

## Qualification Pack



# Fish Retailer

QP Code: AGR/Q5104

Version: 3.0

NSQF Level: 3

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## Qualification Pack

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## Qualification Pack

### AGR/Q5104: Fish Retailer

#### Brief Job Description

A fish retailer is responsible for procuring, processing and retailing fish. The person may also carry out mobile vending in target areas.

#### Personal Attributes

A fish retailer must possess good communication, negotiation and marketing skills. The person must also have customer service skills and the ability to perform basic calculations.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [AGR/N5108: Assess demand, procure and store fish](#)
2. [AGR/N5124: Process and retail the fish](#)
3. [AGR/N9903: Maintain health and safety at the workplace](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Fisheries
<b>Occupation</b>	Assistance (Fisheries)
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	9
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL

### Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	Ability to read and write with 5 Years of experience relevant experience OR 5th Class with 4 Years of experience relevant experience OR 8th Class with 1 Year of experience relevant experience OR 8th Class (Pass and pursuing continuous regular schooling) OR Certificate-NSQF (Level-3 (Aquaculture worker /Hatchery Production Worker)) with 6 Months of experience relevant experience
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQC Approval Date</b>	30/12/2021
<b>Version</b>	3.0
<b>Reference code on NQR</b>	2022/AGR/ASCI/06541
<b>NQR Version</b>	1.0

## Qualification Pack

### AGR/N5108: Assess demand, procure and store fish

#### Description

This OS unit is about assessing the fish demand; procuring it from suppliers or wholesale vendors and storing it prior to processing.

#### Scope

The scope covers the following :

- Assess the demand
- Procure and store the fish

#### Elements and Performance Criteria

##### *Assess the demand*

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

- PC1.** identify the consumer preference for varieties of fish in the target area
- PC2.** estimate the requirement of the identified fish varieties based on local sales

##### *Procure and store the fish*

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

- PC3.** identify the suppliers/ wholesale vendors of the required varieties of fish
- PC4.** select supplier(s)/ wholesale vendor(s) based on the quality of fish and availability of required stock
- PC5.** negotiate the price with the supplier(s)/ wholesale vendor(s)
- PC6.** order fish in the required quantity
- PC7.** ensure that the supplier/ wholesale vendor uses an appropriate mode of transport for delivery of fish in a hygienic and stress-free condition
- PC8.** check the fish for freshness and weight on delivery
- PC9.** maintain the record of purchase and deliveries
- PC10.** store the fish at the recommended temperature in hygienic conditions

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** how to identify consumer preference and estimate the demand for fish
- KU2.** the process of identifying suppliers/ wholesale vendors and negotiating with them
- KU3.** the process of procuring and storing fish
- KU4.** basic accounting and record-keeping practices
- KU5.** the appropriate mode of transport for hygienic and stress-free transportation of fish
- KU6.** suitable storage and temperature for storing the procured fish
- KU7.** how to determine the quality and freshness of fish

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** maintain work-related notes and records
- GS2.** communicate politely and professionally
- GS3.** listen attentively to understand the information being shared
- GS4.** read the relevant literature
- GS5.** plan and prioritise tasks to ensure timely completion
- GS6.** take quick decisions to deal with workplace emergencies
- GS7.** 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>Assess the demand</i>	<b>12</b>	<b>14</b>	-	<b>14</b>
<b>PC1.</b> identify the consumer preference for varieties of fish in the target area	-	-	-	-
<b>PC2.</b> estimate the requirement of the identified fish varieties based on local sales	-	-	-	-
<i>Procure and store the fish</i>	<b>18</b>	<b>26</b>	-	<b>16</b>
<b>PC3.</b> identify the suppliers/ wholesale vendors of the required varieties of fish	-	-	-	-
<b>PC4.</b> select supplier(s)/ wholesale vendor(s) based on the quality of fish and availability of required stock	-	-	-	-
<b>PC5.</b> negotiate the price with the supplier(s)/ wholesale vendor(s)	-	-	-	-
<b>PC6.</b> order fish in the required quantity	-	-	-	-
<b>PC7.</b> ensure that the supplier/ wholesale vendor uses an appropriate mode of transport for delivery of fish in a hygienic and stress-free condition	-	-	-	-
<b>PC8.</b> check the fish for freshness and weight on delivery	-	-	-	-
<b>PC9.</b> maintain the record of purchase and deliveries	-	-	-	-
<b>PC10.</b> store the fish at the recommended temperature in hygienic conditions	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	-	<b>30</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N5108
<b>NOS Name</b>	Assess demand, procure and store fish
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Fisheries
<b>Occupation</b>	Assistance (Fisheries)
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

### AGR/N5124: Process and retail the fish

#### Description

This OS is about processing fish and retailing it. It also covers setting up and maintaining displays and fish-vending machine along with inventory management and maintenance of tools and equipment.

#### Scope

The scope covers the following :

- Carry out fish processing
- Set up and maintain displays and fish-vending machine
- Retail fish via the retail shop and mobile vending
- Process the payments
- Manage the inventory
- Use and maintain the tools and equipment
- Optimise resource utilisation
- Carry out waste management

#### Elements and Performance Criteria

##### *Carry out fish processing*

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

- PC1.** de-scale the fish and remove the bones
- PC2.** carry out gutting, dressing and cleaning of fish
- PC3.** slice the fish into smaller pieces as per the requirement or consumer preferences

##### *Set up and maintain displays and fish-vending machine*

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

- PC4.** co-ordinate with an expert for the installation of refrigeration-enabled fish-vending machine
- PC5.** set up the fish displays and counters
- PC6.** arrange/ stock fish in the displays/ fish-vending machine according to the variety, grade, quality, etc.
- PC7.** maintain clean displays/ fish-vending machine stocked with fresh fish, ensuring they look appealing
- PC8.** apply labels at the display with the correct and relevant information such as fish species and price
- PC9.** use the fish-vending machine as per the manufacturer's instructions
- PC10.** carry out minor repair and maintenance of the fish-vending machine and co-ordinate with an expert for complex issues

##### *Retail fish via the retail shop and mobile vending*

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

- PC11.** probe the consumer to understand their requirements
- PC12.** assist the consumers in selecting the fish

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- PC13.** prepare, weigh and pack the fish as per the consumer's instructions/ preferences
- PC14.** arrange for or deliver the fish to the consumer in icebox/ refrigerated containers, as per the delivery instructions
- PC15.** check the motor/ non-motor vehicle is in working condition
- PC16.** fit the ice-box/ refrigerated container on the vehicle
- PC17.** stock fish in the ice-box/ refrigerated container as per its capacity
- PC18.** maintain the recommended temperature in the ice-box/ refrigerated container
- PC19.** travel to the target area to sell fish
- PC20.** sell fish to the consumers after negotiating the price
- PC21.** handover the fish in an appropriate material such as eco-friendly bags

### *Process the payments*

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

- PC22.** process the payments using the consumer-preferred payment method
- PC23.** maintain the record of sales and payments
- PC24.** calculate the benefit-cost (B: C) ratio

### *Manage the inventory*

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

- PC25.** review the stock regularly
- PC26.** order the relevant variety of fish to ensure timely restocking
- PC27.** use the physical registers and/ or the relevant computer software to maintain the inventory

### *Use and maintain the tools and equipment*

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

- PC28.** use the appropriate tools and equipment such as weighing scale according to the manufacturer's instructions
- PC29.** clean and sanitise the tools and equipment before and after use
- PC30.** carry out regular repair and maintenance of the tools and equipment
- PC31.** maintain the record of repair and maintenance

### *Optimise resource utilisation*

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

- PC32.** optimise the usage of water, electricity and other resources in various tasks and processed
- PC33.** connect the electrical equipment safely and disconnect them when not in use
- PC34.** plug water leakages to prevent its wastage

### *Carry out waste management*

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

- PC35.** segregate waste into appropriate categories
- PC36.** dispose the non-recyclable waste in an environment-friendly manner and recycle the recyclable waste appropriately

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** applicable state laws, and other laws pertaining to commercial establishments such as shops and establishment act, taxation laws, labour laws, etc.
- KU2.** various activities undertaken during fish processing such as de-scaling, gutting, dressing, cleaning, slicing, icing, etc.
- KU3.** how to set up and maintain displays and fish vending machine at the fish retail shop
- KU4.** the importance of arranging fish in displays and displaying correct labels
- KU5.** the process of fish retailing including advising consumers, weighing and packing the fish, delivering the fish, etc.
- KU6.** basic inventory and account management practices
- KU7.** use of the relevant tools and equipment and their maintenance
- KU8.** benefits of resource optimisation
- KU9.** segregation of waste into appropriate categories
- KU10.** the process of recycling and disposing different types of waste
- KU11.** innovative sales and marketing practices
- KU12.** basic customer service and selling acumen
- KU13.** how to do a basic cost-benefit analysis
- KU14.** schemes and financial institutions with the provision of support for the expansion of small-scale fish retail business
- KU15.** the practice of mobile vending of fish and the appropriate measures to be taken to preserve the fish while on the go

## Generic Skills (GS)

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

- GS1.** write work-related records
- GS2.** communicate politely and professionally
- GS3.** read the relevant literature to get latest updates about 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/ instructions being shared
- GS7.** identify possible disruptions to work and take appropriate preventive measures
- GS8.** 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>Carry out fish processing</i>	<b>4</b>	<b>4</b>	-	<b>4</b>
<b>PC1.</b> de-scale the fish and remove the bones	-	-	-	-
<b>PC2.</b> carry out gutting, dressing and cleaning of fish	-	-	-	-
<b>PC3.</b> slice the fish into smaller pieces as per the requirement or consumer preferences	-	-	-	-
<i>Set up and maintain displays and fish-vending machine</i>	<b>6</b>	<b>12</b>	-	<b>4</b>
<b>PC4.</b> co-ordinate with an expert for the installation of refrigeration-enabled fish-vending machine	-	-	-	-
<b>PC5.</b> set up the fish displays and counters	-	-	-	-
<b>PC6.</b> arrange/ stock fish in the displays/ fish-vending machine according to the variety, grade, quality, etc.	-	-	-	-
<b>PC7.</b> maintain clean displays/ fish-vending machine stocked with fresh fish, ensuring they look appealing	-	-	-	-
<b>PC8.</b> apply labels at the display with the correct and relevant information such as fish species and price	-	-	-	-
<b>PC9.</b> use the fish-vending machine as per the manufacturer's instructions	-	-	-	-
<b>PC10.</b> carry out minor repair and maintenance of the fish-vending machine and co-ordinate with an expert for complex issues	-	-	-	-
<i>Retail fish via the retail shop and mobile vending</i>	<b>6</b>	<b>6</b>	-	<b>8</b>
<b>PC11.</b> probe the consumer to understand their requirements	-	-	-	-
<b>PC12.</b> assist the consumers in selecting the fish	-	-	-	-
<b>PC13.</b> prepare, weigh and pack the fish as per the consumer's instructions/ preferences	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> arrange for or deliver the fish to the consumer in icebox/ refrigerated containers, as per the delivery instructions	-	-	-	-
<b>PC15.</b> check the motor/ non-motor vehicle is in working condition	-	-	-	-
<b>PC16.</b> fit the ice-box/ refrigerated container on the vehicle	-	-	-	-
<b>PC17.</b> stock fish in the ice-box/ refrigerated container as per its capacity	-	-	-	-
<b>PC18.</b> maintain the recommended temperature in the ice-box/ refrigerated container	-	-	-	-
<b>PC19.</b> travel to the target area to sell fish	-	-	-	-
<b>PC20.</b> sell fish to the consumers after negotiating the price	-	-	-	-
<b>PC21.</b> handover the fish in an appropriate material such as eco-friendly bags	-	-	-	-
<i>Process the payments</i>	<b>4</b>	<b>6</b>	-	<b>4</b>
<b>PC22.</b> process the payments using the consumer-preferred payment method	-	-	-	-
<b>PC23.</b> maintain the record of sales and payments	-	-	-	-
<b>PC24.</b> calculate the benefit-cost (B: C) ratio	-	-	-	-
<i>Manage the inventory</i>	<b>4</b>	<b>2</b>	-	<b>4</b>
<b>PC25.</b> review the stock regularly	-	-	-	-
<b>PC26.</b> order the relevant variety of fish to ensure timely restocking	-	-	-	-
<b>PC27.</b> use the physical registers and/ or the relevant computer software to maintain the inventory	-	-	-	-
<i>Use and maintain the tools and equipment</i>	<b>2</b>	<b>4</b>	-	<b>2</b>

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC28.</b> use the appropriate tools and equipment such as weighing scale according to the manufacturer's instructions	-	-	-	-
<b>PC29.</b> clean and sanitise the tools and equipment before and after use	-	-	-	-
<b>PC30.</b> carry out regular repair and maintenance of the tools and equipment	-	-	-	-
<b>PC31.</b> maintain the record of repair and maintenance	-	-	-	-
<i>Optimise resource utilisation</i>	<b>2</b>	<b>4</b>	-	<b>2</b>
<b>PC32.</b> optimise the usage of water, electricity and other resources in various tasks and processed	-	-	-	-
<b>PC33.</b> connect the electrical equipment safely and disconnect them when not in use	-	-	-	-
<b>PC34.</b> plug water leakages to prevent its wastage	-	-	-	-
<i>Carry out waste management</i>	<b>2</b>	<b>2</b>	-	<b>2</b>
<b>PC35.</b> segregate waste into appropriate categories	-	-	-	-
<b>PC36.</b> dispose the non-recyclable waste in an environment-friendly manner and recycle the recyclable waste appropriately	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	-	<b>30</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N5124
<b>NOS Name</b>	Process and retail the fish
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Fisheries
<b>Occupation</b>	Assistance (Fisheries)
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021

## Qualification Pack

### 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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

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

##### *Constitutional values - Citizenship*

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

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

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

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

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

##### *Basic English Skills*

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

## Qualification Pack

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

### *Career Development & Goal Setting*

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

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

### *Communication Skills*

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

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

### *Diversity & Inclusion*

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

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

### *Financial and Legal Literacy*

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

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

### *Essential Digital Skills*

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

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

### *Entrepreneurship*

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

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

### *Customer Service*

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

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

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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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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.

The assessment for the theory part will be based on knowledge bank of questions created by the SSC. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below). Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

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.

In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

## Qualification Pack

**Minimum Aggregate Passing % at QP Level : 50**

(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/N5108.Assess demand, procure and store fish	30	40	-	30	100	40
AGR/N5124.Process and retail the fish	30	40	-	30	100	50
AGR/N9903.Maintain health and safety at the workplace	40	25	-	35	100	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	5
<b>Total</b>	<b>120</b>	<b>135</b>	<b>0</b>	<b>0</b>	<b>350</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## 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.