

## Qualification Pack



# Milk Procurement & Input Supervisor

QP Code: AGR/Q4201

Version: 3.0

NSQF Level: 5

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## Qualification Pack

### AGR/Q4201: Milk Procurement & Input Supervisor

#### Brief Job Description

A Milk Procurement & Input Supervisor is responsible for supporting Dairy Cooperative Societies (DCS)/ Producer Institutions (PI) as a sustainable unit along with optimization of transportation cost of milk tankers/trucks. The individual also ensures that the shortest transportation routes are put in use so that milk reaches the dairy plant in the shortest possible time to preserve the quality of milk.

#### Personal Attributes

A Milk Procurement & Input Supervisor 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. In addition, the individual must have stamina and professional hygiene.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [AGR/N4225: Organize Sustainable Milk Producers Institutions in villages](#)
2. [AGR/N4226: Organize and establish milk procurement network](#)
3. [AGR/N4227: Implement clean milk production and quality assurance systems](#)
4. [AGR/N4228: Operationalize milk collection systems](#)
5. [AGR/N4229: Implement milk production enhancement activities](#)
6. [AGR/N4230: Inventory management of milk transported](#)
7. [AGR/N4231: Maintain Health & Safety at all levels of operations](#)
8. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>Country</b>	India

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<b>NSQF Level</b>	5
<b>Credits</b>	16
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL
<b>Minimum Educational Qualification &amp; Experience</b>	<p>Completed 2nd year of UG (UG Diploma) OR Pursuing 2nd year of UG (and continuous education) OR Completed 2nd year diploma after 12th OR Pursuing 2nd year of 2-year diploma after 12th OR 12th pass with 1 year Vocational Education &amp; training (NTC or NAC or CITS) OR Completed 3 year diploma after 10th with 1 Year of experience relevant experience OR 12th grade Pass with 2 Years of experience relevant experience OR 10th grade pass with 4 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 4 and with minimum education as 8th Grade pass) with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 4.5 with 1.5- year relevant experience)</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	20 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-05-AG-00332-2023-V1.1-ASCI
<b>NQR Version</b>	1.1

## Qualification Pack

### AGR/N4225: Organize Sustainable Milk Producers Institutions in villages

#### Description

This OS is about the organization of milk producers institutions like Dairy Cooperative Societies affiliations to producers companies and self-help groups

#### Scope

The scope covers the following :

- Organize sustainable Milk Producers Institutions

#### Elements and Performance Criteria

##### *Organise sustainable Milk Producers Institutions.*

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

- PC1.** collate sources of secondary data and scrutinize data for organization
- PC2.** undertake survey of area for planning network of Milk Producers Institutions
- PC3.** conduct survey of village to assess potential for organization of a PI
- PC4.** identify potential members for the PI
- PC5.** set-up mass meeting of milk producers and identify promoter
- PC6.** organize milk producer institutions meeting to select secretary/VSP
- PC7.** organize MPI under the relevant legal framework
- PC8.** complete documentation for registration of PI
- PC9.** ensure that periodic meetings of the PI are held as per legal provisions
- PC10.** train and enable the secretary of PI to conduct meetings, record proceedings, and on the reporting system
- PC11.** ensure the secretary reports the problems to concerned authorities

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures of the Milk Producer Institutions
- KU2.** relevant health and safety requirements applicable to the work environment
- KU3.** their own job role, responsibilities, and sources for information pertaining to the Milk producer Institutions
- KU4.** who to approach for support in order to obtain work-related information and clarifications
- KU5.** the impact of not following the health, hygiene, safety, legislation, policies, procedures, and standards on members and the business stakeholders of Milk producer Institutions
- KU6.** the legal provisions and laws governing different types of Producers Institutions
- KU7.** how to plan and conduct surveys and analyze survey data with respect to its objectives
- KU8.** the procedures for conducting mass meetings, managing committee meetings, etc.

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- KU9.** methods for conducting surveys, meetings
- KU10.** required training skills
- KU11.** importance and use of different media for communication
- KU12.** concept, purpose, organization, working, and management of PI
- KU13.** role of women in milk production and the importance of their involvement in PIs
- KU14.** various records of PI- membership, proceedings book
- KU15.** qualifications and qualities of VSP/secretary

## Generic Skills (GS)

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

- GS1.** record data required for record-keeping purposes
- GS2.** write descriptions and details about incidents in reports
- GS3.** use of electronic communication media email and SMS
- GS4.** read secondary data and procedures
- GS5.** use communication media and equipment
- GS6.** communicate effectively with stakeholders
- GS7.** handle difficult situations during meetings
- GS8.** plan and schedule surveys, and meetings
- GS9.** meet the expectations of milk producer farmers
- GS10.** support PI secretary/VSP in delivery of his duties
- GS11.** analyze secondary data for the PI organization
- GS12.** shortlist and select candidates for PI secretary/ VSP
- GS13.** evaluate the possible solutions, and suggest the best possible solution

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organise sustainable Milk Producers Institutions.</i>	<b>40</b>	<b>31</b>	-	<b>29</b>
<b>PC1.</b> collate sources of secondary data and scrutinize data for organization	-	-	-	-
<b>PC2.</b> undertake survey of area for planning network of Milk Producers Institutions	-	-	-	-
<b>PC3.</b> conduct survey of village to assess potential for organization of a PI	-	-	-	-
<b>PC4.</b> identify potential members for the PI	-	-	-	-
<b>PC5.</b> set-up mass meeting of milk producers and identify promoter	-	-	-	-
<b>PC6.</b> organize milk producer institutions meeting to select secretary/VSP	-	-	-	-
<b>PC7.</b> organize MPI under the relevant legal framework	-	-	-	-
<b>PC8.</b> complete documentation for registration of PI	-	-	-	-
<b>PC9.</b> ensure that periodic meetings of the PI are held as per legal provisions	-	-	-	-
<b>PC10.</b> train and enable the secretary of PI to conduct meetings, record proceedings, and on the reporting system	-	-	-	-
<b>PC11.</b> ensure the secretary reports the problems to concerned authorities	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>31</b>	-	<b>29</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4225
<b>NOS Name</b>	Organize Sustainable Milk Producers Institutions in villages
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	1.0
<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/N4226: Organize and establish milk procurement network

#### Description

This OS is about organisation and establishment of efficient milk procurement network in the area

#### Scope

The scope covers the following :

- Organize milk collection centers
- Organize milk transportation routes

#### Elements and Performance Criteria

##### *Organize milk collection centers*

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

- PC1.** collect and analyze milk production data and estimate surplus milk in the village
- PC2.** identify channels of milk disposal for milk producers, purchase practices, rates offered by different agencies
- PC3.** identify and prepare room for milk collection
- PC4.** arrange milk collection and testing equipment and install it
- PC5.** train secretary/VSP in operation of equipment, milk collection, testing and dispatch
- PC6.** train VSP/secretary on maintenance of various records like Fat, SNF reading, register, etc. related to milk collection testing and payment
- PC7.** assist secretary in opening and operating bank account of PI
- PC8.** carry out milk sample testing to verify the quality and milk price offered by the producers
- PC9.** assist secretary/VSP in assigning members for various roles in PI such as milk collection, testing, and payment
- PC10.** start milk collection and train VSP/Secretary for running the milk collection center independently

##### *Organize milk transportation routes*

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

- PC11.** discover sources of secondary data like road network, understand, and extract data for organizing milk routes
- PC12.** plan milk transportation routes in the selected areas for effective transportation as required
- PC13.** prepare time table to dispatch milk in the selected milk transportation routes
- PC14.** select a transporter to transport milk through the defined milk transportation routes
- PC15.** arrange complete documents required for hiring of milk transport vehicles
- PC16.** carry out mapping of the milk route and update the same in the system and certify transport bills
- PC17.** arrange alternative transport of milk in case of accident of vehicle
- PC18.** train transportation staff and supervisor staff on their duties, responsibilities, documentation, measuring quantity and quality of milk before dispatch of milk

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- PC19.** solve frequent problems with the transport system
- PC20.** reorganize milk routes periodically
- PC21.** deal with shortage of milk during transport

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies and procedures in the workplace
- KU2.** relevant health and safety requirements at PI and transport level
- KU3.** their own job role, responsibilities and sources of information pertaining to transport operations
- KU4.** who to approach for support in order to obtain work-related information and clarifications
- KU5.** the impact of not following the legal, health, hygiene, safety and quality standards on producers, PP staff, transporters and the business
- KU6.** types of information required, its primary and secondary sources
- KU7.** right data collection techniques
- KU8.** meeting procedures at PI
- KU9.** importance and use of different types of media for communication and
- KU10.** proper communication process
- KU11.** audio-visual aids and their operation and maintenance
- KU12.** milk measurement and testing procedures
- KU13.** records related to PI, milk procurement at the collection point and transport of milk
- KU14.** the different road transportation routes to prepare and revise milk transportation routes
- KU15.** transport agreement and terms and conditions of transport
- KU16.** process for the hiring of vehicles for milk transport
- KU17.** legal documents required during the hiring of vehicle
- KU18.** how to prepare milk route time table
- KU19.** the milk sampling process under FSSAI
- KU20.** procedures for maintaining the quality of milk PP and transport level
- KU21.** commercial records of PP/MPCS like trading accounts, P&L account and Balance sheet
- KU22.** the audit process of cooperative societies, audit reports and compliance

## Generic Skills (GS)

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

- GS1.** maintain records of PI, milk collection and transport
- GS2.** provide solutions to PI secretaries and transporters
- GS3.** read the instruction on contracts, procedures, manuals for equipment, labels of testing chemicals, secondary data reports
- GS4.** communicate with VSPs, farmers, transporters and their staff, and deal with visitors

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- GS5.** survey of area and villages
- GS6.** organize PPs
- GS7.** plan and organize PPs and milk transportation routes
- GS8.** plan and schedule daily activities for self and reporting staff
- GS9.** identify the problem and seek advice on its remedy and provide the solution
- GS10.** analyze the information gathered from data, observations, interactions and experiences

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Organize milk collection centers</i>	<b>23</b>	<b>14</b>	-	<b>13</b>
<b>PC1.</b> collect and analyze milk production data and estimate surplus milk in the village	-	-	-	-
<b>PC2.</b> identify channels of milk disposal for milk producers, purchase practices, rates offered by different agencies	-	-	-	-
<b>PC3.</b> identify and prepare room for milk collection	-	-	-	-
<b>PC4.</b> arrange milk collection and testing equipment and install it	-	-	-	-
<b>PC5.</b> train secretary/VSP in operation of equipment, milk collection, testing and dispatch	-	-	-	-
<b>PC6.</b> train VSP/secretary on maintenance of various records like Fat, SNF reading, register, etc. related to milk collection testing and payment	-	-	-	-
<b>PC7.</b> assist secretary in opening and operating bank account of PI	-	-	-	-
<b>PC8.</b> carry out milk sample testing to verify the quality and milk price offered by the producers	-	-	-	-
<b>PC9.</b> assist secretary/VSP in assigning members for various roles in PI such as milk collection, testing, and payment	-	-	-	-
<b>PC10.</b> start milk collection and train VSP/Secretary for running the milk collection center independently	-	-	-	-
<i>Organize milk transportation routes</i>	<b>20</b>	<b>16</b>	-	<b>14</b>
<b>PC11.</b> discover sources of secondary data like road network, understand, and extract data for organizing milk routes	-	-	-	-
<b>PC12.</b> plan milk transportation routes in the selected areas for effective transportation as required	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> prepare time table to dispatch milk in the selected milk transportation routes	-	-	-	-
<b>PC14.</b> select a transporter to transport milk through the defined milk transportation routes	-	-	-	-
<b>PC15.</b> arrange complete documents required for hiring of milk transport vehicles	-	-	-	-
<b>PC16.</b> carry out mapping of the milk route and update the same in the system and certify transport bills	-	-	-	-
<b>PC17.</b> arrange alternative transport of milk in case of accident of vehicle	-	-	-	-
<b>PC18.</b> train transportation staff and supervisor staff on their duties, responsibilities, documentation, measuring quantity and quality of milk before dispatch of milk	-	-	-	-
<b>PC19.</b> solve frequent problems with the transport system	-	-	-	-
<b>PC20.</b> reorganize milk routes periodically	-	-	-	-
<b>PC21.</b> deal with shortage of milk during transport	-	-	-	-
<b>NOS Total</b>	<b>43</b>	<b>30</b>	-	<b>27</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4226
<b>NOS Name</b>	Organize and establish milk procurement network
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<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/N4227: Implement clean milk production and quality assurance systems

## Description

This OS is about ways of clean milk production and quality assurance systems at the producer, milk procurement center and transport level.

## Scope

The scope covers the following :

- Implement clean milk production systems at the farmer level
- Implement quality assurance systems at PP and the transport level

## Elements and Performance Criteria

### *Implement clean milk production systems at farmer level*

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

- PC1.** monitor sanitary condition and hygiene at animal housing and suggest measures for maintaining cleanliness
- PC2.** monitor and demonstrate the cleanliness of the milch animal
- PC3.** monitor and demonstrate personal hygiene of animal keeper and milker
- PC4.** ensure hygiene and sanitation practices are followed before-milking, during milking, and after milking
- PC5.** create awareness about mastitis, its control, care, and management of animals suffering from mastitis
- PC6.** ensure the cleanliness of utensils used for milking, keeping milk before delivery at a collection center
- PC7.** ensure the segregation of milk of animals suffering from mastitis and diseases to avoid cross contamination
- PC8.** ensure measures to reduce stress to the animal due to weather, housing, and environment are taken by the farmer

### *Implement quality assurance systems at PP and transport level*

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

- PC9.** supervise cleaning and sanitation at milk collection point and its surrounding
- PC10.** guide the farmers on the use of SS vessels for bringing milk to PP and explain ill effects of using plastic containers
- PC11.** train the VSP on rodent, fly, mosquito and vermin control at PP
- PC12.** supervise milk collection, testing and handling of equipment used at PP
- PC13.** ensure all the testing equipment, chemicals and glassware are available for the smooth running of milk testing operations
- PC14.** train VSP on milk testing procedures
- PC15.** ensure timely stamping and calibration of milk measuring and testing equipment at PPs

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- PC16.** ensure all the PPs and transporters are registered under Food Safety Act
- PC17.** check the cleanliness of milk cans delivered at PPs and provide feedback to dock staff
- PC18.** supervise the handling of collected milk at PP till dispatch and protection of high temperature, flies
- PC19.** monitor foreign material in milk delivered by farmers and collected milk at PPs and suggest appropriate measures
- PC20.** monitor the cleanliness of vehicle and staff, and train the transport staff on maintaining hygiene and cleanliness
- PC21.** ensure that the vehicle meets all the requirements to prevent milk from exposure to rain and heat
- PC22.** train the VSPs and transporters on requirements under Food Safety Act and procedure of milk sampling
- PC23.** train the VSP on detecting milk for its quality, freshness, and adulterants
- PC24.** scrutinize milk reception reports at the chilling center, provide feedback to VSP on deviations and ensure corrective measures
- PC25.** monitor vehicle and reception timings at the dock and take action in case of deviations
- PC26.** minimize the loss to the farmers, VSP and organization due to poor quality of milk
- PC27.** comply the relevant health and safety requirements applicable to the animal, milk, transport and work environment

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to monitor hygiene and sanitation at the farm, surrounding and animal
- KU2.** what is mastitis, its control and care during periods of mastitis
- KU3.** the milking procedures and care before, during and after milking
- KU4.** health and hygiene requirement of milk at all stages of production, collection, and transport
- KU5.** hygiene and sanitary practices in controlling rodent, vermin, mosquito, and flies
- KU6.** sources of foreign material in milk, its consequences and control
- KU7.** temperature control measures for milk at the farmer, PP and transport, and dock level
- KU8.** importance of segregating milk from animals suffering from mastitis and under antibiotic treatment
- KU9.** appropriate measures to reduce stress to the animal due to climate, environment and any other measures
- KU10.** modifications required in the milk transport vehicle for safety from high temperature, spillage, and rain, etc.
- KU11.** milk testing procedures for its organoleptic quality, composition, adulteration, and foreign matter, etc.
- KU12.** correct methods for disposing of waste after milk testing
- KU13.** the significance of expiry dates on chemicals and reagents
- KU14.** the possible sources of contamination to milk and how to identify and minimize damage
- KU15.** how to administer prescribed milk testing procedures

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- KU16.** how to prepare, handle and store milk testing solutions
- KU17.** the legislative requirements for handling, measurement and testing of milk
- KU18.** personal hygiene measures and safety precautions while milking, its testing and transport
- KU19.** reasons for maintaining records of cleanliness, testing measurements and compliances
- KU20.** the correct methods for disposing of waste
- KU21.** organizational policy in relation to quality assurance and one's responsibilities under different legislations

## Generic Skills (GS)

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

- GS1.** record the data that are required for record-keeping purpose
- GS2.** report problems to the appropriate personnel in a timely manner
- GS3.** write descriptions and details about incidents in reports
- GS4.** read instruction manuals for chemicals and equipment
- GS5.** read instructions on work orders and procedures
- GS6.** receive instructions and seek advice from supervisors and managers and deal with co-workers VSPs transporter, farmers and subordinates
- GS7.** choose appropriate work procedures
- GS8.** select appropriate hand tools and personal protection devices considering safety requirements, materials being used
- GS9.** schedule daily activities and drawing up priorities monitor start times and completion times and estimation of materials, equipment and assistance required for managing and completing operations
- GS10.** manage relationships with farmers, VSPs, transporters, co-workers, legal authorities and managers
- GS11.** monitor the hygiene and sanitation at all levels of operations
- GS12.** identify the causes of deviations from the normal trend
- GS13.** apply, analyze and evaluate the information gathered from observation, experience, reasoning or communication as a guide to thought and action
- GS14.** judge the safety of job sites and quality of equipment, chemicals, reagents, vehicles and vessels
- GS15.** assess the health and conditions of animals and personnel handling milk at all levels
- GS16.** identify problems immediately and take up solutions quickly

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement clean milk production systems at farmer level</i>	<b>14</b>	<b>12</b>	-	<b>16</b>
<b>PC1.</b> monitor sanitary condition and hygiene at animal housing and suggest measures for maintaining cleanliness	-	-	-	-
<b>PC2.</b> monitor and demonstrate the cleanliness of the milch animal	-	-	-	-
<b>PC3.</b> monitor and demonstrate personal hygiene of animal keeper and milker	-	-	-	-
<b>PC4.</b> ensure hygiene and sanitation practices are followed before-milking, during milking, and after milking	-	-	-	-
<b>PC5.</b> create awareness about mastitis, its control, care, and management of animals suffering from mastitis	-	-	-	-
<b>PC6.</b> ensure the cleanliness of utensils used for milking, keeping milk before delivery at a collection center	-	-	-	-
<b>PC7.</b> ensure the segregation of milk of animals suffering from mastitis and diseases to avoid cross contamination	-	-	-	-
<b>PC8.</b> ensure measures to reduce stress to the animal due to weather, housing, and environment are taken by the farmer	-	-	-	-
<i>Implement quality assurance systems at PP and transport level</i>	<b>22</b>	<b>18</b>	-	<b>18</b>
<b>PC9.</b> supervise cleaning and sanitation at milk collection point and its surrounding	-	-	-	-
<b>PC10.</b> guide the farmers on the use of SS vessels for bringing milk to PP and explain ill effects of using plastic containers	-	-	-	-
<b>PC11.</b> train the VSP on rodent, fly, mosquito and vermin control at PP	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> supervise milk collection, testing and handling of equipment used at PP	-	-	-	-
<b>PC13.</b> ensure all the testing equipment, chemicals and glassware are available for the smooth running of milk testing operations	-	-	-	-
<b>PC14.</b> train VSP on milk testing procedures	-	-	-	-
<b>PC15.</b> ensure timely stamping and calibration of milk measuring and testing equipment at PPs	-	-	-	-
<b>PC16.</b> ensure all the PPs and transporters are registered under Food Safety Act	-	-	-	-
<b>PC17.</b> check the cleanliness of milk cans delivered at PPs and provide feedback to dock staff	-	-	-	-
<b>PC18.</b> supervise the handling of collected milk at PP till dispatch and protection of high temperature, flies	-	-	-	-
<b>PC19.</b> monitor foreign material in milk delivered by farmers and collected milk at PPs and suggest appropriate measures	-	-	-	-
<b>PC20.</b> monitor the cleanliness of vehicle and staff, and train the transport staff on maintaining hygiene and cleanliness	-	-	-	-
<b>PC21.</b> ensure that the vehicle meets all the requirements to prevent milk from exposure to rain and heat	-	-	-	-
<b>PC22.</b> train the VSPs and transporters on requirements under Food Safety Act and procedure of milk sampling	-	-	-	-
<b>PC23.</b> train the VSP on detecting milk for its quality, freshness, and adulterants	-	-	-	-
<b>PC24.</b> scrutinize milk reception reports at the chilling center, provide feedback to VSP on deviations and ensure corrective measures	-	-	-	-
<b>PC25.</b> monitor vehicle and reception timings at the dock and take action in case of deviations	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC26.</b> minimize the loss to the farmers, VSP and organization due to poor quality of milk	-	-	-	-
<b>PC27.</b> comply the relevant health and safety requirements applicable to the animal, milk, transport and work environment	-	-	-	-
<b>NOS Total</b>	<b>36</b>	<b>30</b>	-	<b>34</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4227
<b>NOS Name</b>	Implement clean milk production and quality assurance systems
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<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/N4228: Operationalize milk collection systems

#### Description

This OS is about establishing systems of milk collection in villages and transport from villages to chilling centers.

#### Scope

The scope covers the following :

- Establishing milk procurement system in villages
- Operationalize milk transport system from villages to Chilling centers

#### Elements and Performance Criteria

##### *Establishing milk procurement system in villages*

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

- PC1.** complete formalities for providing milk collection equipment to PPs
- PC2.** install milk collection and testing system in the villages
- PC3.** carry out calibration of milk collection and testing equipment
- PC4.** train the VSP/ Secretary, on operation of PPs
- PC5.** attract the attention of milk producers through sample testing and different communication methods
- PC6.** establish necessary records at PP level, open producers' codes
- PC7.** arrange for opening the codes of PPs and transporters, and load rate charts in systems
- PC8.** carry out coding of milk cans and issue the same to PPs

##### *Operationalize milk transport system from villages to Chilling centers*

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

- PC9.** schedule milk collection and dispatch timings for all milk collections on the route
- PC10.** brief the transport staff on route, process, timings of milk lifting and delivery at dock
- PC11.** liaise with MCC staff on milk route and timings, etc.
- PC12.** position staff on PPs for support during initial days of start up
- PC13.** review after each shift to identify problems faced and arrange solutions
- PC14.** analyze reactions of competitors during incubation of start up

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies and procedures in the workplace
- KU2.** relevant health and safety requirements applicable to the work environment
- KU3.** their own job role, responsibilities and sources for information pertaining to the work

## Qualification Pack

- KU4.** who to approach for support in order to obtain work-related information and clarifications
- KU5.** the impact of not following the health, hygiene, safety, legislation, policies, procedures, and standards on members and the business stakeholders of Milk producer Institutions
- KU6.** the concept of different producers' institutions
- KU7.** the laws of milk producers cooperative societies
- KU8.** the importance of keeping a detailed record of PI and those related to the handling of milk
- KU9.** the process for organization of PI/MPCS, its registration
- KU10.** milk testing procedures
- KU11.** procedures of milk dispatch and related records
- KU12.** inspection of vehicle and scrutiny of related documents
- KU13.** procedure for hiring of transport vehicles
- KU14.** documentation requirements while hiring transport vehicles

## Generic Skills (GS)

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

- GS1.** record the data which are required for record-keeping purpose
- GS2.** report problems to the appropriate personnel in a timely manner and seek solutions
- GS3.** write descriptions and details about incidents in reports through electronic media and other established channels
- GS4.** read instruction manuals for equipment and procedures
- GS5.** interact with individuals, officials of other departments and agencies
- GS6.** communicate with large groups
- GS7.** select appropriate hand tools and personal protection devices considering safety requirements, materials being used
- GS8.** decide date, time and venue for meetings
- GS9.** decide start timings of operations
- GS10.** plan and schedule daily activities for self, transporters and workers
- GS11.** maintain effective work relationships with VSPs, transporters, government officials and MCC staff
- GS12.** assess the health conditions of the transport vehicles
- GS13.** assess the performance of VSPs and subordinates
- GS14.** monitor and analyze activities of competitors
- GS15.** analyze rate charts of competitors
- GS16.** analyze the information gathered from the data observations and experiences
- GS17.** evaluate all possible solutions and suggest the best possible solution

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Establishing milk procurement system in villages</i>	<b>15</b>	<b>21</b>	-	<b>14</b>
<b>PC1.</b> complete formalities for providing milk collection equipment to PPs	-	-	-	-
<b>PC2.</b> install milk collection and testing system in the villages	-	-	-	-
<b>PC3.</b> carry out calibration of milk collection and testing equipment	-	-	-	-
<b>PC4.</b> train the VSP/ Secretary, on operation of PPs	-	-	-	-
<b>PC5.</b> attract the attention of milk producers through sample testing and different communication methods	-	-	-	-
<b>PC6.</b> establish necessary records at PP level, open producers' codes	-	-	-	-
<b>PC7.</b> arrange for opening the codes of PPs and transporters, and load rate charts in systems	-	-	-	-
<b>PC8.</b> carry out coding of milk cans and issue the same to PPs	-	-	-	-
<i>Operationalize milk transport system from villages to Chilling centers</i>	<b>20</b>	<b>18</b>	-	<b>12</b>
<b>PC9.</b> schedule milk collection and dispatch timings for all milk collections on the route	-	-	-	-
<b>PC10.</b> brief the transport staff on route, process, timings of milk lifting and delivery at dock	-	-	-	-
<b>PC11.</b> liaise with MCC staff on milk route and timings, etc.	-	-	-	-
<b>PC12.</b> position staff on PPs for support during initial days of start up	-	-	-	-
<b>PC13.</b> review after each shift to identify problems faced and arrange solutions	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> analyze reactions of competitors during incubation of start up	-	-	-	-
<b>NOS Total</b>	<b>35</b>	<b>39</b>	-	<b>26</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4228
<b>NOS Name</b>	Operationalize milk collection systems
<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>	1.0
<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/N4229: Implement milk production enhancement activities

#### Description

This OS is about the implementation of milk production enhancement activities in the villages

#### Scope

The scope covers the following :

- Assessment of current health, management, feeding and breeding practices in the area
- Various milk production enhancement activities.
- Delivery of appropriate milk production enhancement activities

#### Elements and Performance Criteria

##### *Assessment of current health, management, feeding and breeding practices in the area*

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

- PC1.** explain farmers how to maximize efficiency of milk producing animals and reduce cost of milk production
- PC2.** assess available agricultural by products used for animal feeding and interventions needed
- PC3.** assess the current level of productivity of milch animals in the area and potential for the improvement
- PC4.** conduct rapid rural appraisal through PRA exercises
- PC5.** assess the current animal husbandry practices like housing, management, breeding, etc.
- PC6.** analyze the information collected through PRA exercises and discussions, and explore scope for improvement

##### *Various milk production enhancement activities*

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

- PC7.** explain farmers the importance of providing balanced cattle feed, suitable fodder crops, and importance of legume and non-legume fodders
- PC8.** explain the farmers on fodder production cycle for year-round availability of green fodder, and various fodder conservation and enrichment measures
- PC9.** explain the farmers about breed improvement of cattle and buffaloes, measures to be adopted and from where and how to avail these services
- PC10.** brief the farmers on improved management practices of milch animals
- PC11.** explain preventive health care, vaccination, parasite control and measures to reduce stress among farm animals

##### *Delivery of appropriate milk production enhancement activities*

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

- PC12.** prioritize activities to be undertaken in the area and villages
- PC13.** coordinate with seniors and officials/ experts responsible for production enhancement activities and prepare implementation schedule
- PC14.** coordinate with VSPs and farmers for delivery of planned activities

## Qualification Pack

- PC15.** arrange and deliver suitable publicity material for awareness building
- PC16.** identify and inform target group, arrange local resources required for delivery of intended PE activity
- PC17.** ensure delivery of input activity and collect information as required post implementation of the intervention
- PC18.** arrange follow up action from experts as required

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies and procedures in milk production enhancement
- KU2.** relevant health and safety requirements applicable to animals and persons in the work environment
- KU3.** their own job role and responsibilities and sources for information pertaining to work
- KU4.** who to approach for support in order to obtain activity-related information, clarifications and support
- KU5.** the importance of following health, hygiene, safety and quality standards and the impact of not following the standards on farmers, animals and the business
- KU6.** documentation and related procedures applicable in the context of work
- KU7.** the techniques of collecting information on animal feeding, breeding, health and management practices
- KU8.** the factors impacting on livestock stress and minimization procedure
- KU9.** balanced cattle feed and its importance
- KU10.** fodder production schedule, legume and non-legumenon-legume fodders, fodder conservation measures and enrichment of straw
- KU11.** preventive health measures, vaccination, tick control, internal parasite control, control of flies and mosquitos, etc.
- KU12.** concepts of breed improvement like upgrading, cross-breeding, selection, bull rotation, Artificial insemination, etc.
- KU13.** what is Mastitis, its identification, prevention and control
- KU14.** methods to reduce stress among milch animals
- KU15.** management practices of animals at different stages calf, heifer, dry animal lactating, pregnant and calving
- KU16.** how to organize campaigns, demonstrations, excursions, field visits and expert talks, etc.
- KU17.** sources of improved, seeds, cattle feed, semen, supplements, dry fodder, and process to arrange these inputs

## Generic Skills (GS)

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

- GS1.** mention the data collected through field exercises which are required for planning and record-keeping purpose

## Qualification Pack

- GS2.** report problems to the appropriate personnel in a timely manner
- GS3.** write descriptions and details about incidents in reports
- GS4.** read instruction manuals for procedures, hand tools and equipment
- GS5.** read instructions on work orders and procedures
- GS6.** read the depiction of PRA exercises
- GS7.** receive instructions and seek advice from experts, supervisors and managers
- GS8.** effectively deliver talks on recommended practices and technical subjects
- GS9.** choose work procedures
- GS10.** select appropriate hand tools and personal protection devices considering safety requirements, materials being used
- GS11.** identify appropriate experts for the intervention to be conducted
- GS12.** fix season, venues and timings for field interventions
- GS13.** schedule implementation of PE activities and drawing up priorities
- GS14.** allocate start times, estimation of completion times and materials, equipment and assistance required for completion
- GS15.** organize resources required for interventions at the organization and village level and ensure their timely availability
- GS16.** manage relationships with VSPs, farmers, co-workers experts and managers
- GS17.** identify the target groups for various PE interventions
- GS18.** monitor and maintain the follow-up action
- GS19.** monitor the health of the cattle and personal hygiene
- GS20.** apply, analyze, and evaluate the information gathered from PRA exercises, observation, data, experience, reasoning or communication as a guide to thought and action
- GS21.** judge the safety of job sites and quality of tools and equipment
- GS22.** assess the health, feeding, breeding and management conditions of dairy cattle
- GS23.** identify problems immediately and take up solutions quickly to resolve delays

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assessment of current health, management, feeding and breeding practices in the area</i>	<b>16</b>	<b>13</b>	-	<b>8</b>
<b>PC1.</b> explain farmers how to maximize efficiency of milk producing animals and reduce cost of milk production	-	-	-	-
<b>PC2.</b> assess available agricultural by products used for animal feeding and interventions needed	-	-	-	-
<b>PC3.</b> assess the current level of productivity of milch animals in the area and potential for the improvement	-	-	-	-
<b>PC4.</b> conduct rapid rural appraisal through PRA exercises	-	-	-	-
<b>PC5.</b> assess the current animal husbandry practices like housing, management, breeding, etc.	-	-	-	-
<b>PC6.</b> analyze the information collected through PRA exercises and discussions, and explore scope for improvement	-	-	-	-
<i>Various milk production enhancement activities</i>	<b>12</b>	<b>11</b>	-	<b>8</b>
<b>PC7.</b> explain farmers the importance of providing balanced cattle feed, suitable fodder crops, and importance of legume and non-legume fodders	-	-	-	-
<b>PC8.</b> explain the farmers on fodder production cycle for year-round availability of green fodder, and various fodder conservation and enrichment measures	-	-	-	-
<b>PC9.</b> explain the farmers about breed improvement of cattle and buffaloes, measures to be adopted and from where and how to avail these services	-	-	-	-
<b>PC10.</b> brief the farmers on improved management practices of milch animals	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> explain preventive health care, vaccination, parasite control and measures to reduce stress among farm animals	-	-	-	-
<i>Delivery of appropriate milk production enhancement activities</i>	<b>12</b>	<b>12</b>	-	<b>8</b>
<b>PC12.</b> prioritize activities to be undertaken in the area and villages	-	-	-	-
<b>PC13.</b> coordinate with seniors and officials/ experts responsible for production enhancement activities and prepare implementation schedule	-	-	-	-
<b>PC14.</b> coordinate with VSPs and farmers for delivery of planned activities	-	-	-	-
<b>PC15.</b> arrange and deliver suitable publicity material for awareness building	-	-	-	-
<b>PC16.</b> identify and inform target group, arrange local resources required for delivery of intended PE activity	-	-	-	-
<b>PC17.</b> ensure delivery of input activity and collect information as required post implementation of the intervention	-	-	-	-
<b>PC18.</b> arrange follow up action from experts as required	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>36</b>	-	<b>24</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4229
<b>NOS Name</b>	Implement milk production enhancement activities
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<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/N4230: Inventory management of milk transported

#### Description

This OS is about the management of the inventory of milk transported

#### Scope

The scope covers the following :

- Inventory management of milk during transport

#### Elements and Performance Criteria

##### *Inventory management of milk during transport*

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

- PC1.** compute quantity of milk, fat and SNF handed over by VSP to transporter
- PC2.** compute total quantity of milk, fat and SNF received by transporter from all the VSPs on route in each shift
- PC3.** verify the quantity, fat, and SNF of each PP delivered by the transporter at the dock
- PC4.** compute VSP wise and aggregate shortage of quantity, fat and SNF during transport in each shift
- PC5.** identify reasons for shortage and take appropriate measures
- PC6.** identify reasons for spoilage of milk during transit, disposal of poor- quality milk and take remedial measures
- PC7.** compute number of cans received by transporter from VSPs and given back. and fix recovery for shortage
- PC8.** compute quantity of milk, fat and SNF handed over by VSP to transporter
- PC9.** compute total quantity of milk, fat and SNF received by transporter from all the VSPs on route in each shift
- PC10.** compute quantity, fat and SNF of each PP delivered by transporter at the dock
- PC11.** compute VSP wise and aggregate shortage of quantity, fat and SNF during transport in each shift
- PC12.** identify reasons for shortage and take appropriate measures
- PC13.** identify reasons for spoilage of milk during transit, disposal of poor- quality milk and take remedial measures
- PC14.** compute number of cans received by transporter from VSP and take actions to recover

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant standards, policies and procedures in milk transported
- KU2.** their own job role and responsibilities and sources for information pertaining to milk transport

## Qualification Pack

- KU3.** who to approach for support in order to obtain work-related information, clarifications and support
- KU4.** the importance of following inventory management of milk standards and the impact of not following the standards and milk shortage on VSPs, transporters, and the business
- KU5.** documentation and related procedures applicable in the transport of milk
- KU6.** methods of measurement of milk at PP level and process of dispatch and delivery to the transporter
- KU7.** the causes of shortage during transport
- KU8.** process of milk testing at CC dock and computation of shortage
- KU9.** calibration and comparison of testing equipment and glassware at CC and PP
- KU10.** causes of milk sourage/ curdling, and how to control it
- KU11.** responsibilities of transporter und relevant clauses of the agreement
- KU12.** process of physical verification and identification and dealing with shortages of cans and other company equipment issued to VSPs and transporters
- KU13.** GPS and analysis of GPS data

## Generic Skills (GS)

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

- GS1.** record the data which are required for measuring shortages and record-keeping
- GS2.** report problems to the appropriate personnel in a timely manner
- GS3.** write descriptions and details about shortages through emails, SMS and other electronic means
- GS4.** read dispatch notes, milk reception and testing records, SOPs, calibration reports and correction factors of testing and measuring equipment
- GS5.** read instructions on work orders and procedures
- GS6.** receive instructions and seek advice from supervisors and managers
- GS7.** choose work procedures
- GS8.** select appropriate equipment and process for measuring milk quantity fat and SNF
- GS9.** adopt appropriate communication to convey shortages and recoveries
- GS10.** schedule daily activities and drawing up priorities, allocate start times estimation of completion times and materials, equipment and assistance required for completion
- GS11.** manage relationships with VSPs, transporters and managers for minimizing shortages and recoveries
- GS12.** apply, analyze and evaluate the information gathered from observation, data experience, reasoning or communication as a guide to thought and action
- GS13.** judge the safety of milk route and quality of measuring and testing equipment
- GS14.** assess the health and conditions of transport vehicles and testing equipment
- GS15.** identify causes of shortages and quality deterioration immediately and take up solutions quickly

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inventory management of milk during transport</i>	<b>44</b>	<b>32</b>	-	<b>24</b>
<b>PC1.</b> compute quantity of milk, fat and SNF handed over by VSP to transporter	-	-	-	-
<b>PC2.</b> compute total quantity of milk, fat and SNF received by transporter from all the VSPs on route in each shift	-	-	-	-
<b>PC3.</b> verify the quantity, fat, and SNF of each PP delivered by the transporter at the dock	-	-	-	-
<b>PC4.</b> compute VSP wise and aggregate shortage of quantity, fat and SNF during transport in each shift	-	-	-	-
<b>PC5.</b> identify reasons for shortage and take appropriate measures	-	-	-	-
<b>PC6.</b> identify reasons for spoilage of milk during transit, disposal of poor- quality milk and take remedial measures	-	-	-	-
<b>PC7.</b> compute number of cans received by transporter from VSPs and given back. and fix recovery for shortage	-	-	-	-
<b>PC8.</b> compute quantity of milk, fat and SNF handed over by VSP to transporter	-	-	-	-
<b>PC9.</b> compute total quantity of milk, fat and SNF received by transporter from all the VSPs on route in each shift	-	-	-	-
<b>PC10.</b> compute quantity, fat and SNF of each PP delivered by transporter at the dock	-	-	-	-
<b>PC11.</b> compute VSP wise and aggregate shortage of quantity, fat and SNF during transport in each shift	-	-	-	-
<b>PC12.</b> identify reasons for shortage and take appropriate measures	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> identify reasons for spoilage of milk during transit, disposal of poor- quality milk and take remedial measures	-	-	-	-
<b>PC14.</b> compute number of cans received by transporter from VSP and take actions to recover	-	-	-	-
<b>NOS Total</b>	<b>44</b>	<b>32</b>	-	<b>24</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4230
<b>NOS Name</b>	Inventory management of milk transported
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	1.0
<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/N4231: Maintain Health & Safety at all levels of operations

#### Description

This OS is for the dairy farmer who is responsible for maintaining the health and safety of self and other co-workers at VSP, transport, and chilling center.

#### Scope

The scope covers the following :

- Maintain health and safety at PP and during transport
- Render appropriate emergency procedures

#### Elements and Performance Criteria

##### *Maintain Health and safety at PP and during transport*

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

- PC1.** carry out basic safety checks before operation of all equipment and vehicles and hazards are reported to the appropriate person
- PC2.** identify the work for which protective clothing or equipment is required and ensure the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy
- PC3.** assess the risks prior to performing manual handling jobs and work according to current recommended safe practice
- PC4.** use equipment and materials safely and correctly and return the same to designated storage when not in use
- PC5.** dispose of the waste of testing safely and correctly in a designated area
- PC6.** recognise risks to bystanders during handling chemicals and equipment and take action to reduce risk associated with jobs in the workplace
- PC7.** work in a manner which minimizes environmental damage and follow all procedures and work instructions for controlling risk
- PC8.** report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger

##### *Render appropriate emergency procedures*

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

- PC9.** follow procedures for dealing with accidents, thefts, fires, and emergencies, including communicating location and directions to the concerned person
- PC10.** follow emergency procedures as per company standard/workplace requirements
- PC11.** use emergency equipment in accordance with manufacturers' specifications and workplace requirements
- PC12.** provide treatment appropriate to the patient's injuries in accordance with established first aid procedures
- PC13.** recover (if practical), clean, inspect/test, arrange to refurbish, replace and store the first aid equipment as appropriate

## Qualification Pack

**PC14.** report details of first aid administered in accordance with workplace procedures

**PC15.** plan route as per road conditions and location of PP in the villages

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, agreements, standards, policies, and procedures in work
- KU2.** relevant health and safety requirements applicable in the work environment
- KU3.** their own job role and responsibilities and sources for information pertaining to work
- KU4.** who to approach for support in order to obtain work-related information, clarifications and support
- KU5.** the impact of not following the health, hygiene, safety, legislation, policies, procedures, and standards on members and the business stakeholders of Milk producer Institutions
- KU6.** the documentation and related procedures applicable in the context of work
- KU7.** personal hygiene and fitness requirements
- KU8.** general duties under the relevant health and safety legislation
- KU9.** which personal protective equipment and clothing should be worn and how it is maintained
- KU10.** the correct and safe way to use materials and equipment required for your work
- KU11.** the importance of good housekeeping in the workplace
- KU12.** safe disposal methods for waste
- KU13.** methods for minimizing environmental damage during the work
- KU14.** the risks to health and safety and the measures to be taken to control those risks in your area of work
- KU15.** workplace procedures and requirements for the treatment of workplace injuries/illnesses
- KU16.** the basic emergency first aid procedure
- KU17.** emergency services in the area
- KU18.** why accidents, incidents and problems should be reported and the appropriate action to take

### Generic Skills (GS)

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

- GS1.** record the data which are required for record-keeping purpose
- GS2.** report problems to the appropriate personnel in a timely manner write descriptions and details about incidents in reports
- GS3.** read the instruction manual for chemicals, glassware, hand tool and equipment
- GS4.** interpret depictions by rural people during meetings and interactions
- GS5.** communicate clearly and effectively with others like VSPs, farmers, concerned officer/stakeholders comprehends information shared by senior people and experts
- GS6.** make decisions pertaining to procedures and types of tools to be used
- GS7.** identify the need for first aid and render it accordingly

## Qualification Pack

- GS8.** schedule daily activities and drawing up priorities allocate start times, estimation of completion times and materials, equipment and assistance required for completion
- GS9.** manage relationships with VSPs, farmers, co-workers, experts and managers
- GS10.** identify problems immediately and take up solutions quickly to resolve delays
- GS11.** assess the situation & identify appropriate control measures
- GS12.** take up his own working and learning

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain Health and safety at PP and during transport</i>	<b>20</b>	<b>18</b>	-	<b>12</b>
<b>PC1.</b> carry out basic safety checks before operation of all equipment and vehicles and hazards are reported to the appropriate person	-	-	-	-
<b>PC2.</b> identify the work for which protective clothing or equipment is required and ensure the appropriate protective clothing or equipment is used in performing these duties in accordance with workplace policy	-	-	-	-
<b>PC3.</b> assess the risks prior to performing manual handling jobs and work according to current recommended safe practice	-	-	-	-
<b>PC4.</b> use equipment and materials safely and correctly and return the same to designated storage when not in use	-	-	-	-
<b>PC5.</b> dispose of the waste of testing safely and correctly in a designated area	-	-	-	-
<b>PC6.</b> recognise risks to bystanders during handling chemicals and equipment and take action to reduce risk associated with jobs in the workplace	-	-	-	-
<b>PC7.</b> work in a manner which minimizes environmental damage and follow all procedures and work instructions for controlling risk	-	-	-	-
<b>PC8.</b> report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger	-	-	-	-
<i>Render appropriate emergency procedures</i>	<b>18</b>	<b>14</b>	-	<b>18</b>
<b>PC9.</b> follow procedures for dealing with accidents, thefts, fires, and emergencies, including communicating location and directions to the concerned person	-	-	-	-
<b>PC10.</b> follow emergency procedures as per company standard/workplace requirements	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> use emergency equipment in accordance with manufacturers' specifications and workplace requirements	-	-	-	-
<b>PC12.</b> provide treatment appropriate to the patient's injuries in accordance with established first aid procedures	-	-	-	-
<b>PC13.</b> recover (if practical), clean, inspect/test, arrange to refurbish, replace and store the first aid equipment as appropriate	-	-	-	-
<b>PC14.</b> report details of first aid administered in accordance with workplace procedures	-	-	-	-
<b>PC15.</b> plan route as per road conditions and location of PP in the villages	-	-	-	-
<b>NOS Total</b>	<b>38</b>	<b>32</b>	<b>-</b>	<b>30</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N4231
<b>NOS Name</b>	Maintain Health & Safety at all levels of operations
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Dairying
<b>Occupation</b>	Milk Collection and Handling
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	1.0
<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/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	-	-	-	-

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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) 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.

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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/N4225.Organize Sustainable Milk Producers Institutions in villages	40	31	-	29	100	20
AGR/N4226.Organize and establish milk procurement network	43	30	-	27	100	20
AGR/N4227.Implement clean milk production and quality assurance systems	36	30	-	34	100	10
AGR/N4228.Operationalize milk collection systems	35	39	-	26	100	10
AGR/N4229.Implement milk production enhancement activities	40	36	-	24	100	10
AGR/N4230.Inventory management of milk transported	44	32	-	24	100	10
AGR/N4231.Maintain Health & Safety at all levels of operations	38	32	-	30	100	10
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>296</b>	<b>260</b>	<b>-</b>	<b>194</b>	<b>750</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.