

Qualification Pack



Agri Commodity Quality Assayer

QP Code: AGR/Q7902

Version: 2.0

NSQF Level: 5

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Qualification Pack

Contents

AGR/Q7902: Agri Commodity Quality Assayer	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
AGR/N7906: Develop and implement appropriate quality standards	5
AGR/N7905: Inspect commodities transported to the warehouse	10
AGR/N7904: Maintain records concerning commodity management	14
AGR/N9911: Ensure adherence to health and safety guidelines at work	18
DGT/VSQ/N0103: Employability Skills (90 Hours)	23
Assessment Guidelines and Weightage	31
<i>Assessment Guidelines</i>	31
<i>Assessment Weightage</i>	32
Acronyms	33
Glossary	34

Qualification Pack

AGR/Q7902: Agri Commodity Quality Assayer

Brief Job Description

An Agri Commodity Quality Assayer is responsible for ensuring the quality standards concerning agricultural commodities are met in an organization. The individual develops the relevant quality standards and manual, coordinates quality audits, and checks adherence to the applicable quality standards by conducting quality checks.

Personal Attributes

The individual must have an eye for detail, good observation, analytical and coordination skills. The individual must have effective written and verbal communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AGR/N7906: Develop and implement appropriate quality standards](#)
2. [AGR/N7905: Inspect commodities transported to the warehouse](#)
3. [AGR/N7904: Maintain records concerning commodity management](#)
4. [AGR/N9911: Ensure adherence to health and safety guidelines at work](#)
5. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

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

Qualification Pack

Minimum Educational Qualification & Experience	Completed 2nd year of UG (UG Diploma) OR Pursuing 2nd year of UG (and continuous education) OR Completed 2nd year diploma after 12th OR Pursuing 2nd year of 2-year diploma after 12th OR Previous relevant Qualification of NSQF Level (4) (and with minimum education as 8th grade pass) with 3 Years of experience in the relevant field OR Previous relevant Qualification of NSQF Level (4.5) (with 1.5 years of relevant experience)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	22 Years
Last Reviewed On	NA
Next Review Date	29/03/2026
NSQC Approval Date	29/03/2023
Version	2.0
Reference code on NQR	QG-05-AG-00350-2023-V1-ASCI
NQR Version	1

Qualification Pack

AGR/N7906: Develop and implement appropriate quality standards

Description

This OS unit is about developing the quality standards and manual to be followed by the organization and coordinating quality audits.

Scope

The scope covers the following :

- Develop the quality standards
- Develop the quality manual for the organization
- Create awareness regarding quality standards
- Coordinate quality audits

Elements and Performance Criteria

Develop the quality standards

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

- PC1.** conduct benchmark studies to set the quality standards for the relevant agricultural commodities
- PC2.** develop quality standards through liaison with the relevant experts
- PC3.** ensure the quality standards conform to the applicable regulations

Develop the quality manual for the organization

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

- PC4.** develop a quality manual to be followed in the organization, document the applicable quality standards
- PC5.** coordinate with the relevant experts and authorities for the validation of the quality manual
- PC6.** determine the scope of making improvements to the quality manual and implement the relevant changes in the manual

Create awareness regarding quality standards

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

- PC7.** create awareness among the relevant personnel in the organization regarding the commodity quality standards
- PC8.** ensure awareness concerning the applicable regulations in the organization and the importance of adhering to them
- PC9.** ensure access to the quality manual for all the relevant personnel in the organization

Coordinate the quality audits

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

- PC10.** arrange periodic audits in the warehouse through coordination with the relevant personnel and authorities
- PC11.** support the auditors in the auditing process, ensuring that all checks are conducted appropriately

Qualification Pack

PC12. identify and documents the areas of quality lapses

PC13. ensure that all the necessary paperwork is completed and submitted to the relevant stakeholders

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the importance and process of developing quality standards and manual

KU2. the importance of making the personnel in the organization aware of the applicable quality standards and adhering to them

KU3. the importance of ensuring easy access to the quality manual for all the relevant personnel in the organization

KU4. the importance of coordinating with the relevant experts and authorities for the development and validation of quality standards and manual

KU5. the importance of arranging periodic quality audits in the warehouse and other relevant areas in the organization

KU6. the auditing process in an agricultural commodity organization

KU7. the importance of identifying and documenting the areas of quality lapses

KU8. the necessary paperwork to be completed concerning quality audits

KU9. the agricultural supply chain, its components and applicable quality requirements

KU10. the appropriate frequency for conducting quality audits

Generic Skills (GS)

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

GS1. maintain work-related notes and documents

GS2. read the relevant literature to learn about the latest developments in the field of work

GS3. communicate politely and professionally

GS4. listen attentively to understand the information being shared

GS5. plan and prioritize tasks to ensure their timely completion

GS6. utilize time and relevant resources effectively

GS7. coordinate with the co-workers to achieve the work and organizational objectives

GS8. identify appropriate solutions to work-related problems after evaluating all the possible solutions

GS9. take quick decisions to deal with workplace emergencies

GS10. apply domain knowledge and experience to improve work efficiency

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Develop the quality standards</i>	8	9	-	9
PC1. conduct benchmark studies to set the quality standards for the relevant agricultural commodities	-	-	-	-
PC2. develop quality standards through liaison with the relevant experts	-	-	-	-
PC3. ensure the quality standards conform to the applicable regulations	-	-	-	-
<i>Develop the quality manual for the organization</i>	9	9	-	8
PC4. develop a quality manual to be followed in the organization, document the applicable quality standards	-	-	-	-
PC5. coordinate with the relevant experts and authorities for the validation of the quality manual	-	-	-	-
PC6. determine the scope of making improvements to the quality manual and implement the relevant changes in the manual	-	-	-	-
<i>Create awareness regarding quality standards</i>	7	10	-	6
PC7. create awareness among the relevant personnel in the organization regarding the commodity quality standards	-	-	-	-
PC8. ensure awareness concerning the applicable regulations in the organization and the importance of adhering to them	-	-	-	-
PC9. ensure access to the quality manual for all the relevant personnel in the organization	-	-	-	-
<i>Coordinate the quality audits</i>	6	12	-	7
PC10. arrange periodic audits in the warehouse through coordination with the relevant personnel and authorities	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. support the auditors in the auditing process, ensuring that all checks are conducted appropriately	-	-	-	-
PC12. identify and documents the areas of quality lapses	-	-	-	-
PC13. ensure that all the necessary paperwork is completed and submitted to the relevant stakeholders	-	-	-	-
NOS Total	30	40	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7906
NOS Name	Develop and implement appropriate quality standards
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Commodity Management
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

Qualification Pack

AGR/N7905: Inspect commodities transported to the warehouse

Description

This OS unit is about inspecting the commodities that arrive at the warehouse and ensuring adherence to the applicable quality standards.

Scope

The scope covers the following :

- Conduct quality checks on the commodities
- Sort out the unsuitable commodities
- Prepare the quality reports and communicate to the stakeholders

Elements and Performance Criteria

Conduct quality checks on the commodities

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

- PC1.** collect samples of the relevant commodities to conduct quality checks
- PC2.** conduct the relevant quality checks on the commodity samples and determine the quality based on applicable parameters
- PC3.** check that the relevant quality processes are followed by the supplier in the handling and transportation of commodities, e.g. using a refrigerated vehicle for perishable commodities during transit
- PC4.** examine the quality of commodities during unloading at the warehouse to ensure no quality-related issues with the commodities

Sort out the unsuitable commodities

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

- PC5.** identify the unsuitable commodities and ensure their removal from the stock
- PC6.** coordinate with the concerned supplier(s) to resolve the quality-related issues identified with the commodities
- PC7.** carry out appropriate documentation concerning the commodity quality inspection and the relevant action taken

Prepare and deliberate upon the quality reports

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

- PC8.** prepare the quality information reports in the prescribed format and deliberate upon them with the relevant stakeholders
- PC9.** determine the appropriate course of action to improve the quality of commodities in coordination with the stakeholders

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** the applicable procedure for conducting commodity quality checks
- KU2.** the appropriate process to be followed to resolve quality-related issues identified with the commodities
- KU3.** the applicable quality parameters to be checked in agricultural commodities
- KU4.** the appropriate measures to be taken to preserve the quality of agricultural commodities during their handling and transportation
- KU5.** the appropriate documentation to be conducted concerning the quality checks conducted on agricultural commodities, such as the quality information reports
- KU6.** the importance of deliberating upon the quality information reports with the relevant stakeholders and deciding the appropriate course of action to improve the quality of relevant commodities

Generic Skills (GS)

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

- GS1.** maintain work-related notes and documents
- GS2.** read the relevant literature to learn about the latest developments in the field of work
- GS3.** communicate politely and professionally
- GS4.** listen attentively to understand the information being shared
- GS5.** plan and prioritize tasks to ensure their timely completion
- GS6.** utilize time and relevant resources effectively
- GS7.** coordinate with the co-workers to achieve the work and organizational objectives
- GS8.** identify appropriate solutions to work-related problems after evaluating all the possible solutions
- GS9.** take quick decisions to deal with workplace emergencies
- GS10.** apply domain knowledge and experience to improve work efficiency

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct quality checks on the commodities</i>	12	15	-	12
PC1. collect samples of the relevant commodities to conduct quality checks	-	-	-	-
PC2. conduct the relevant quality checks on the commodity samples and determine the quality based on applicable parameters	-	-	-	-
PC3. check that the relevant quality processes are followed by the supplier in the handling and transportation of commodities, e.g. using a refrigerated vehicle for perishable commodities during transit	-	-	-	-
PC4. examine the quality of commodities during unloading at the warehouse to ensure no quality-related issues with the commodities	-	-	-	-
<i>Sort out the unsuitable commodities</i>	10	16	-	10
PC5. identify the unsuitable commodities and ensure their removal from the stock	-	-	-	-
PC6. coordinate with the concerned supplier(s) to resolve the quality-related issues identified with the commodities	-	-	-	-
PC7. carry out appropriate documentation concerning the commodity quality inspection and the relevant action taken	-	-	-	-
<i>Prepare and deliberated upon the quality reports</i>	8	9	-	8
PC8. prepare the quality information reports in the prescribed format and deliberate upon them with the relevant stakeholders	-	-	-	-
PC9. determine the appropriate course of action to improve the quality of commodities in coordination with the stakeholders	-	-	-	-
NOS Total	30	40	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7905
NOS Name	Inspect commodities transported to the warehouse
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Commodity Management
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

Qualification Pack

AGR/N7904: Maintain records concerning commodity management

Description

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

Scope

The scope covers the following :

- Maintain the records
- Store the records safely

Elements and Performance Criteria

Maintain the records

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

- PC1.** maintain records concerning the trends, patterns, factors impacting commodity prices and other relevant observations
- PC2.** evaluate the records to ensure they are up-to-date, complete and accurate
- PC3.** use the appropriate computer software to maintain electronic records
- PC4.** ensure to maintain the appropriate organizational records in compliance with the applicable regulations
- PC5.** conduct a regular review of the records as per the organizational policies

Store the records safely

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

- PC6.** store the records safely with appropriate access controls to prevent unauthorized access
- PC7.** maintain the electronic backup of the critical records to protect against accidental damage or loss of physical documents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the appropriate procedures for documentation and record keeping
- KU2.** the relevant details to be recorded on market trends and patterns
- KU3.** the appropriate impact analysis method
- KU4.** the use of relevant Enterprise Resource Planning (ERP) system/ information management computer software for effective management of information/data
- KU5.** the use of relevant computer software for the statistical analysis of data
- KU6.** the applicable reporting requirements
- KU7.** different methods of safely storing organizational records and documents
- KU8.** the importance of creating data backup and ensuring data access by the authorized personnel only

Qualification Pack

Generic Skills (GS)

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

- GS1.** communicate politely and professionally
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** maintain work-related notes and records
- GS4.** listen attentively to understand the information being given
- GS5.** plan and prioritize tasks to ensure timely completion
- GS6.** use time and resources efficiently
- GS7.** coordinate with the co-workers to achieve the work objectives
- GS8.** use reasoning skills to identify appropriate solutions to work-related issues
- GS9.** evaluate all possible solutions to a problem to select the best one

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain the records</i>	16	18	-	16
PC1. maintain records concerning the trends, patterns, factors impacting commodity prices and other relevant observations	-	-	-	-
PC2. evaluate the records to ensure they are up-to-date, complete and accurate	-	-	-	-
PC3. use the appropriate computer software to maintain electronic records	-	-	-	-
PC4. ensure to maintain the appropriate organizational records in compliance with the applicable regulations	-	-	-	-
PC5. conduct a regular review of the records as per the organizational policies	-	-	-	-
<i>Store the records safely</i>	14	22	-	14
PC6. store the records safely with appropriate access controls to prevent unauthorized access	-	-	-	-
PC7. maintain the electronic backup of the critical records to protect against accidental damage or loss of physical documents	-	-	-	-
NOS Total	30	40	-	30

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7904
NOS Name	Maintain records concerning commodity management
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Commodity Management
NSQF Level	6
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

- 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

Qualification Pack

- 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>	1	1	-	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. 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
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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. 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
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	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

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/N7906.Develop and implement appropriate quality standards	30	40	-	30	100	25
AGR/N7905.Inspect commodities transported to the warehouse	30	40	-	30	100	25
AGR/N7904.Maintain records concerning commodity management	30	40	0	30	100	30
AGR/N9911.Ensure adherence to health and safety guidelines at work	30	40	-	30	100	10
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	140	190	0	120	450	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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