

Qualification Pack



Ripening Chamber Operator

QP Code: AGR/Q7504

Version: 3.0

NSQF Level: 4

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AGR/Q7504: Ripening Chamber Operator

Brief Job Description

A Ripening Chamber Operator is responsible for ripening fruits in a food chamber. In the process, the individual manages the safe handling and ripening of fruits, ensures adherence to the applicable quality standards and maintains the ripening chamber.

Personal Attributes

The individual should have problem-solving skills and attention to detail. The person should be physically fit and have basic written and verbal communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AGR/N7518: Carry out fruit ripening operations](#)
2. [AGR/N7517: Carry out maintenance of the ripening chamber](#)
3. [AGR/N9903: Maintain health and safety at the workplace](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-Harvest Supply Chain Management
Country	India
NSQF Level	4
Credits	13
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7127

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Minimum Educational Qualification & Experience	12th grade Pass OR 10th grade pass with 2 Years of experience in the relevant field OR 10th grade pass and pursuing continuous schooling OR Previous relevant Qualification of NSQF Level (3.0) (with minimum education as 8th grade pass) with 3 Years of experience in the relevant field OR Previous relevant Qualification of NSQF Level (3.5) (with 1.5 years of relevant experience)
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	29/03/2026
NSQC Approval Date	29/03/2023
Version	3.0
Reference code on NQR	QG-04-AG-00370-2023-V1-ASCI
NQR Version	1

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AGR/N7518: Carry out fruit ripening operations

Description

This OS unit is about carrying out fruit ripening operations in a ripening chamber

Scope

The scope covers the following :

- Check the fruits before ripening
- Carry out fruit ripening
- Follow appropriate safety measures

Elements and Performance Criteria

Check the fruits before ripening

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

- PC1.** check the delivered produce to ensure it is in good condition and delivery matches with the purchase order
- PC2.** ensure safe handling of produce by workers at the ripening chamber
- PC3.** report any discrepancies in the delivery or quality issues in the produce to the relevant person
- PC4.** identify and sort out the unsuitable fruits from the fruit lots

Carry out fruit ripening

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

- PC5.** determine the ripening stage of the fruits
- PC6.** use the appropriate type of fruit boxes for the ripening operation
- PC7.** set the fruits boxes on pallets appropriately to allow ethylene gas to pass from the periphery of the fruits
- PC8.** create air pockets in the fruit boxes for optimum air circulation in the boxes
- PC9.** ensure fruits boxes are hauled in the ripening chamber using the appropriate equipment, e.g. hauler
- PC10.** follow the appropriate ripening procedure according to the quality requirements and marketer's instructions
- PC11.** ensure optimum utilization of space in the ripening chamber
- PC12.** follow the recommended practices to protect fruits from contamination during ripening
- PC13.** ensure appropriate storage of fruits with the help of relevant tools, equipment and accessories, e.g. use of pallets and crates to protect fruits from contamination
- PC14.** circulate the recommended dose of ethylene gas in the ripening chamber
- PC15.** maintain the recommended levels of temperature, humidity, oxygen and CO₂ concentration during ripening operations
- PC16.** ensure fruits are weighed accurately and packed appropriately

Follow appropriate safety measures

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

- PC17.** use the relevant Personal Protective Equipment (PPE) and follow the recommended practices to ensure personal safety during ripening operations
- PC18.** ensure the ripening chamber workers follow the recommended safety measures, such as the use of relevant PPE to avoid direct contact with ethylene gas and liquid
- PC19.** follow the appropriate fire safety measures in the ripening chamber

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance and process of checking and sorting out unsuitable fruits before ripening
- KU2.** the appropriate safe handling procedures to prevent any damage to fruits before and during ripening
- KU3.** the process of fruit ripening and the appropriate precautions to be taken
- KU4.** the use of relevant tools and equipment during the ripening operations
- KU5.** the applicable quality control measures
- KU6.** the use of relevant accessories for safe and contamination-free storage of fruits
- KU7.** the use of relevant PPE and appropriate safety measures to be followed during ripening operations
- KU8.** the perishability of horticulture crops
- KU9.** the ripening cycle of different fruits
- KU10.** different ethylene concentrations required for different fruits as per standard

Generic Skills (GS)

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

- GS1.** maintain work-related notes and records
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** listen attentively to understand the instructions being given
- GS4.** communicate politely and professionally
- GS5.** coordinate with the co-workers to achieve the work objectives
- GS6.** plan and prioritize tasks to ensure timely completion
- GS7.** use time and resources efficiently
- GS8.** take quick decisions to deal with any emergencies/ accidents

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the fruits before ripening</i>	5	8	-	5
PC1. check the delivered produce to ensure it is in good condition and delivery matches with the purchase order	-	-	-	-
PC2. ensure safe handling of produce by workers at the ripening chamber	-	-	-	-
PC3. report any discrepancies in the delivery or quality issues in the produce to the relevant person	-	-	-	-
PC4. identify and sort out the unsuitable fruits from the fruit lots	-	-	-	-
<i>Carry out fruit ripening</i>	20	24	-	20
PC5. determine the ripening stage of the fruits	-	-	-	-
PC6. use the appropriate type of fruit boxes for the ripening operation	-	-	-	-
PC7. set the fruits boxes on pallets appropriately to allow ethylene gas to pass from the periphery of the fruits	-	-	-	-
PC8. create air pockets in the fruit boxes for optimum air circulation in the boxes	-	-	-	-
PC9. ensure fruits boxes are hauled in the ripening chamber using the appropriate equipment, e.g. hauler	-	-	-	-
PC10. follow the appropriate ripening procedure according to the quality requirements and marketer's instructions	-	-	-	-
PC11. ensure optimum utilization of space in the ripening chamber	-	-	-	-
PC12. follow the recommended practices to protect fruits from contamination during ripening	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure appropriate storage of fruits with the help of relevant tools, equipment and accessories, e.g. use of pallets and crates to protect fruits from contamination	-	-	-	-
PC14. circulate the recommended dose of ethylene gas in the ripening chamber	-	-	-	-
PC15. maintain the recommended levels of temperature, humidity, oxygen and CO ₂ concentration during ripening operations	-	-	-	-
PC16. ensure fruits are weighed accurately and packed appropriately	-	-	-	-
<i>Follow appropriate safety measures</i>	5	8	-	5
PC17. use the relevant Personal Protective Equipment (PPE) and follow the recommended practices to ensure personal safety during ripening operations	-	-	-	-
PC18. ensure the ripening chamber workers follow the recommended safety measures, such as the use of relevant PPE to avoid direct contact with ethylene gas and liquid	-	-	-	-
PC19. follow the appropriate fire safety measures in the ripening chamber	-	-	-	-
NOS Total	30	40	-	30

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National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7518
NOS Name	Carry out fruit ripening operations
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

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AGR/N7517: Carry out maintenance of the ripening chamber

Description

This OS unit is about checking and maintaining the ripening chamber, which includes carrying out the regular repair and maintenance.

Scope

The scope covers the following :

- Maintain the ripening chamber
- Carry out documentation

Elements and Performance Criteria

Maintain the ripening chamber

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

- PC1.** check the ripening chamber to ensure intact insulation on the walls
- PC2.** ensure optimum air-circulation and ventilation in the ripening chamber and carry out repair and maintenance of the ventilation system, as required
- PC3.** check the ethylene gas injection system for appropriate functioning and carry out its maintenance as required
- PC4.** check the air temperature and humidity control system for the correct functioning and carry out repair and maintenance for any issues identified
- PC5.** inspect the electrical controlling equipment for the correct functioning and perform maintenance, if required
- PC6.** check the ripening chamber doors for appropriate sealing and carry out maintenance as required
- PC7.** check the electronic devices, sensors and temperature controllers for the correct functioning
- PC8.** follow the appropriate measures to prevent the leakage of ethylene gas from the ripening chamber and take appropriate remedial measures to deal with ethylene gas leakage
- PC9.** check the ripening chamber's physical structure to identify the repair and maintenance needs, e.g. cracks in the walls
- PC10.** carry out regular infrastructural repair and maintenance and coordinate with an expert to resolve any complex issues

Carry out documentation

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

- PC11.** collect the relevant data and prepare appropriate datasheets and reports concerning the ripening chamber operations and maintenance
- PC12.** ensure all the relevant data is maintained in the appropriate format and is available to the relevant stakeholders to review

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** importance of maintaining air-tight and insulated walls in ripening chambers
- KU2.** the importance of maintaining optimum air circulation in the ripening chamber
- KU3.** how to carry out regular repair and maintenance of the ventilation system, ethylene gas injection system, air temperature and humidity control system, electrical controlling equipment, electronic devices, sensors and temperature controllers, etc.
- KU4.** how to deal with ethylene gas leakage issues
- KU5.** how to perform regular infrastructural repair and maintenance
- KU6.** how to maintain manual and electronic records using the physical registers and the relevant computer application

Generic Skills (GS)

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

- GS1.** maintain work-related notes and records
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** listen attentively to understand the instructions being given
- GS4.** communicate politely and professionally
- GS5.** coordinate with the co-workers to achieve the work objectives
- GS6.** plan and prioritize tasks to ensure timely completion
- GS7.** use of time and resources efficiently
- GS8.** take quick decisions to deal with any emergencies/ accidents

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain the ripening chamber</i>	25	33	-	25
PC1. check the ripening chamber to ensure intact insulation on the walls	-	-	-	-
PC2. ensure optimum air-circulation and ventilation in the ripening chamber and carry out repair and maintenance of the ventilation system, as required	-	-	-	-
PC3. check the ethylene gas injection system for appropriate functioning and carry out its maintenance as required	-	-	-	-
PC4. check the air temperature and humidity control system for the correct functioning and carry out repair and maintenance for any issues identified	-	-	-	-
PC5. inspect the electrical controlling equipment for the correct functioning and perform maintenance, if required	-	-	-	-
PC6. check the ripening chamber doors for appropriate sealing and carry out maintenance as required	-	-	-	-
PC7. check the electronic devices, sensors and temperature controllers for the correct functioning	-	-	-	-
PC8. follow the appropriate measures to prevent the leakage of ethylene gas from the ripening chamber and take appropriate remedial measures to deal with ethylene gas leakage	-	-	-	-
PC9. check the ripening chamber's physical structure to identify the repair and maintenance needs, e.g. cracks in the walls	-	-	-	-
PC10. carry out regular infrastructural repair and maintenance and coordinate with an expert to resolve any complex issues	-	-	-	-
<i>Carry out documentation</i>	5	7	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. collect the relevant data and prepare appropriate datasheets and reports concerning the ripening chamber operations and maintenance	-	-	-	-
PC12. ensure all the relevant data is maintained in the appropriate format and is available to the relevant stakeholders to review	-	-	-	-
NOS Total	30	40	-	30

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National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7517
NOS Name	Carry out maintenance of the ripening chamber
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	4
Credits	4
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

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AGR/N9903: Maintain health and safety at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain personal hygiene

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

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

Maintain clean and safe workplace

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

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

Administer appropriate emergency procedures

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

- GS1.** record the data as per the requirement
- GS2.** report problems to the appropriate personnel in a timely manner

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- GS3.** read instruction manual for hand tool and equipments
- GS4.** communicate clearly and effectively with co-workers, and other stakeholders
- GS5.** comprehend information shared by senior people and experts
- GS6.** make decisions pertaining to personal hygiene and safety
- GS7.** schedule daily activities and draw up priorities
- GS8.** manage relationships with co-workers, manager and other stakeholders
- GS9.** assess situation and identify appropriate control measures

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

NOS Code	AGR/N9903
NOS Name	Maintain health and safety at the workplace
Sector	Agriculture
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

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DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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

Career Development & Goal Setting

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

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

Communication Skills

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

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

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

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

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

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

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

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

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

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

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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

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/N7518.Carry out fruit ripening operations	30	40	0	30	100	40
AGR/N7517.Carry out maintenance of the ripening chamber	30	40	0	30	100	40
AGR/N9903.Maintain health and safety at the workplace	40	25	-	35	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	120	135	0	95	350	100

Qualification Pack

Acronyms

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

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.

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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.