevant hydration solution on the flowers, wedding bouquets, wreaths to prevent them from wilting during transit
- PC3.** ensure the moisture content in the flowers, wedding bouquets, wreaths is within the prescribed limits
- PC4.** secure the flowers/ wedding bouquets/ wreaths in the packaging carton using corrugated dividers to prevent breakage during transit
- PC5.** gift wrap the floral arrangement as per as per the customer's instructions
- PC6.** prepare the invoice and package label with the customer's shipping details and insert the invoice in the package
- PC7.** place the label on the package in the correct position as per the packaging requirements

#### *Co-ordinate with the delivery services*

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

- PC8.** identify a delivery service and e-commerce platform based on their coverage area and competitive service charges
- PC9.** co-ordinate with the delivery service to ensure timely delivery to the customer
- PC10.** ensure the package is handed over to the delivery person with the correct delivery and payment collection instructions
- PC11.** track the shipments to ensure customers receive their packages on time
- PC12.** maintain the record of shipments and payments using the relevant computer application(s)
- PC13.** adhere to the applicable state laws, and other laws pertaining to commercial establishments such as shops and establishment act, taxation laws, labour laws, etc.

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** use of computers and basic accounting systems
- KU2.** the importance of adhering to the TAT given to the customer

- KU3.** the process of using third-party delivery services
- KU4.** applicable state laws and other laws pertaining to commercial establishments such as shops and establishment act, taxation laws, labour laws, etc.
- KU5.** various types of material and packaging suitable for shipping flowers and foliage
- KU6.** effective packaging practices to prevent damage and wilting of flowers/ foliage during transit
- KU7.** basic inventory management and accounting

### **Generic Skills (GS)**

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

- GS1.** maintain work-related records
- GS2.** read the relevant literature to get updated information about new developments in the field of work
- GS3.** communicate politely and professionally
- GS4.** listen attentively to understand the customer requirements
- GS5.** plan and schedule tasks for efficient time management
- GS6.** take quick decisions to deal with any emergencies/ accidents
- GS7.** 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
<i>Pack the floral arrangements</i>	<b>20</b>	<b>15</b>	-	<b>15</b>
<b>PC1.</b> identify appropriate packaging for the prepared floral design	-	-	-	-
<b>PC2.</b> apply the relevant hydration solution on the flowers, wedding bouquets, wreaths to prevent them from wilting during transit	-	-	-	-
<b>PC3.</b> ensure the moisture content in the flowers, wedding bouquets, wreaths is within the prescribed limits	-	-	-	-
<b>PC4.</b> secure the flowers/ wedding bouquets/ wreaths in the packaging carton using corrugated dividers to prevent breakage during transit	-	-	-	-
<b>PC5.</b> gift wrap the floral arrangement as per as per the customer's instructions	-	-	-	-
<b>PC6.</b> prepare the invoice and package label with the customer's shipping details and insert the invoice in the package	-	-	-	-
<b>PC7.</b> place the label on the package in the correct position as per the packaging requirements	-	-	-	-
<i>Co-ordinate with the delivery services</i>	<b>10</b>	<b>25</b>	-	<b>15</b>
<b>PC8.</b> identify a delivery service and e-commerce platform based on their coverage area and competitive service charges	-	-	-	-
<b>PC9.</b> co-ordinate with the delivery service to ensure timely delivery to the customer	-	-	-	-
<b>PC10.</b> ensure the package is handed over to the delivery person with the correct delivery and payment collection instructions	-	-	-	-
<b>PC11.</b> track the shipments to ensure customers receive their packages on time	-	-	-	-
<b>PC12.</b> maintain the record of shipments and payments using the relevant computer application(s)	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> adhere to the applicable state laws, and other laws pertaining to commercial establishments such as shops and establishment act, taxation laws, labour laws, etc.	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	-	<b>30</b>

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	AGR/N0709
<b>NOS Name</b>	Pack and ship floral arrangements
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Floriculture Farming
<b>NSQF Level</b>	2.5
<b>Credits</b>	1
<b>Version</b>	3.0
<b>Next Review Date</b>	NA



## **AGR/N9903: Maintain health and safety at the workplace**

### **Description**

This OS is about maintaining health and safety of self and other co-workers at the workplace

### **Scope**

The scope covers the following :

- Maintain personal hygiene
- Maintain clean and safe workplace
- Administer appropriate emergency procedures

### **Elements and Performance Criteria**

#### *Maintain personal hygiene*

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

- PC1.** wash hands, legs and face with soap/alcohol based sanitizer at reasonable intervals
- PC2.** wash the worn clothes with soap and sun dry before use next time
- PC3.** ensure the face is covered with mask or three layers of cloth-piece
- PC4.** follow the workplace sanitization norms including distancing from sick people

#### *Maintain clean and safe workplace*

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

- PC5.** carry out basic safety checks before operation of all tools, implements, and machinery and report identified hazards to the supervisor
- PC6.** wear appropriate Personal Protective Equipment (PPE) while performing work in accordance with the workplace policy
- PC7.** follow the instructions mentioned on the labels of chemicals/pesticides/fumigants etc to avoid hazards
- PC8.** assess risks prior to performing manual handling jobs, and work according to currently recommended safe practices
- PC9.** sanitize equipment, tools and machinery before and after use
- PC10.** use equipment and materials safely and correctly and return the same to designated storage after use
- PC11.** dispose waste safely and correctly in the designated area
- PC12.** recognize risks to bystanders and take required action to reduce the risks
- PC13.** work in a manner which minimizes environmental damage, ensuring all procedures and instructions for controlling risks are followed
- PC14.** report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger
- PC15.** follow government / workplace advisories incase of outbreak of any disease/disaster

#### *Administer appropriate emergency procedures*

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

- PC16.** follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to the location of emergency, as per the workplace requirements
- PC17.** use emergency equipment in accordance with manufacturer's specifications and workplace requirements
- PC18.** provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques
- PC19.** recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate
- PC20.** report details of first aid administered in accordance with workplace procedures

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures at work
- KU2.** relevant health and safety requirements applicable to the work environment
- KU3.** own job role and responsibilities and sources of information pertaining to work
- KU4.** who to approach for support in order to obtain work related information, clarifications and support
- KU5.** importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business
- KU6.** personal hygiene and fitness requirement
- KU7.** importance of sanitization of the workplace
- KU8.** types of Personal Protective Equipment (PPE) required at the workplace and their importance
- KU9.** the correct and safe way to use materials and equipment required for the work
- KU10.** the importance of good housekeeping at the workplace
- KU11.** safe waste disposal methods
- KU12.** methods for minimizing environmental damage during work
- KU13.** the risks to health and safety including contagious diseases and the measures to be taken to control those risks in the area of work
- KU14.** workplace procedures and requirements for the prevention and treatment of workplace injuries/illnesses.
- KU15.** basic emergency first aid procedure
- KU16.** local emergency services
- KU17.** why accidents, incidents and problems should be reported and the appropriate actions to be taken

### **Generic Skills (GS)**

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

- GS1.** record the data as per the requirement
- GS2.** report problems to the appropriate personnel in a timely manner
- GS3.** read instruction manual for hand tool and equipments

- GS4.** communicate clearly and effectively with co-workers, and other stakeholders
- GS5.** comprehend information shared by senior people and experts
- GS6.** make decisions pertaining to personal hygiene and safety
- GS7.** schedule daily activities and draw up priorities
- GS8.** manage relationships with co-workers, manager and other stakeholders
- GS9.** assess situation and identify appropriate control measures

**Assessment Criteria**

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<i>Maintain personal hygiene</i>	<b>10</b>	<b>5</b>	-	<b>10</b>
<b>PC1.</b> wash hands, legs and face with soap/alcohol based sanitizer at reasonable intervals	-	-	-	-
<b>PC2.</b> wash the worn clothes with soap and sun dry before use next time	-	-	-	-
<b>PC3.</b> ensure the face is covered with mask or three layers of cloth-piece	-	-	-	-
<b>PC4.</b> follow the workplace sanitization norms including distancing from sick people	-	-	-	-
<i>Maintain clean and safe workplace</i>	<b>15</b>	<b>15</b>	-	<b>15</b>
<b>PC5.</b> carry out basic safety checks before operation of all tools, implements, and machinery and report identified hazards to the supervisor	-	-	-	-
<b>PC6.</b> wear appropriate Personal Protective Equipment (PPE) while performing work in accordance with the workplace policy	-	-	-	-
<b>PC7.</b> follow the instructions mentioned on the labels of chemicals/pesticides/fumigants etc to avoid hazards	-	-	-	-
<b>PC8.</b> assess risks prior to performing manual handling jobs, and work according to currently recommended safe practices	-	-	-	-
<b>PC9.</b> sanitize equipment, tools and machinery before and after use	-	-	-	-
<b>PC10.</b> use equipment and materials safely and correctly and return the same to designated storage after use	-	-	-	-
<b>PC11.</b> dispose waste safely and correctly in the designated area	-	-	-	-
<b>PC12.</b> recognize risks to bystanders and take required action to reduce the risks	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.</b> work in a manner which minimizes environmental damage, ensuring all procedures and instructions for controlling risks are followed	-	-	-	-
<b>PC14.</b> report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger	-	-	-	-
<b>PC15.</b> follow government / workplace advisories incase of outbreak of any disease/disaster	-	-	-	-
<i>Administer appropriate emergency procedures</i>	<b>15</b>	<b>5</b>	-	<b>10</b>
<b>PC16.</b> follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to the location of emergency, as per the workplace requirements	-	-	-	-
<b>PC17.</b> use emergency equipment in accordance with manufacturer's specifications and workplace requirements	-	-	-	-
<b>PC18.</b> provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques	-	-	-	-
<b>PC19.</b> recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate	-	-	-	-
<b>PC20.</b> report details of first aid administered in accordance with workplace procedures	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>25</b>	-	<b>35</b>

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	AGR/N9903
<b>NOS Name</b>	Maintain health and safety at the workplace
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## **DGT/VSQ/N0101: Employability Skills (30 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
- 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 job requirements

#### *Constitutional values - Citizenship*

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

**PC2.** identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

#### *Becoming a Professional in the 21st Century*

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

**PC3.** explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

#### *Basic English Skills*

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

**PC4.** speak with others using some basic English phrases or sentences

#### *Communication Skills*

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

**PC5.** follow good manners while communicating with others

**PC6.** work with others in a team

#### *Diversity & Inclusion*

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

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

*Financial and Legal Literacy*

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

**PC9.** use various financial products and services safely and securely

**PC10.** calculate income, expenses, savings etc.

**PC11.** approach the concerned authorities for any exploitation as per legal rights and laws

*Essential Digital Skills*

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

**PC12.** operate digital devices and use its features and applications securely and safely

**PC13.** use internet and social media platforms securely and safely

*Entrepreneurship*

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

**PC14.** identify and assess opportunities for potential business

**PC15.** identify sources for arranging money and associated financial and legal challenges

*Customer Service*

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

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**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 basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

**KU8.** different types of disabilities and appropriate communication and behaviour towards PwD

**KU9.** different types of financial products and services

**KU10.** how to compute income and expenses

**KU11.** importance of maintaining safety and security in financial transactions



- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

### **Generic Skills (GS)**

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

**Assessment Criteria**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC3.</b> explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-
<b>PC10.</b> calculate income, expenses, savings etc.	-	-	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC11.</b> approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	<b>4</b>	<b>6</b>	-	-
<b>PC12.</b> operate digital devices and use its features and applications securely and safely	-	-	-	-
<b>PC13.</b> use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	<b>3</b>	<b>5</b>	-	-
<b>PC14.</b> identify and assess opportunities for potential business	-	-	-	-
<b>PC15.</b> identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	<b>2</b>	<b>2</b>	-	-
<b>PC16.</b> identify different types of customers	-	-	-	-
<b>PC17.</b> identify customer needs and address them appropriately	-	-	-	-
<b>PC18.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>1</b>	<b>3</b>	-	-
<b>PC19.</b> create a basic biodata	-	-	-	-
<b>PC20.</b> search for suitable jobs and apply	-	-	-	-
<b>PC21.</b> identify and register apprenticeship opportunities as per requirement	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## 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 : 50

**(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/N0706.Procure and store cut flowers and foliage	30	40	-	30	100	15
AGR/N0707.Prepare flowers for creating floral arrangements	30	40	-	30	100	20
AGR/N0708.Design and create floral arrangements	30	40	-	30	100	30
AGR/N0709.Pack and ship floral arrangements	30	40	-	30	100	25
AGR/N9903.Maintain health and safety at the workplace	40	25	-	35	100	5
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>180</b>	<b>215</b>	<b>-</b>	<b>155</b>	<b>550</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>PPE</b>	Personal Protective Equipment

**Glossary**

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.