

## Qualification Pack



# Village Level Milk Collection Center Incharge

QP Code: AGR/Q4202

Version: 3.0

NSQF Level: 4

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## Qualification Pack

### Contents

AGR/Q4202: Village Level Milk Collection Center Incharge .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
AGR/N4206: Prepare the milk collection center for operations .....	5
AGR/N4207: Carry Out Milk Collection Activities .....	9
AGR/N4208: Complete Documentation, Record Keeping and Payments Related to Milk Collection Operations .....	14
AGR/N4224: Operate and Maintain the Automatic Milk Collection Unit .....	20
AGR/N4209: Ensure Safety, Hygiene and Sanitation at Milk Collection Center .....	24
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	29
Assessment Guidelines and Weightage .....	36
<i>Assessment Guidelines</i> .....	36
<i>Assessment Weightage</i> .....	37
Acronyms .....	38
Glossary .....	39

## Qualification Pack

### AGR/Q4202: Village Level Milk Collection Center Incharge

#### Brief Job Description

A Village Level Milk Collection Centre incharge is responsible for first-level milk collection & testing. The individual ensures the milk is stored in a safe environment that avoids spoilage. The individual should be competent enough in clean milk production, hygienic milk handling and ensuring milk safety

#### Personal Attributes

A Village Level Milk Collection Centre in charge must have the ability to plan, organize, prioritize, calculate and handle pressure. The individual must have a mechanical aptitude and must possess reading, writing and communication skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [AGR/N4206: Prepare the milk collection center for operations](#)
2. [AGR/N4207: Carry Out Milk Collection Activities](#)
3. [AGR/N4208: Complete Documentation, Record Keeping and Payments Related to Milk Collection Operations](#)
4. [AGR/N4224: Operate and Maintain the Automatic Milk Collection Unit](#)
5. [AGR/N4209: Ensure Safety, Hygiene and Sanitation at Milk Collection Center](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	13

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<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL
<b>Minimum Educational Qualification &amp; Experience</b>	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass (plus 2-year NTC) OR 10th grade pass (plus 1-year NTC plus 1 year NAC) OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3.0 with minimum education as 8th Grade pass) with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3.5 with 1.5- year relevant experience)
<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>	31/03/2025
<b>NSQC Approval Date</b>	31/03/2022
<b>Version</b>	3.0
<b>Reference code on NQR</b>	QG-04-AG-00299-2023-V1.1-ASCI
<b>NQR Version</b>	1.1

## Qualification Pack

### AGR/N4206: Prepare the milk collection center for operations

#### Description

This OS unit is about preparing the milk collection center to handle the milk received from individual milk producers/farmers

#### Scope

The scope covers the following :

- Prepare milk collection equipments
- Prepare for measurement of milk and initial quality testing

#### Elements and Performance Criteria

##### *Prepare milk collection equipments*

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

- PC1.** clean and prepare the center for milk collection
- PC2.** ensure hygiene and cleanliness of all milk collection equipment as per standards, ensure equipment are free of fat stains, dust and odour, follow the cleaning SOP as per schedule and in case of visible fat stains or odour
- PC3.** handle milk handling material like sampler, sample bottles, sample bottle stand as per standard procedure
- PC4.** store, use and clean milk filter in hygienic manner following prescribed procedure
- PC5.** ensure all equipment used for milk collection are ready for collection
- PC6.** ensure that producer masters are updated, and rate charts changes are incorporated in the system

##### *Prepare for measurement of milk and initial quality testing*

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

- PC7.** check and operate electronic weigh scale or use standard measure for determining quantity of milk
- PC8.** check for accuracy and operate milk analyser for I quality testing
- PC9.** ensure proper maintenance of the center and availability of power and water for running the milk reception and testing
- PC10.** ensure all stationary and other necessary articles s for reception testing and record are available

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types and characteristics of raw milk, its composition for different species
- KU2.** types of milk producers from which the organization procures milk
- KU3.** availability of marketable surplus milk and availability from different sources

## Qualification Pack

- KU4.** the code of business conduct
- KU5.** dress code to be followed
- KU6.** job responsibilities/duties and standard operating procedures
- KU7.** internal processes such as procurement, inventory management, quality management and key contact points for query resolution
- KU8.** various types of milk quality testing techniques - sight and smell (organoleptic)
- KU9.** record keeping of procured milk- volume, quality, catchment area etc.
- KU10.** the legal regulations pertaining to work place such as health and safety, recommended dosage for use of sanitizers, control of substances hazardous to health

## Generic Skills (GS)

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

- GS1.** note down observations (if any) related to the milk collection
- GS2.** write information documents to internal departments/internal teams
- GS3.** read and interpret design, drawings and construction of the collection facility
- GS4.** read internal information documents sent by internal teams
- GS5.** question officers in order to understand the nature of the problem and to clarify queries
- GS6.** attentively listen and comprehend the information given by the speaker
- GS7.** analyse critical points in day-to-day tasks through experience and observation and identify control measures to solve the issue
- GS8.** handle issues in case the designated person is not available
- GS9.** plan and prioritize the demand order based on the instructions received
- GS10.** plan to utilise time and equipment's effectively
- GS11.** organize all process/equipment manuals so as to access information easily
- GS12.** understand customer requirements and their priority and respond as per their needs
- GS13.** support the regional milk procurement manager in solving problems by detailing out problems
- GS14.** discuss the possible solutions with the regional milk procurement manager for problem solving
- GS15.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS16.** use common sense and make judgments on day-to-day basis
- GS17.** use reasoning skills to identify and resolve basic problems
- GS18.** use intuition to detect any potential problems which could arise during operations
- GS19.** use acquired knowledge of the process for identifying and handling issues

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare milk collection equipments</i>	<b>25</b>	<b>23</b>	-	<b>13</b>
<b>PC1.</b> clean and prepare the center for milk collection	-	-	-	-
<b>PC2.</b> ensure hygiene and cleanliness of all milk collection equipment as per standards, ensure equipment are free of fat stains, dust and odour, follow the cleaning SOP as per schedule and in case of visible fat stains or odour	-	-	-	-
<b>PC3.</b> handle milk handling material like sampler, sample bottles, sample bottle stand as per standard procedure	-	-	-	-
<b>PC4.</b> store, use and clean milk filter in hygienic manner following prescribed procedure	-	-	-	-
<b>PC5.</b> ensure all equipment used for milk collection are ready for collection	-	-	-	-
<b>PC6.</b> ensure that producer masters are updated, and rate charts changes are incorporated in the system	-	-	-	-
<i>Prepare for measurement of milk and initial quality testing</i>	<b>15</b>	<b>16</b>	-	<b>8</b>
<b>PC7.</b> check and operate electronic weigh scale or use standard measure for determining quantity of milk	-	-	-	-
<b>PC8.</b> check for accuracy and operate milk analyser for I quality testing	-	-	-	-
<b>PC9.</b> ensure proper maintenance of the center and availability of power and water for running the milk reception and testing	-	-	-	-
<b>PC10.</b> ensure all stationary and other necessary articles s for reception testing and record are available	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>39</b>	-	<b>21</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4206
<b>NOS Name</b>	Prepare the milk collection center for operations
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

### AGR/N4207: Carry Out Milk Collection Activities

#### Description

This OS unit is about daily milk collection, milk handling and post milk collection activities to be performed by the village level MCC in-charge

#### Scope

The scope covers the following :

- Milk can collection, unloading and transfer of milk
- Milk testing recording and dispatch

#### Elements and Performance Criteria

##### *Milk can collection, unloading and transfer of milk*

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

- PC1.** ensure that all the equipment and reagents for milk testing are ready for milk collection
- PC2.** ensure that cans for receiving milk are clean and rinsed, applied with filter
- PC3.** carry out organoleptic tests of milk and identify doubtful milk
- PC4.** collect a sample of milk and test for acceptability
- PC5.** ensure that the milk is properly measured, filtered and poured in can
- PC6.** brief the producers use of appropriate type of vessel for handling
- PC7.** take appropriate measures to maintain the quality of collected milk

##### *Milk testing recording and dispatch*

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

- PC8.** test and record the electronic data such as weight, FAT/SNF into computer
- PC9.** print-electronic slip containing weight, fat, SNF, and price of milk and handover to producers for reference
- PC10.** generate shift end summary of milk collected
- PC11.** hand over milk to transporter as per SOP and generate dispatch report
- PC12.** calculate difference between milk collected and dispatch, ascertain reasons for losses if any and control the losses
- PC13.** ensure that the identified adulterated milk owner is properly briefed about importance of quality of milk
- PC14.** shut down the system as per manufacturer guidelines
- PC15.** clean milk analyser as per SOP
- PC16.** clean all the equipment after collection, dispose of sample milk, store records and chemicals to their respective locations

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** code of business conduct
- KU2.** dress code to be followed
- KU3.** job responsibilities/duties and standard operating procedures in milk collection centres
- KU4.** grading and sampling of milk according to specifications
- KU5.** internal processes such as procurement, quality management and key contact points for query resolution
- KU6.** weighing and sampling techniques
- KU7.** identification of components of equipment
- KU8.** methods to calibrate the testing equipments and equipments in the collection center
- KU9.** basic mathematics

## Generic Skills (GS)

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

- GS1.** note down observations (if any) related to the milk collection
- GS2.** write information documents to internal departments/ internal teams
- GS3.** read an interpret design, drawings and construction of the collection facility
- GS4.** read internal information documents sent by internal teams
- GS5.** question officers in order to understand the nature of the problem and to clarify queries
- GS6.** attentively listen and comprehend the information given by the speaker
- GS7.** analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue
- GS8.** handle issues in case the designated person is not available
- GS9.** plan and prioritize the demand order based on the instructions received
- GS10.** plan to utilise time and equipment's effectively
- GS11.** organize all process/ equipment manuals so as to access information easily
- GS12.** understand customer requirements and their priority and respond as per their needs
- GS13.** support the regional milk procurement manager in solving problems by detailing out problems
- GS14.** discuss the possible solutions with the regional milk procurement manager for problem solving
- GS15.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS16.** use common sense and make judgments on day to day basis
- GS17.** use reasoning skills to identify and resolve basic problems
- GS18.** use intuition to detect any potential problems which could arise during operations
- GS19.** use acquired knowledge of the process for identifying and handling issues

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Milk can collection, unloading and transfer of milk</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC1.</b> ensure that all the equipment and reagents for milk testing are ready for milk collection	-	-	-	-
<b>PC2.</b> ensure that cans for receiving milk are clean and rinsed, applied with filter	-	-	-	-
<b>PC3.</b> carry out organoleptic tests of milk and identify doubtful milk	-	-	-	-
<b>PC4.</b> collect a sample of milk and test for acceptability	-	-	-	-
<b>PC5.</b> ensure that the milk is properly measured, filtered and poured in can	-	-	-	-
<b>PC6.</b> brief the producers use of appropriate type of vessel for handling	-	-	-	-
<b>PC7.</b> take appropriate measures to maintain the quality of collected milk	-	-	-	-
<i>Milk testing recording and dispatch</i>	<b>20</b>	<b>20</b>	-	<b>10</b>
<b>PC8.</b> test and record the electronic data such as weight, FAT/SNF into computer	-	-	-	-
<b>PC9.</b> print-electronic slip containing weight, fat, SNF, and price of milk and handover to producers for reference	-	-	-	-
<b>PC10.</b> generate shift end summary of milk collected	-	-	-	-
<b>PC11.</b> hand over milk to transporter as per SOP and generate dispatch report	-	-	-	-
<b>PC12.</b> calculate difference between milk collected and dispatch, ascertain reasons for losses if any and control the losses	-	-	-	-
<b>PC13.</b> ensure that the identified adulterated milk owner is properly briefed about importance of quality of milk	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> shut down the system as per manufacturer guidelines	-	-	-	-
<b>PC15.</b> clean milk analyser as per SOP	-	-	-	-
<b>PC16.</b> clean all the equipment after collection, dispose of sample milk, store records and chemicals to their respective locations	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>40</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4207
<b>NOS Name</b>	Carry Out Milk Collection Activities
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# AGR/N4208: Complete Documentation, Record Keeping and Payments Related to Milk Collection Operations

## Description

This OS unit is about documentation process, maintaining records, and ensure on-time payment to farmers/suppliers for the procured milk at the milk collection center

## Scope

The scope covers the following :

- Documentation of essential records for milk collection
- Milk Payment Mechanism

## Elements and Performance Criteria

### *Documentation of essential records for milk collection*

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

- PC1.** ensure that records of milk collection and statutory documents are maintained up-to-date
- PC2.** maintain shift-wise collections, dispatch and Fat/SNF balance records
- PC3.** maintain records of milk procurement ,prices and farmer codes.
- PC4.** maintain sales data, sales proceeds, expenses, and calculate profitability
- PC5.** maintain a record of input services and other activities conducted in the village
- PC6.** verify the documents and track details in cases of concerns
- PC7.** maintain records of system repairs, calibration, and price chart changes as per parent organization policy
- PC8.** maintain organization-related and legal records - Bye-laws, legal meterology, audit reports, membership, meeting proceedings and shares records

### *Milk payment mechanism*

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

- PC9.** ensure that the amount payable to the farmer is calculated based on FAT content, weight and SNF levels and even include incentive/penalty system
- PC10.** prepare producer-wise and consolidated payment as per payment cycle and also maintain individual and general ledger
- PC11.** carry out withdrawal of cash from bank and make payment to farmers/suppliers on the due date
- PC12.** support for proper governance of the DCS/Group
- PC13.** adhere to principles of cooperatives/SHGs
- PC14.** promote collective bargaining and learning
- PC15.** arrange for CMP and productivity enhancement services to the producer members
- PC16.** ensure that proper transparency is maintained during milk collection, testing and payment
- PC17.** maintain a grievance register to record grievances from suppliers/farmers and arrange redressal

## Qualification Pack

- PC18.** organize monthly/quarterly/half-yearly meetings with the producer members to address their concerns
- PC19.** liaise with parent organization to mobilize required support and services as required

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** code of business conduct
- KU2.** their job responsibilities/duties and standard operating procedures in milk collection centres
- KU3.** documentation system followed in the organization like loading and unloading chart, storage chart, storage parameter chart, etc.
- KU4.** basic computer knowledge and emailing skills
- KU5.** details to be recorded and maintained on preventive maintenance, routine checks, service, repairs, replacements, etc.
- KU6.** methods of milk pricing
- KU7.** detection of adulteration in milk
- KU8.** basic mathematics and accounting skills
- KU9.** steps to be taken for ensuring transparency to build trust among the members
- KU10.** grievance handling methods

### Generic Skills (GS)

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

- GS1.** note down observations (if any) related to the milk collection
- GS2.** write information documents to internal departments/internal teams
- GS3.** read and interpret design, drawings and construction of the collection facility
- GS4.** read internal information documents sent by internal teams
- GS5.** attentively listen and comprehend the information given by the speaker
- GS6.** analyze critical points in day-to-day tasks through experience and observation and identify control measures to solve the issue
- GS7.** handle the issues in case the designated person is not available
- GS8.** plan and prioritize the demand order based on the instructions received
- GS9.** plan to utilize time and equipment effectively
- GS10.** organize all process/equipment manuals so as to access information easily
- GS11.** understand customer requirements and their priority and respond as per their needs
- GS12.** support the regional milk procurement manager in solving problems by detailing out problems
- GS13.** discuss the possible solutions with the regional milk procurement manager for problem-solving
- GS14.** apply domain information about maintenance processes and technical knowledge about tools and equipment

## Qualification Pack

- GS15.** use common sense and make judgments on day-to-day basis
- GS16.** use reasoning skills to identify and resolve basic problems
- GS17.** use intuition to detect any potential problems which could arise during operations
- GS18.** use acquired knowledge of the process for identifying and handling issues

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Documentation of essential records for milk collection</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC1.</b> ensure that records of milk collection and statutory documents are maintained up-to-date	-	-	-	-
<b>PC2.</b> maintain shift-wise collections, dispatch and Fat/SNF balance records	-	-	-	-
<b>PC3.</b> maintain records of milk procurement ,prices and farmer codes.	-	-	-	-
<b>PC4.</b> maintain sales data, sales proceeds, expenses, and calculate profitability	-	-	-	-
<b>PC5.</b> maintain a record of input services and other activities conducted in the village	-	-	-	-
<b>PC6.</b> verify the documents and track details in cases of concerns	-	-	-	-
<b>PC7.</b> maintain records of system repairs, calibration, and price chart changes as per parent organization policy	-	-	-	-
<b>PC8.</b> maintain organization-related and legal records – Bye-laws, legal meterology, audit reports, membership, meeting proceedings and shares records	-	-	-	-
<i>Milk payment mechanism</i>	<b>24</b>	<b>23</b>	-	<b>13</b>
<b>PC9.</b> ensure that the amount payable to the farmer is calculated based on FAT content, weight and SNF levels and even include incentive/penalty system	-	-	-	-
<b>PC10.</b> prepare producer-wise and consolidated payment as per payment cycle and also maintain individual and general ledger	-	-	-	-
<b>PC11.</b> carry out withdrawal of cash from bank and make payment to farmers/suppliers on the due date	-	-	-	-
<b>PC12.</b> support for proper governance of the DCS/Group	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> adhere to principles of cooperatives/SHGs	-	-	-	-
<b>PC14.</b> promote collective bargaining and learning	-	-	-	-
<b>PC15.</b> arrange for CMP and productivity enhancement services to the producer members	-	-	-	-
<b>PC16.</b> ensure that proper transparency is maintained during milk collection, testing and payment	-	-	-	-
<b>PC17.</b> maintain a grievance register to record grievances from suppliers/farmers and arrange redressal	-	-	-	-
<b>PC18.</b> organize monthly/quarterly/half-yearly meetings with the producer members to address their concerns	-	-	-	-
<b>PC19.</b> liaise with parent organization to mobilize required support and services as required	-	-	-	-
<b>NOS Total</b>	<b>39</b>	<b>38</b>	<b>-</b>	<b>23</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4208
<b>NOS Name</b>	Complete Documentation, Record Keeping and Payments Related to Milk Collection Operations
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

### AGR/N4224: Operate and Maintain the Automatic Milk Collection Unit

#### Description

This OS unit is about operation and routine maintenance of the Automatic Milk Collection Unit (AMCU)

#### Scope

The scope covers the following :

- Operation of the AMCU
- Routine maintenance of the AMCU

#### Elements and Performance Criteria

##### *Operation of the AMCU*

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

- PC1.** identify different components of the AMCU
- PC2.** use AMCU for instant weighing of milk, measuring fat, SNF & water content
- PC3.** carry out transferring data online to parent organization

##### *Routine maintenance of the AMCU*

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

- PC4.** clean the milk analyser display for clear view of the readings
- PC5.** carry out routine maintenance of the AMCU as per manufacturers guidelines
- PC6.** report any problem in the AMCU timely to the concerned authority

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the precaution measures to be taken while operating and maintaining the AMCU
- KU2.** appropriate weighing and sampling techniques of milk
- KU3.** different components of AMCU and their functioning
- KU4.** basics of software application automatic milk collection unit (AMCU)
- KU5.** correct periodic cleaning procedures of the analyzer
- KU6.** basic FSSAI compliances to be followed while operating AMCU

#### Generic Skills (GS)

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

- GS1.** note down observations (if any) related to the milk collection
- GS2.** read the relevant literature to get latest updates about AMCU
- GS3.** communicate politely and professionally

## Qualification Pack

- GS4.** plan tasks for effective use of time
- GS5.** identify possible disruptions to work and take appropriate preventive measures
- GS6.** evaluate all possible solutions to a problem to select the best one

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operation of the AMCU</i>	<b>20</b>	<b>18</b>	-	<b>18</b>
<b>PC1.</b> identify different components of the AMCU	-	-	-	-
<b>PC2.</b> use AMCU for instant weighing of milk, measuring fat, SNF & water content	-	-	-	-
<b>PC3.</b> carry out transferring data online to parent organization	-	-	-	-
<i>Routine maintenance of the AMCU</i>	<b>20</b>	<b>16</b>	-	<b>8</b>
<b>PC4.</b> clean the milk analyser display for clear view of the readings	-	-	-	-
<b>PC5.</b> carry out routine maintenance of the AMCU as per manufacturers guidelines	-	-	-	-
<b>PC6.</b> report any problem in the AMCU timely to the concerned authority	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>34</b>	-	<b>26</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4224
<b>NOS Name</b>	Operate and Maintain the Automatic Milk Collection Unit
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

# AGR/N4209: Ensure Safety, Hygiene and Sanitation at Milk Collection Center

## Description

This OS unit is about maintaining safety, hygiene and sanitation at the milk collection center.

## Scope

The scope covers the following :

- Safety and sanitation during milk collection and storage
- Ensure personal hygiene
- Cleanliness, protection and upkeep of the milk collection center

## Elements and Performance Criteria

### *Safety and sanitation during milk collection and storage*

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

- PC1.** clean and sanitize the milk collection area with approved detergents and sanitizers as per SOP
- PC2.** comply with safety and hygiene procedures suggested by the parent organization
- PC3.** clean, maintain, and monitor milk collection equipment periodically
- PC4.** use safety equipment such as fire extinguisher, first aid kit and eye-wash solution when required
- PC5.** identify, document and report problems of rodents and pests during milk collection and storage
- PC6.** carry out workplace checklist audits before and after milk collection and storage to ensure safety and hygiene

### *Ensure personal hygiene*

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

- PC7.** assist farmers and milk man's to follow personal hygiene guidelines
- PC8.** ensure the display of correct hand washing signs and/or posters at the collection center
- PC9.** ensure that milk is not handled if there are any open wounds or sores especially on the hands and arms
- PC10.** ensure that govt guidelines pertaining to covid are strictly followed

### *Cleanliness and protection of the milk collection center*

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

- PC11.** ensure no smoking, no tobacco chewing, and no spitting sign boards are displayed at milk collection center
- PC12.** ensure that stray dogs/cats are avoided entering the milk collection center
- PC13.** ensure that there is adequate protection measures are being taken to keep milk collection center free from flies, mosquitos, birds, rodents, etc
- PC14.** ensure that there is no accumulation of waste and water around the center

## Qualification Pack

- PC15.** ensure that the milk collection area is not used for washing hands
- PC16.** check that no open and loose wires are hanging in the milk collection area

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the safety measures to be followed during milk collection
- KU2.** personal safety and hygiene standards centrally followed by the organization
- KU3.** the physical, chemical and biological hazards and methods for prevention of various hazards
- KU4.** different types of sanitizers used for cleaning milk collection area and equipment and the procedure to use
- KU5.** labelling/marketing requirements for chemicals, sanitizers, refrigerant gases and storing in designated area
- KU6.** cleaning and sanitation of equipment and work area
- KU7.** how to maintain safety checklists for all equipment and follow the checklist
- KU8.** common rodent and pest management techniques

### Generic Skills (GS)

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

- GS1.** write relevant notes and reports
- GS2.** read instruction manuals and procedures for personal safety and hygiene
- GS3.** report problems to the appropriate personnel in a timely manner
- GS4.** support the regional milk procurement manager in solving problems by detailing out problems
- GS5.** apply domain information about maintenance processes and technical knowledge about tools and equipment
- GS6.** use reasoning skills to identify and resolve basic problems

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Safety and sanitation during milk collection and storage</i>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>PC1.</b> clean and sanitize the milk collection area with approved detergents and sanitizers as per SOP	-	-	-	-
<b>PC2.</b> comply with safety and hygiene procedures suggested by the parent organization	-	-	-	-
<b>PC3.</b> clean, maintain, and monitor milk collection equipment periodically	-	-	-	-
<b>PC4.</b> use safety equipment such as fire extinguisher, first aid kit and eye-wash solution when required	-	-	-	-
<b>PC5.</b> identify, document and report problems of rodents and pests during milk collection and storage	-	-	-	-
<b>PC6.</b> carry out workplace checklist audits before and after milk collection and storage to ensure safety and hygiene	-	-	-	-
<i>Ensure personal hygiene</i>	<b>9</b>	<b>8</b>	-	<b>5</b>
<b>PC7.</b> assist farmers and milk man's to follow personal hygiene guidelines	-	-	-	-
<b>PC8.</b> ensure the display of correct hand washing signs and/or posters at the collection center	-	-	-	-
<b>PC9.</b> ensure that milk is not handled if there are any open wounds or sores especially on the hands and arms	-	-	-	-
<b>PC10.</b> ensure that govt guidelines pertaining to covid are strictly followed	-	-	-	-
<i>Cleanliness and protection of the milk collection center</i>	<b>23</b>	<b>18</b>	-	<b>12</b>
<b>PC11.</b> ensure no smoking, no tobacco chewing, and no spitting sign boards are displayed at milk collection center	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> ensure that stray dogs/cats are avoided entering the milk collection center	-	-	-	-
<b>PC13.</b> ensure that there is adequate protection measures are being taken to keep milk collection center free from flies, mosquitos, birds, rodents, etc	-	-	-	-
<b>PC14.</b> ensure that there is no accumulation of waste and water around the center	-	-	-	-
<b>PC15.</b> ensure that the milk collection area is not used for washing hands	-	-	-	-
<b>PC16.</b> check that no open and loose wires are hanging in the milk collection area	-	-	-	-
<b>NOS Total</b>	<b>42</b>	<b>36</b>	-	<b>22</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4209
<b>NOS Name</b>	Ensure Safety, Hygiene and Sanitation at Milk Collection Center
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/03/2022
<b>Next Review Date</b>	31/03/2025
<b>NSQC Clearance Date</b>	31/03/2022

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

- PC3.** 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.
- PC4.** follow environmentally sustainable practices

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

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** 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

##### *Basic English Skills*

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

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** 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:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** 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:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** 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:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** 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:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** 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.** 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 and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** 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

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

## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- 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

## Qualification Pack

### 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> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> 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	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/05/2024
<b>NSQC Clearance Date</b>	27/05/2021

## 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) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training centre (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criterion.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.

## Qualification Pack

7. 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/N4206.Prepare the milk collection center for operations	40	39	0	21	100	20
AGR/N4207.Carry Out Milk Collection Activities	40	40	0	20	100	20
AGR/N4208.Complete Documentation, Record Keeping and Payments Related to Milk Collection Operations	39	38	0	23	100	15
AGR/N4224.Operate and Maintain the Automatic Milk Collection Unit	40	34	0	26	100	20
AGR/N4209.Ensure Safety, Hygiene and Sanitation at Milk Collection Center	42	36	0	22	100	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>221</b>	<b>217</b>	<b>-</b>	<b>112</b>	<b>550</b>	<b>100</b>

## Qualification Pack

### 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

## Qualification Pack

### 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.

## Qualification Pack

<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.