Zoo Animal keeper

QP Code: AGR/Q4604

Version: 2.0

NSQF Level: 4

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Contents

AGR/Q4604: Zoo Animal keeper

Brief Job Description

A Zoo Animal Keeper manages and maintains animals and their habitat. The person feeds the animals, cleans the pens/ enclosures and monitors their eating habit, health and behaviour closely. The individual grooms and bathes the animals and makes them exercise to keep them fit without compromising on personal safety. A Zoo Animal Keeper assists the veterinarian in maintaining the health of the animals. The individual handles dangerous animals with due caution and care and strictly abides by the guidelines on visitors', animals' and personal safety.

Personal Attributes

A Zoo Animal Keeper should have patience, empathy and commitment towards ones job. The person should be physically fit and mentally alert. The Keeper should be a keen observer and able to follow safety protocols meticulously.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AGR/N4613: Assess the characteristics and behaviour of the zoo animals](#)

2. [AGR/N4614: Manage animals and their habitat](#)

3. [AGR/N4615: Assist in maintaining health of the animals](#)

4. [AGR/N9919: Ensure resource optimization and occupational health and safety in animal facilities](#)

5. [DGT/VSQ/N0102: Employability Skills (60 Hours)](#)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Captive and Small Animals Management
Country	India
NSQF Level	4
Credits	13

Aligned to NCO/ISCO/ISIC Code	NCO-2015/6129.9900
Minimum Educational Qualification & Experience	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass (plus 2-year NTC) OR 10th grade pass (plus 1-year NTC plus 1 year NAC) OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3.0 with minimum education as 8th Grade pass) with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3.5 with 1.5- year 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	20/11/2025
NSQC Approval Date	20/11/2020
Version	2.0
Reference code on NQR	QG-04-AG-00305-2023-V1.1-ASCI
NQR Version	1.1

AGR/N4613: Assess the characteristics and behaviour of the zoo animals

Description

This unit is about assessing the characteristics and behavior of the zoo animals.

Scope

The scope covers the following :

- Assess the characteristics of the zoo animals
- Assess the behavior of the zoo animals

Elements and Performance Criteria

Assess the characteristics of the zoo animals

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

PC1. identify different categories and types of zoo animals
PC2. distinguish between the traits of different animals in the zoo
PC3. analyze the habitat requirement of the animals
PC4. comprehend the food habits of the animals
PC5. assess the compatibility between the animals

Assess the behavior of the zoo animals

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

PC6. interpret animals' normal and abnormal behavior
PC7. identify situations that affect the animals
PC8. assess the seasonal, biological and behavioral changes in the animals
PC9. follow safety protocol for self, visitors and animals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. applicable legislation, standards, policies and procedures for work
KU2. daily schedule of work
KU3. role & responsibilities pertaining to the work
KU4. reporting procedures
KU5. importance of adhering to the occupational health & safety, hygiene and quality standards at work
KU6. work-related documentation
KU7. different categories and types of the zoo animals
KU8. animal-specific characteristics
KU9. animal-specific normal and abnormal behaviors

KU10. animal-specific behavioral changes

KU11. animal and season-specific habitat requirement

KU12. food habits of different types of animals

KU13. situations that affect the animals

KU14. restraining techniques for the animals

KU15. applicable animal welfare best practices

KU16. aspects of personal, visitors and animal safety protocol

Generic Skills (GS)

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

GS1. write the plan of work

GS2. read instructions received from the seniors

GS3. read health and safety instructions

GS4. communicate clearly and effectively with the stakeholders

GS5. communicate effectively with the animals

GS6. comprehend information shared by the senior

GS7. take decisions pertaining to the concerned area of work

GS8. identify problems and the corrective actions to be taken

GS9. organise work in the animal enclosure and surrounding

GS10. plan for the proper waste disposal

GS11. plan and maintain workplace safety

GS12. evaluate the information gathered from observation, experience, reasoning or communication, as a guide to thought and action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Assess the characteristics of the zoo animals	**36**	**54**	**-**	**-**
PC1. identify different categories and types of zoo animals	8	12	-	-
PC2. distinguish between the traits of different animals in the zoo	6	9	-	-
PC3. analyze the habitat requirement of the animals	8	12	-	-
PC4. comprehend the food habits of the animals	10	15	-	-
PC5. assess the compatibility between the animals	4	6	-	-
Assess the behavior of the zoo animals	**24**	**36**	**-**	**-**
PC6. interpret animals' normal and abnormal behavior	6	9	-	-
PC7. identify situations that affect the animals	4	6	-	-
PC8. assess the seasonal, biological and behavioral changes in the animals	4	6	-	-
PC9. follow safety protocol for self, visitors and animals	10	15	-	-
NOS Total	**60**	**90**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4613
NOS Name	Assess the characteristics and behaviour of the zoo animals
Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Captive and Small Animals Management
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	25/01/2021
Next Review Date	20/11/2025
NSQC Clearance Date	20/11/2020

AGR/N4614: Manage animals and their habitat

Description

This unit is about housing, feeding and grooming of the zoo animals.

Scope

The scope covers the following :

- House the animals in their habitat
- Feed the animals
- Groom the animals

Elements and Performance Criteria

House the animals in their habitat

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

PC1. identify habitat requirement of different types and category of zoo animals

PC2. provide specific habitat to the animals

PC3. clean animal pen/ enclosure and the surroundings as per the procedure

PC4. check the enclosure and fencing for safety

PC5. dispose-off the waste (hospital/food/biological, etc) as per the procedure

PC6. follow safety protocol for self, visitors and animals

Feed the animals

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

PC7. identify the food habits of different types and categories of zoo animals

PC8. clean the food and water troughs as per the procedure

PC9. prepare feed for the animal

PC10. refill the food and water troughs

PC11. feed the animals as per as per the diet plan

PC12. document the feed uptake of the animals as per the procedure

Groom the animals

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

PC13. handle different categories of zoo animals as per the procedure

PC14. check the animal for any external wounds, injuries, secretions, etc.

PC15. give first aid, or report to the veterinarian, if required

PC16. rubdown the animal as per the Standard Operating Procedure (SOP)

PC17. make the animal exercise as per the SOP

PC18. bathe and dry the animal as per the SOP

PC19. use and maintain the grooming tools

PC20. ensure recommended personal inoculation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.	applicable legislation, standards, policies and procedures for work
KU2.	daily schedule of work
KU3.	role & responsibilities pertaining to the work
KU4.	reporting procedures
KU5.	importance of adhering to the occupational health & safety, hygiene and quality standards at work
KU6.	work-related documentation
KU7.	natural and weather-specific habitats of the animals
KU8.	food habits of the animals
KU9.	feed preparation for different categories of the animals
KU10.	method of feeding the animals
KU11.	grooming and exercise requirement of the animals
KU12.	normal and abnormal behavior of the animals
KU13.	applicable animal welfare best practices
KU14.	disposal of waste as per the procedure
KU15.	safety protocol for self, visitors and animals

Generic Skills (GS)

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

GS1.	write plan of work
GS2.	read the instructions received from the seniors
GS3.	read health and safety instructions
GS4.	communicate clearly and effectively with the stakeholders
GS5.	comprehend information shared by the senior
GS6.	report to the senior
GS7.	take decisions pertaining to the concerned area of work
GS8.	identify problems and the corrective actions to be taken
GS9.	organise work in the animal enclosure and surrounding
GS10.	plan and maintain workplace safety

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
House the animals in their habitat	**24**	**36**	**-**	**-**
PC1. identify habitat requirement of different types and category of zoo animals	4	6	-	-
PC2. provide specific habitat to the animals	8	12	-	-
PC3. clean animal pen/ enclosure and the surroundings as per the procedure	4	6	-	-
PC4. check the enclosure and fencing for safety	2	3	-	-
PC5. dispose-off the waste (hospital/food/biological, etc) as per the procedure	4	6	-	-
PC6. follow safety protocol for self, visitors and animals	2	3	-	-
Feed the animals	**26**	**39**	**-**	**-**
PC7. identify the food habits of different types and categories of zoo animals	10	15	-	-
PC8. clean the food and water troughs as per the procedure	2	3	-	-
PC9. prepare feed for the animal	8	12	-	-
PC10. refill the food and water troughs	2	3	-	-
PC11. feed the animals as per as per the diet plan	2	3	-	-
PC12. document the feed uptake of the animals as per the procedure	2	3	-	-
Groom the animals	**30**	**45**	**-**	**-**
PC13. handle different categories of zoo animals as per the procedure	4	6	-	-
PC14. check the animal for any external wounds, injuries, secretions, etc.	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. give first aid, or report to the veterinarian, if required	2	3	-	-
PC16. rubdown the animal as per the Standard Operating Procedure (SOP)	8	12	-	-
PC17. make the animal exercise as per the SOP	8	12	-	-
PC18. bathe and dry the animal as per the SOP	2	3	-	-
PC19. use and maintain the grooming tools	2	3	-	-
PC20. ensure recommended personal inoculation	2	3	-	-
NOS Total	**80**	**120**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4614
NOS Name	Manage animals and their habitat
Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Captive and Small Animals Management
NSQF Level	4
Credits	4
Version	1.0
Last Reviewed Date	25/01/2021
Next Review Date	20/11/2025
NSQC Clearance Date	20/11/2020

AGR/N4615: Assist in maintaining health of the animals

Description

This unit is about assisting a veterinarian in maintaining health of the zoo animals.

Scope

The scope covers the following :

- Maintain health of the animals

Elements and Performance Criteria

Maintain health of the animals

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

PC1. follow the inoculation and de-worming schedule of the animals, as recommended by the vet

PC2. identify abnormal signs in the animals

PC3. inform the vet/take the animals to the veterinarian for the check-up and treatment

PC4. feed animals as per the approved diet plan

PC5. tend to the sick and injured animals, if advised

PC6. report behavioral changes in the animals to the veterinarian

PC7. assist the vet for conservation breeding, if required, in case the zoo is having the provision

PC8. take care of the young ones, as instructed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. applicable legislation, standards, policies and procedures for work

KU2. daily schedule of work

KU3. role & responsibilities pertaining to the work

KU4. reporting procedures

KU5. importance of adhering to the occupational health & safety, hygiene and quality standards at work

KU6. work-related documentation

KU7. normal and abnormal behavior of the animals

KU8. inoculation schedule of the animals

KU9. de-worming schedule of the animals

KU10. food habits of the animals

KU11. diet plan for the animals

KU12. symptoms of heat in animals

KU13. mating process of animals

KU14. birthing process of animals

KU15. applicable animal welfare best practices

KU16. disposal of waste as per the procedure

KU17. safety protocol for self, visitors and animals

Generic Skills (GS)

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

GS1. write the plan of work

GS2. read the instructions received from the seniors

GS3. read health and safety instructions

GS4. communicate clearly and effectively with the stakeholders

GS5. communicate effectively with animals

GS6. comprehend the information shared by senior

GS7. take decisions pertaining to the concerned area of work

GS8. identify problems and the corrective actions to be taken

GS9. organise work in the animal enclosure and surrounding

GS10. plan and organize feeding of the animals

GS11. schedule visit of animals to the veterinarian

GS12. plan and maintain workplace safety

GS13. report to the senior

GS14. monitor the material and equipment required for the animal and its enclosure

GS15. evaluate the information gathered from observation, experience, reasoning or communication, as a guide to thought and action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain health of the animals	**40**	**60**	**-**	**-**
PC1. follow the inoculation and de-worming schedule of the animals, as recommended by the vet	6	9	-	-
PC2. identify abnormal signs in the animals	6	9	-	-
PC3. inform the vet/take the animals to the veterinarian for the check-up and treatment	4	6	-	-
PC4. feed animals as per the approved diet plan	5	8	-	-
PC5. tend to the sick and injured animals, if advised	4	6	-	-
PC6. report behavioral changes in the animals to the veterinarian	6	9	-	-
PC7. assist the vet for conservation breeding, if required, in case the zoo is having the provision	3	4	-	-
PC8. take care of the young ones, as instructed	6	9	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4615
NOS Name	Assist in maintaining health of the animals
Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Captive and Small Animals Management
NSQF Level	4
Credits	3
Version	1.0
Last Reviewed Date	25/01/2021
Next Review Date	20/11/2025
NSQC Clearance Date	20/11/2020

AGR/N9919: Ensure resource optimization and occupational health and safety in animal facilities

Description

This unit is about ensuring resource optimisation and occupational health & safety in animal facilities.

Scope

The scope covers the following :

- Optimise resource utilisation
- Ensure effective waste management
- Maintain a safe workplace
- Carry out emergency procedures

Elements and Performance Criteria

Optimise resource utilisation

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

PC1. optimise use of resources including water and electricity at the workplace

PC2. follow environment friendly work practices

PC3. explain environment friendly workplace practices to co-workers/subordinates

Ensure effective waste management

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

PC4. identify recyclable, non-recyclable and hazardous waste at the workplace

PC5. segregate waste as per the procedure

PC6. recycle the waste

PC7. dispose-off the waste as per the procedure

Maintain a safe workplace

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

PC8. follow organizational health & safety and emergency procedures at the workplace

PC9. assess possible risks and hazards to self, co-workers and the animals at the workplace

PC10. carry out basic safety checks of the workplace, equipment/machinery

PC11. take recommended personal inoculations periodically

PC12. get animals vaccinated/dewormed, as per the schedule, periodically

PC13. store equipment and materials safely and correctly

PC14. use equipment and materials safely and correctly

PC15. assess the behavior of the animals before approaching them

PC16. restrain animals as per the procedure/instruction

PC17. use recommended PPE

PC18. report accidents and incidents as per the procedure

Carry out emergency procedures

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

PC19. follow laid down procedures while dealing with accidents, fire and other emergencies

PC20. use emergency equipment effectively and safely

PC21. ensure regular servicing of emergency equipment and the PPE

PC22. provide basic first aid to personnel and animals, if required

PC23. evacuate affected personnel and animals, if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policies and procedures at the workplace

KU2. organizational occupational health & safety procedure for the workplace

KU3. organizational procedure for resource optimisation and waste management

KU4. necessary documentation and reporting procedure

KU5. risk assessment and measures for risk mitigation

KU6. safe working practices

KU7. safe waste disposal practices

KU8. waste recycle practices

KU9. use of the equipment to deal with fire and emergency

KU10. use of equipment for resource optimisation

KU11. basic first aid procedure for personnel and animals

KU12. casualty evacuation procedure

KU13. incident reporting procedure

Generic Skills (GS)

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

GS1. maintain necessary records

GS2. report risk and threats at workplace

GS3. report accidents/ incidents to the senior

GS4. read organizational procedure on health and safety

GS5. read organizational procedure on resource utilisation

GS6. read organizational procedure on waste mangement

GS7. read user manuals for the tools and equipment

GS8. communicate clearly and effectively with the stakeholders

GS9. disseminate information shared by senior

GS10. respond to emergency situation using available equipment

GS11. optimise resources and curb wastages through efficient work practices

GS12. schedule daily activities as per the priorities

GS13. plan and organize emergency response training of self and co-workers

GS14. assess the requirement of material, equipment and assistance from co-workers.

GS15. think through possible options to tackle a problem and opt for the most practical and logical option

GS16. assess situation and identify appropriate control measures

GS17. apply, analyze and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to thought and action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Optimise resource utilisation	**7**	**6**	**-**	**7**
PC1. optimise use of resources including water and electricity at the workplace	-	-	-	-
PC2. follow environment friendly work practices	-	-	-	-
PC3. explain environment friendly workplace practices to co-workers/subordinates	-	-	-	-
Ensure effective waste management	**8**	**9**	**-**	**3**
PC4. identify recyclable, non-recyclable and hazardous waste at the workplace	-	-	-	-
PC5. segregate waste as per the procedure	-	-	-	-
PC6. recycle the waste	-	-	-	-
PC7. dispose-off the waste as per the procedure	-	-	-	-
Maintain a safe workplace	**25**	**20**	**-**	**20**
PC8. follow organizational health & safety and emergency procedures at the workplace	-	-	-	-
PC9. assess possible risks and hazards to self, co-workers and the animals at the workplace	-	-	-	-
PC10. carry out basic safety checks of the workplace, equipment/machinery	-	-	-	-
PC11. take recommended personal inoculations periodically	-	-	-	-
PC12. get animals vaccinated/dewormed, as per the schedule, periodically	-	-	-	-
PC13. store equipment and materials safely and correctly	-	-	-	-
PC14. use equipment and materials safely and correctly	-	-	-	-
PC15. assess the behavior of the animals before approaching them	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. restrain animals as per the procedure/instruction	-	-	-	-
PC17. use recommended PPE	-	-	-	-
PC18. report accidents and incidents as per the procedure	-	-	-	-
Carry out emergency procedures	**20**	**15**	**-**	**10**
PC19. follow laid down procedures while dealing with accidents, fire and other emergencies	-	-	-	-
PC20. use emergency equipment effectively and safely	-	-	-	-
PC21. ensure regular servicing of emergency equipment and the PPE	-	-	-	-
PC22. provide basic first aid to personnel and animals, if required	-	-	-	-
PC23. evacuate affected personnel and animals, if required	-	-	-	-
NOS Total	**60**	**50**	**-**	**40**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N9919
NOS Name	Ensure resource optimization and occupational health and safety in animal facilities
Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Generic
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	25/01/2021
Next Review Date	20/11/2025
NSQC Clearance Date	20/11/2020

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:

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.

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	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	-	-	-	-
Becoming a Professional in the 21st Century	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	-	-	-	-
Basic English Skills	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	-	-	-	-
Career Development & Goal Setting	1	2	-	-

Qualification Pack

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	-	-	-	-
Communication Skills	**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	-	-	-	-
Diversity & Inclusion	**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	-	-	-	-
Financial and Legal Literacy	**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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**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	-	-	-	-
Customer Service	**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	-	-	-	-
Getting ready for apprenticeship & Jobs	**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**	**-**	**-**

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) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/optional set of NOS.

4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
AGR/N4613.Assess the characteristics and behaviour of the zoo animals	60	90	-	-	150	25
AGR/N4614.Manage animals and their habitat	80	120	-	-	200	30
AGR/N4615.Assist in maintaining health of the animals	40	60	-	-	100	15
AGR/N9919.Ensure resource optimization and occupational health and safety in animal facilities	60	90	-	-	150	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	15
Total	**260**	**390**	**-**	**-**	**650**	**100**

Acronyms

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

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.

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.