

## Qualification Pack



# Commodity Account Manager

QP Code: AGR/Q7906

Version: 2.0

NSQF Level: 5

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## Qualification Pack

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### AGR/Q7906: Commodity Account Manager

#### Brief Job Description

A Commodity Account Manager is responsible for maintaining accounting records concerning commodity transactions, such as invoices, cash receipts, general ledger, journals, etc. The individual is also responsible for coordinating payments and audits of accounting records. The person also maintains client relationships within the accounting domain

#### Personal Attributes

The individual should have good analytical and coordination skills. The person should have good written and verbal communication skills with numerical abilities.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [AGR/N7918: Maintain and store the accounting records](#)
2. [AGR/N7919: Coordinate the payments and audits and maintain customer relationships](#)
3. [AGR/N9911: Ensure adherence to health and safety guidelines at work](#)
4. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Industries
<b>Occupation</b>	Commodity Management
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Credits</b>	17
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1324

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<b>Minimum Educational Qualification &amp; Experience</b>	Completed 2nd year of UG (UG Diploma) OR Pursuing 2nd year of UG (and continuous education) OR Completed 2nd year diploma after 12th OR Pursuing 2nd year of 2-year diploma after 12th OR Previous relevant Qualification of NSQF Level (4) (and with minimum education as 8th grade pass) with 3 Years of experience in the relevant field OR Previous relevant Qualification of NSQF Level (4.5) (with 1.5 years of relevant experience)
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	29/03/2026
<b>NSQC Approval Date</b>	29/03/2023
<b>Version</b>	2.0
<b>Reference code on NQR</b>	QG-05-AG-00354-2023-V1-ASCI
<b>NQR Version</b>	1

## Qualification Pack

### AGR/N7918: Maintain and store the accounting records

#### Description

This OS unit is about maintaining and storing accounting records concerning commodity management.

#### Scope

The scope covers the following :

- Maintain the accounting records
- Store the accounting records safely

#### Elements and Performance Criteria

##### *Maintain the accounting records*

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

- PC1.** maintain the itemized record of the organization's sales and purchases of commodities
- PC2.** record the correct commodity code, date and time, lead time, quantity, cost and other relevant information concerning purchase orders in the data entry system
- PC3.** record sales order entries serially into the system containing the appropriate information, e.g. description and quantity of commodities, date and time of order, client details, price, etc.
- PC4.** maintain the record of received and tendered deliveries
- PC5.** maintain the general ledger, journals, and cash book accounts with the necessary details
- PC6.** manage the supply and service agreements as per the organizational standards
- PC7.** use the appropriate computer software to maintain electronic records
- PC8.** evaluate the records to ensure they are up-to-date, complete and accurate
- PC9.** conduct a regular review of the records as per the organizational policies
- PC10.** ensure to maintain the appropriate accounting records in compliance with the applicable regulations

##### *Store the accounting records safely*

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

- PC11.** identify ways to store all the accounting records safely
- PC12.** arrange the necessary infrastructure for the storage of records
- PC13.** maintain the electronic backup of all the documents and records to prevent accidental loss
- PC14.** ensure that only authorized personnel have access to the accounting documents and records
- PC15.** maintain the accounting filing system systematically to allow easy retrieval of documents

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the use of book-keeping and accounting systems

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- KU2.** the relevant accounting and mathematical concepts
- KU3.** applicable reporting requirements
- KU4.** the process of maintaining the itemized records of the organization's sales and purchases of commodities
- KU5.** the importance of recording the correct commodity code, date and time, lead time, quantity, cost and other relevant information concerning purchase orders in the data entry system
- KU6.** how to maintain the record of sales orders and received and tendered deliveries
- KU7.** the requirement of maintaining the general ledger, journals, and cash book accounts with the necessary details
- KU8.** the use of appropriate computer software to maintain electronic records
- KU9.** the importance of evaluating the records to ensure they are up-to-date, complete and accurate
- KU10.** the importance of conducting a regular review of records and maintaining them in compliance with the applicable regulations
- KU11.** how to store physical documents safely and the necessary infrastructure required for the purpose
- KU12.** the importance of maintaining the electronic backup of all the documents and records to prevent accidental loss
- KU13.** the importance of placing access controls to ensure only authorized personnel have access to the accounting documents and records
- KU14.** the importance of maintaining the accounting filing system systematically
- KU15.** how to prepare financial reports and accounting journals

## Generic Skills (GS)

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

- GS1.** maintain work-related notes and records
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** listen attentively to understand the information being shared
- GS4.** communicate politely and professionally
- GS5.** plan and prioritize tasks to ensure timely completion
- GS6.** take quick decisions to deal with workplace emergencies/ accidents
- GS7.** identify possible disruptions to work and take appropriate preventive measures

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain the accounting records</i>	<b>18</b>	<b>22</b>	-	<b>14</b>
<b>PC1.</b> maintain the itemized record of the organization's sales and purchases of commodities	-	-	-	-
<b>PC2.</b> record the correct commodity code, date and time, lead time, quantity, cost and other relevant information concerning purchase orders in the data entry system	-	-	-	-
<b>PC3.</b> record sales order entries serially into the system containing the appropriate information, e.g. description and quantity of commodities, date and time of order, client details, price, etc.	-	-	-	-
<b>PC4.</b> maintain the record of received and tendered deliveries	-	-	-	-
<b>PC5.</b> maintain the general ledger, journals, and cash book accounts with the necessary details	-	-	-	-
<b>PC6.</b> manage the supply and service agreements as per the organizational standards	-	-	-	-
<b>PC7.</b> use the appropriate computer software to maintain electronic records	-	-	-	-
<b>PC8.</b> evaluate the records to ensure they are up-to-date, complete and accurate	-	-	-	-
<b>PC9.</b> conduct a regular review of the records as per the organizational policies	-	-	-	-
<b>PC10.</b> ensure to maintain the appropriate accounting records in compliance with the applicable regulations	-	-	-	-
<i>Store the accounting records safely</i>	<b>12</b>	<b>18</b>	-	<b>16</b>
<b>PC11.</b> identify ways to store all the accounting records safely	-	-	-	-
<b>PC12.</b> arrange the necessary infrastructure for the storage of records	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> maintain the electronic backup of all the documents and records to prevent accidental loss	-	-	-	-
<b>PC14.</b> ensure that only authorized personnel have access to the accounting documents and records	-	-	-	-
<b>PC15.</b> maintain the accounting filing system systematically to allow easy retrieval of documents	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	-	<b>30</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N7918
<b>NOS Name</b>	Maintain and store the accounting records
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Industries
<b>Occupation</b>	Commodity Management
<b>NSQF Level</b>	5
<b>Credits</b>	5
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Qualification Pack

# AGR/N7919: Coordinate the payments and audits and maintain customer relationships

## Description

This OS unit is about coordinating the payments and audits. It also covers maintaining customer relationships.

## Scope

The scope covers the following :

- Coordinate the payments
- Coordinate the audit of accounting records
- Maintain client relationships

## Elements and Performance Criteria

### *Track the payments*

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

- PC1.** carry out payments to the relevant parties as per the accounts payable
- PC2.** prepare and issue the financial statements to the relevant parties, as requested
- PC3.** follow up with the clients and debtors to ensure timely receipt of due payments
- PC4.** track and forecast the key commodity account metrics
- PC5.** conduct periodic reconciliation of all the accounts to ensure correct entries and accuracy
- PC6.** prepare the relevant accounting reports at appropriate intervals, e.g. monthly and quarterly and present them to the relevant stakeholders
- PC7.** identify the appropriate course of action to be taken through deliberations upon the reports with the stakeholders, e.g. closure of accounts going into loss above the agreed threshold

### *Coordinate the audit of accounting records*

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

- PC8.** arrange for the audit of organizational accounting records in compliance with the applicable regulatory requirements
- PC9.** coordinate with the external auditors for the audit of accounting records
- PC10.** record the feedback of external auditors
- PC11.** implement the corrective actions recommended by the external auditors

### *Maintain client relationships*

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

- PC12.** assist the clients with information concerning the relevant commodities, sales orders, Purchase Orders (PO), status reports, etc.
- PC13.** coordinate purchase orders between the operations department and clients
- PC14.** monitor the inventory and shipping of commodities and assist clients with the information
- PC15.** identify the scope of improvement in services by taking client feedback using appropriate feedback mechanisms

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**PC16.** implement the client feedback to improve the quality of service

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of tracking payments and reconciling them periodically
- KU2.** how to track and forecast the key commodity account metrics
- KU3.** the importance of preparing the relevant accounting reports at appropriate intervals and deliberate upon them with the relevant stakeholders
- KU4.** the importance of arranging regular audits by an independent auditor to ensure the completion, accuracy and up-to-date status of all the relevant records and documents
- KU5.** the applicable regulatory requirements concerning the audit of accounting records
- KU6.** the importance of recording and implementing the feedback of external auditor
- KU7.** the importance and process of tracking sales and purchase orders and providing updated information to clients
- KU8.** the procedures for data entry and publishing account statements

### Generic Skills (GS)

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

- GS1.** maintain work-related notes and records
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** listen attentively to understand the information being shared
- GS4.** communicate politely and professionally
- GS5.** plan and prioritize tasks to ensure timely completion
- GS6.** take quick decisions to deal with workplace emergencies/ accidents
- GS7.** identify possible disruptions to work and take appropriate preventive measures

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Track the payments</i>	<b>14</b>	<b>18</b>	-	<b>14</b>
<b>PC1.</b> carry out payments to the relevant parties as per the accounts payable	-	-	-	-
<b>PC2.</b> prepare and issue the financial statements to the relevant parties, as requested	-	-	-	-
<b>PC3.</b> follow up with the clients and debtors to ensure timely receipt of due payments	-	-	-	-
<b>PC4.</b> track and forecast the key commodity account metrics	-	-	-	-
<b>PC5.</b> conduct periodic reconciliation of all the accounts to ensure correct entries and accuracy	-	-	-	-
<b>PC6.</b> prepare the relevant accounting reports at appropriate intervals, e.g. monthly and quarterly and present them to the relevant stakeholders	-	-	-	-
<b>PC7.</b> identify the appropriate course of action to be taken through deliberations upon the reports with the stakeholders, e.g. closure of accounts going into loss above the agreed threshold	-	-	-	-
<i>Coordinate the audit of accounting records</i>	<b>8</b>	<b>11</b>	-	<b>8</b>
<b>PC8.</b> arrange for the audit of organizational accounting records in compliance with the applicable regulatory requirements	-	-	-	-
<b>PC9.</b> coordinate with the external auditors for the audit of accounting records	-	-	-	-
<b>PC10.</b> record the feedback of external auditors	-	-	-	-
<b>PC11.</b> implement the corrective actions recommended by the external auditors	-	-	-	-
<i>Maintain client relationships</i>	<b>8</b>	<b>11</b>	-	<b>8</b>
<b>PC12.</b> assist the clients with information concerning the relevant commodities, sales orders, Purchase Orders (PO), status reports, etc.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> coordinate purchase orders between the operations department and clients	-	-	-	-
<b>PC14.</b> monitor the inventory and shipping of commodities and assist clients with the information	-	-	-	-
<b>PC15.</b> identify the scope of improvement in services by taking client feedback using appropriate feedback mechanisms	-	-	-	-
<b>PC16.</b> implement the client feedback to improve the quality of service	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	<b>-</b>	<b>30</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N7919
<b>NOS Name</b>	Coordinate the payments and audits and maintain customer relationships
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Industries
<b>Occupation</b>	Commodity Management
<b>NSQF Level</b>	5
<b>Credits</b>	4
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

- Ensure health and safety
- Deal with emergencies at work

#### Elements and Performance Criteria

##### *Ensure health and safety*

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

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

##### *Deal with emergencies at work*

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

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

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### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** various practices to ensure personal health and safety at the workplace
- KU2.** the importance of ensuring the use of PPE such as gloves, hairnet, mask, earplug, goggles and shoes at the workplace
- KU3.** the importance of ensuring that PPE, emergency equipment and first-aid kit at the workplace are up to date
- KU4.** the importance and process of sanitising various machineries, tools, equipment and the work before and after the use
- KU5.** safe handling of hazardous materials such as chemicals and flammable objects
- KU6.** the process of identifying health and safety hazards at the workplace and taking appropriate preventive measures
- KU7.** the importance of ensuring that only authorised personnel have access to hazardous work areas
- KU8.** the importance and process of arranging regular workplace audits to ensure safe working conditions
- KU9.** the correct action to be taken to deal with workplace emergencies such as fire, accidents, disease outbreak or natural calamities
- KU10.** the process of providing first aid and requesting further medical assistance
- KU11.** safe use of the emergency equipment as per the manufacturer's instructions
- KU12.** the process of reporting workplace emergencies/ accidents to the relevant authority in compliance with the organisational and regulatory requirements

### Generic Skills (GS)

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

- GS1.** maintain work-related notes and records
- GS2.** communicate clearly and politely with co-workers and clients
- GS3.** read the relevant literature to get information about the latest developments in the field of work
- GS4.** plan and prioritise tasks to ensure timely completion
- GS5.** take quick decisions to deal with workplace emergencies/ accidents
- GS6.** listen attentively to understand the information being shared by the speaker
- GS7.** identify possible disruptions to work and take appropriate preventive measures
- GS8.** co-ordinate with the co-workers to achieve the work objectives
- GS9.** evaluate all possible solutions to a problem to select the best one

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### Assessment Criteria

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

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

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### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values - Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

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

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

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

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- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

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- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services

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- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## 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> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</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>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</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	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

### Qualification Pack

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

### Qualification Pack

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

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</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/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	29/03/2026
<b>NSQC Clearance Date</b>	29/03/2023

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

**Minimum Aggregate Passing % at QP Level : 70**

## Qualification Pack

**(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/N7918.Maintain and store the accounting records	30	40	0	30	100	45
AGR/N7919.Coordinate the payments and audits and maintain customer relationships	30	40	0	30	100	45
AGR/N9911.Ensure adherence to health and safety guidelines at work	30	40	-	30	100	5
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>110</b>	<b>150</b>	<b>-</b>	<b>90</b>	<b>350</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>	<p>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.</p>
<b>Organisational Context</b>	<p>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.</p>
<b>Technical Knowledge</b>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<b>Core Skills/ Generic Skills (GS)</b>	<p>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.</p>
<b>Electives</b>	<p>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.</p>
<b>Options</b>	<p>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.</p>