



Model Curriculum

QP Name: Milk Procurement & Input Supervisor

QP Code: AGR/Q4201

QP Version: 3.0

NSQF Level: 5

Model Curriculum Version: 2.0

Agriculture Skill Council of India || Agriculture Skill Council of India (ASCI), 6th Floor, GNG Tower, Plot No. 11, Sector -44

Table of Contents

Training Parameters.....	3
Program Overview	5
Compulsory Modules.....	6
Module Details.....	8
Module 1: Introduction to the role of Milk Procurement & Input Supervisor	8
Module 2: Process of organizing sustainable milk producers’ institutions	9
Module 3: Process of organizing milk collection centers	10
Module 4: Process of organizing milk routes.....	11
Module 5: Process of implementing clean milk production system at farmer level.....	12
Module 6: Process of implementing quality assurance system at PP and transport level.....	13
Module 7: Process of establishing milk procurement and operationalize milk transportation system	14
Module 8: Assessment of current dairy practices in the area	15
Module 9: Delivering appropriate milk enhancement activities	16
Module 10: Process of inventory management during milk transportation	17
Module 11: Process of maintaining health and safety during milk transport and emergency procedure.....	18
Module 12: Employability Skills (90 hours).....	19
Module 13: On-the-Job Training.....	21
Annexure.....	22
Trainer Requirements	22
Assessor Requirements.....	24
Testing Environment.....	26
Assessment Quality Assurance framework.....	27

Training Parameters

Sector	Agriculture & Allied
Sub-Sector	Dairying
Occupation	Milk collection and handling
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification and Experience	<p>Minimum Educational Qualification: Completed 2nd year of UG OR Pursuing 2nd year of UG and continuous education OR Completed 2nd year of diploma (after 12th) OR Pursuing 2nd year of 2-year diploma after 12th OR 12th pass with 1-year Vocational Education & training (NTC or NAC or CITS) OR Completed 3-year diploma after 10th with 1- year relevant experience OR 12th Grade pass with 2- year relevant experience OR 10th Grade pass with 4-year relevant experience OR Previous relevant Qualification of NSQF Level 4 and with minimum education as 8th Grade pass with 3-year relevant experience OR Previous relevant Qualification of NSQF Level 4.5 with 1.5- year relevant experience</p>
Pre-Requisite License or Training	N/A
Minimum Job Entry Age	21 Years
Last Reviewed On	31/03/2022
Next Review Date	31/03/2025
NSQC Approval Date	31/03/2022

QP Version	3.0
Model Curriculum Creation Date	31/03/2022
Model Curriculum Valid Up to Date	31/03/2025
Model Curriculum Version	2.0
Minimum Duration of the Course	480 Hours
Maximum Duration of the Course	480 Hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills to:

- Demonstrate the process of creating sustainable milk producers' institutions, identifying potential members, conducting meetings and trainings for them
- Demonstrate establishing the milk collection centres, assess the milk production and surplus for the village, identify channels for milk disposal and conduct milk testing and measurement
- Demonstrate planning and mapping of milk routes, conduct surveys create road map, identify transporters and hire vehicles, conduct training for transport staff, record and maintain various documents related to the work
- Describe the concept of clean milk and practices for it, activities for maintaining health, hygiene and sanitation during overall milk production
- Describe health and hygiene requirements at the milk collection centre and practices to maintain it
- Describe the process of milk procurement and transportation system in the village, installing milk collection and testing system, scheduling milk collection and dispatch timing and coding of milk cans, etc.
- Demonstrate assessment of current practices of animal husbandry, feeding, breeding and milk productivity at the village level and conduct productivity enhancement exercises
- Demonstrate milk measurement and testing during transportation, describe measures to handle issues like shortage of milk or milk souring
- Describe the practices for maintaining health, safety and hygiene during the milk transportation and procedure during emergency situations

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	5:00	00:00	0:00	0:00	05:00
Module 1: Introduction to the role of Milk Procurement & Input Supervisor	5:00	00:00	0:00	0:00	05:00
AGR/N4225: Organize Sustainable Milk Producers Institutions in villages NOS Version No. 1.0 NSQF Level 5	10:00	15:00	0:00	0:00	25:00
Module 2: Process of organizing sustainable milk producers' institutions	10:00	15:00	0:00	0:00	25:00
AGR/N4226: Organize and establish milk procurement network NOS Version No. 1.0 NSQF Level 4	20:00	40:00	0:00	0:00	60:00
Module 3: Process of organizing milk collection centers	10:00	20:00	0:00	0:00	30:00
Module 4: Process of organizing milk routes	10:00	20:00	0:00	0:00	30:00
AGR/N4227: Implement clean milk production and quality assurance systems NOS Version No. 1.0 NSQF Level 4	25:00	35:00	0:00	0:00	60:00
Module 5: Process of implementing clean milk production system at farmer level	10:00	20:00	0:00	0:00	30:00
Module 6: Process of implementing quality assurance system at PP and transport level	15:00	15:00	0:00	0:00	30:00
AGR/N4228: Operationalize milk collection systems NOS Version No. 1.0 NSQF Level 4	10:00	20:00	0:00	0:00	30:00

Module 7: Process of establishing milk procurement and operationalize milk transportation system	10:00	20:00	0:00	0:00	30:00
AGR/N4229: Implement milk production enhancement activities NOS Version No. 1.0 NSQF Level 4	30:00	30:00	0:00	0:00	60:00
Module 8: Assessment of current dairy practices in the area	20:00	10:00	0:00	0:00	30:00
Module 9: Delivering appropriate milk enhancement activities	10:00	20:00	0:00	0:00	30:00
AGR/N4230: Inventory management of milk transported NOS Version No. 1.0 NSQF Level 4	10:00	20:00	0:00	0:00	30:00
Module 10: Process of inventory management during milk transportation	10:00	20:00	0:00	0:00	30:00
AGR/N4231: Maintain Health & Safety at all levels of operations NOS Version No. 1.0 NSQF Level 4	10:00	20:00	0:00	0:00	30:00
Module 11: Process of maintaining health and safety during milk transport and emergency procedure	10:00	20:00	0:00	0:00	30:00
DGT/VSQ/N0103 Employability Skills NOS Version-1.0 NSQF Level-5	90:00	00:00	0:00	0:00	90:00
Module 12: Employability Skills	90:00	00:00	0:00	0:00	90:00
Total Duration	210:00	180:00	00:00	00:00	390:00
OJT: 90 hours					

Module Details

Module 1: Introduction to the role of Milk Procurement & Input Supervisor

Bridge Module

Terminal Outcomes:

- Discuss the roles and responsibilities of Milk Procurement & Input Supervisor

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the size and scope of the Dairy Industry and its market • Discuss the role and responsibilities of a Milk Procurement & Input Supervisor • Describe various employment opportunities and career progression for a Milk Procurement & Input Supervisor • Explain the process of milk procurement • Discuss the concept of clean and antibiotic free milk • Explain the opportunities and challenges in milk collection • List types of synthetic milk and its effects on human health • Explain emerging dimension for dairy business (viz. market technology and innovation) 	
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	

Module 2: Process of organizing sustainable milk producers' institutions

Mapped to NOS AGR/N4225 v1.0

Terminal Outcomes:

- Describe the process of creating sustainable milk producers' institutions
- Demonstrate conducting surveys and meeting for organizing PI

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Enlist contacts to approach for support for work-related information and clarifications • Describe the importance of following health, hygiene and safety legislation, policies and procedure • Describe the legal provision and laws governing the producer's institutions • Explain the methods to plan and conduct surveys and data analysis • Explain the procedures for conducting mass meetings and committee meetings • Enlist the materials and equipment required for conducting surveys and meetings, etc. • Describe the proper communication process • Describe the role of women in milk production and the importance of their involvement in PIs 	<ul style="list-style-type: none"> • Demonstrate undertaking surveys of area and villages for planning network of Milk Producers Institutions and organization of PI • Show how to identify potential members for the PI • Demonstrate communicating properly with PI members • Demonstrate organizing mass meeting of milk producers and identifying promoter • Demonstrate conducting organization meeting • Demonstrate the documentation process for registration of PI • Demonstrate training skills for the training of PI secretary • Show how to organize MPI under the relevant legal framework
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	
Field visits for surveys	

Module 3: Process of organizing milk collection centers

Mapped to NOS AGR/N4226 v1.0

Terminal Outcomes:

- Demonstrate the various activities for establishing milk collection centres
- Describe the milk testing and measurement procedure and equipment used for it

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Enlist contacts to approach for support for work-related information and clarifications • Describe the importance of following health, hygiene and safety legislation, policies and procedure • Describe the data collection techniques, the information required and sources of data • Describe the process of conducting mass meetings • Explain the proper communication process and types of communication media • Enlist the audio-visual aids and their operation and maintenance • Describe the milk measurement and testing procedure • Describe the process of milk collection, testing and payment 	<ul style="list-style-type: none"> • Demonstrate collecting and analysing milk production and estimating surplus in the village • Show how to identify channels of milk disposal for milk producers • Demonstrate identifying and preparing room for milk collection • Demonstrate arranging milk collection and testing equipment and its installation • Demonstrate training skills in equipment operation, milk testing and record maintaining, etc. • Demonstrate bank account operation skills • Demonstrate producers milk sample testing • Demonstrate the process of milk collection, testing and payment • Demonstrate training on running milk collection center
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	
Checklist Format, AMCU (Automatic Milk Collection Unit), Adulteration Testing Kit, Dead Weights, Calibrated Measuring Jars, Reagents, Electronic Weighing Scale, Analyser	

Module 4: Process of organizing milk routes

Mapped to NOS AGR/N4226 v1.0

Terminal Outcomes:

- Demonstrate planning and mapping of milk routes
- Describe the documentation and record related to milk transportation

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explains records related to PI and milk procurement at the collection point and milk transportation • Describe the process of preparing road maps, finding point to point distance and revise milk routes • Describe the process of hiring vehicle for milk transportation and transport agreement • Explain the process of preparing milk route time table • Explain the milk sampling process as per FSSAI • Describe the process for maintaining the quality of milk PP and transport level • Describe the audit process of cooperative societies, audit report and compliance • Enlist various issues may arise during milk transport and their solutions 	<ul style="list-style-type: none"> • Demonstrate sourcing of secondary data like road network and organising milk routes • Demonstrate planning milk routes and preparing route time table • Show how to identify transporter and brief them about milk transportation system • Demonstrate arranging documents required for hiring of milk transport vehicles • Demonstrate mapping the milk route, updating it in the system and certifying transport bills • Show how to arrange alternative transport of milk in case of accidents • Demonstrate training the transport staff on their duties, documentation, measuring quantity and quality of milk • Demonstrate solving frequent problems with the transport system • Show how to reorganize milk routes • Show how to deal with milk shortage during transport
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	
Field surveys	

Module 5: Process of implementing clean milk production system at farmer level

Mapped to NOS AGR/N4227 v1.0

Terminal Outcomes:

- Describe the practices for clean milk production
- Demonstrate hygiene and sanitation practices before after and during milking

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the clean milk and how to monitor hygiene and sanitation at the farm, surrounding and animal • Explain about Mastitis, its control and care • Describe the health and hygiene requirement at all stages of milk production, collection and transportation and its importance • Describe the measures to control rodents, vermin, mosquito and flies • Describe the sources of foreign material in milk, its consequences and control • Explain the process of milk segregation from animals suffering from mastitis and its importance • Describe the effects of poor-quality feed and fodders • Describe the measures to reduce stress from the animals 	<ul style="list-style-type: none"> • Demonstrate monitoring sanitary condition of animal surrounding • Demonstrate monitoring cleanliness of animal • Demonstrate hygiene and sanitation practices before-milking, during milking and after milking • Demonstrate milk segregation of milk of animals suffering from Mastitis • Demonstrate measures to reduce stress to the animal due to weather, housing and environment • Show how to create awareness on Mastitis, its control and care management • Demonstrate cleanliness of utensils used for milking and keeping milk
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	

Module 6: Process of implementing quality assurance system at PP and transport level

Mapped to NOS AGR/N4227 v1.0

Terminal Outcomes:

- Describe the health and hygiene requirements at milk collection center
- Demonstrate practices for maintaining hygiene and sanitation in milk production, collection and distribution

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the organoleptic milk testing procedure • Explain the correct method for disposing waste out of milk testing • Describe the significance of expiry dates of chemicals and reagents • Enlist possible sources of milk contamination • Describe how to prepare, handle and store cleaning and milk testing solutions • Describe the legislative requirements for handling, measurement and testing of milk • Describe the personal hygiene measures and safety precautions while milk testing and transport • Describe the organizing policy related to quality assurance 	<ul style="list-style-type: none"> • Demonstrate hygiene and sanitation at milk collection point and its surrounding • Demonstrate smooth running of all the testing equipment, chemicals and glassware • Show how to train VSP on hygiene, sanitation and pest control • Demonstrate timely stamping and calibration of milk measuring and testing equipment at PPs • Demonstrate checking of cleanliness of milk can delivered at PPs • Show how to monitor the foreign material in milk delivered by farmers • Demonstrate training of VSPs on different topics • Show how to approach for support in order to seek work related information • Show how to reduce the loss to farmers due to poor quality of milk
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	

Module 7: Process of establishing milk procurement and operationalize milk transportation system

Mapped to NOS AGR/N4228 v1.0

Terminal Outcomes:

- Demonstrate activities of maintaining cleanliness and hygiene at milk collection center
- Demonstrate safety practices at milk collection center

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Enlist the contacts for support in obtaining work related information • Explain the importance of following health, hygiene and safety practices • Describe the concept and by-laws of different producers' institutions and cooperatives • Explain about various milk testing procedures • Describe the various records needed at PP level • Describe the procedure of milk dispatch and its record • Explain the process of hiring of transport vehicles and required documents 	<ul style="list-style-type: none"> • Demonstrate installing milk collection and testing system in the villages • Show how to arrange calibration of milk collection and testing equipment • Show how to arrange opening the codes of PPs and transporters • Demonstrate coding of milk cans and issue to PPs • Demonstrate scheduling milk collection and dispatch timing at all milk collections • Demonstrate staff positioning on PPs for support • Demonstrate training VSP/secretary on PP operation • Show how to maintain necessary records at PP level • Demonstrate briefing the transport staff on route, process, timing of milk lifting and delivery at dock
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	

Module 8: Assessment of current dairy practices in the area

Mapped to NOS AGR/N4229 v1.0

Terminal Outcomes:

- Demonstrate assessment of current practices of animal husbandry, feeding and animal productivity at the village level

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the relevant legislation, standards and policies related to milk production enhancement • Explain health and safety requirements to animals and staff in the work place • Explain the importance of following health, hygiene and safety practices • Describe the documentation and procedures applicable in the context of work • Describe the techniques of collecting information on animal feeding, breeding, etc. • Describe the process of PRA exercise and its need 	<ul style="list-style-type: none"> • Demonstrate farmers about productivity enhancement and cost reduction measures • Show how to assess the availability of agricultural by-products used for animal feeding • Show how to assess the current level of productivity of animals and potential for the improvement • Demonstrate conducting PRA exercises • Show how to assess the current animal husbandry practices • Show how to analyse the information collected through PRA exercises
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	

Module 9: Delivering appropriate milk enhancement activities

Mapped to NOS AGR/N4229 v1.0

Terminal Outcomes:

- Demonstrate planning and organizing various activities for production enhancement

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Enlist the factors impacting on livestock stress and methods to reduce it • Describe the concept of balance cattle feed and its importance • Describe about fodder production cycle, its types and various cattle feeds • Explain about various preventive measures for animal health • Describe the concept of breed improvement • Explain about Mastitis • Describe the practices for managing animals at different stages • Describe the sources to improve seeds, cattle feed, semen, etc. and process to arrange inputs 	<ul style="list-style-type: none"> • Demonstrate conducting various awareness generation activities for production enhancement • Show how to coordinate with VSPs, farmers and officials/experts, etc. for planning and implementing activities • Show how to identify target group and arrange local resources for delivery of intended PE activity • Show how to arrange follow up action from experts as required
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	

Module 10: Process of inventory management during milk transportation

Mapped to NOS AGR/N4230 v1.0

Terminal Outcomes:

- Demonstrate milk testing and measurement at various stages of milk transportation
- Describe suggestive actions in case of milk shortage, souring, etc.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Enlist the contacts for support in obtaining work related information • Describe the importance of following inventory management of milk standard • Describe the documents and related procedure applicable to the milk transportation • Explain the process of milk measurement at PP level and process of dispatch and delivery to the transporter • Enlist the causes to milk shortage during transport • Describe the process of milk testing at CC dock and computation of shortage • Describe the causes of milk souring/ curdling and how to control it 	<ul style="list-style-type: none"> • Demonstrate computing quantity of milk, fat and SNF handed over by VSP to transporter • Demonstrate computing quantity, fat and SNF of each PP delivered by transporter at the dock • Show how to compute VSP wise and aggregate shortage of milk quantity • Show how to identify the reasons for milk shortage and apply recoveries • Demonstrate identifying reasons for spoilage of milk during transport and take remedial measures • Demonstrate computing the number of cans received by transporter from VSPs and fix recovery for shortage
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	

Module 11: Process of maintaining health and safety during milk transport and emergency procedure

Mapped to NOS AGR/N4231 v1.0

Terminal Outcomes:

- Describe health, hygiene and sanitation requirements for the work environment and emergency procedures
- Demonstrate safety checks for all equipment and asses the risks associated with them

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the relevant health and safety requirements for the work environment • Explain the importance of following health, hygiene and safety standards • Describe the personal hygiene requirements and relevant personal protective equipment and clothing • Describe the good housekeeping practices and its importance • Describe the method for waste disposal safely and in an eco-friendly way • Describe the risks to health and safety associated to the job and ways to minimise • Describe the process and importance of reporting accidents and problems 	<ul style="list-style-type: none"> • Demonstrate safety check of all equipment and vehicles and report hazards to appropriate person • Show how to identify the work needs to be done with protective clothing or equipment • Demonstrate assessing the risks prior to performing manual handling jobs and work • Demonstrate using equipment and materials safely and correctly and place them at their designated place after use • Demonstrate waste disposal safely and correctly in a designated area • Demonstrate following emergency procedure as per workplace standards • Demonstrate using the first aid kit • Demonstrate planning route as per road conditions and locations in the village
Classroom Aids:	
Laptop, White Board, Marker, Projector	
Tools, Equipment and Other Requirements	

Module 12: Employability Skills (90 hours)

Mapped to NOS DGT/VSQ/N0103 v1.0

Duration: 90:00

Key Learning Outcomes

Introduction to Employability Skills Duration: 3 Hours

After completing this programme, participants will be able to:

1. Outline the importance of Employability Skills for the current job market and future of work
2. List different learning and employability related GOI and private portals and their usage
3. Research and prepare a note on different industries, trends, required skills and the available opportunities

Constitutional values - Citizenship Duration: 1.5 Hours

4. Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
5. Demonstrate how to practice different environmentally sustainable practices

Becoming a Professional in the 21st Century Duration: 5 Hours

6. Discuss relevant 21st century skills required for employment
7. Highlight the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life
8. Create a pathway for adopting a continuous learning mindset for personal and professional development

Basic English Skills Duration: 10 Hours

9. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
10. Read and understand text written in basic English
11. Write a short note/paragraph / letter/e -mail using correct basic English

Career Development & Goal Setting Duration: 4 Hours

12. Create a career development plan
13. Identify well-defined short- and long-term goals

Communication Skills Duration: 10 Hours

14. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette
15. Write a brief note/paragraph on a familiar topic
16. Explain the importance of communication etiquette including active listening for effective communication
17. Role play a situation on how to work collaboratively with others in a team

Diversity and Inclusion Duration: 2.5 Hours

18. Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD
19. Discuss the significance of escalating sexual harassment issues as per POSH act

Financial and Legal Literacy Duration: 10 Hours

20. Discuss various financial institutions, products, and services
21. Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement
22. Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions
23. Calculate income and expenditure for budgeting
24. Discuss the legal rights, laws, and aids

Essential Digital Skills Duration: 20 Hours

25. Describe the role of digital technology in day-to-day life and the workplace
26. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
27. Demonstrate how to connect devices securely to internet using different means
28. Follow the dos and don'ts of cyber security to protect against cyber crimes
29. Discuss the significance of displaying responsible online behavior while using various social media platforms
30. Create an e-mail id and follow e-mail etiquette to exchange e-mails
31. Show how to create documents, spreadsheets and presentations using appropriate applications
32. utilize virtual collaboration tools to work effectively

Entrepreneurship Duration: 7 Hours

33. Explain the types of entrepreneurship and enterprises
34. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
35. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
36. Create a sample business plan, for the selected business opportunity

Customer Service Duration: 9 Hours

37. Classify different types of customers
38. Demonstrate how to identify customer needs and respond to them in a professional manner
39. Discuss various tools used to collect customer feedback
40. Discuss the significance of maintaining hygiene and dressing appropriately

Getting ready for apprenticeship & Jobs Duration: 8 Hours

41. Draft a professional Curriculum Vitae (CV)
42. Use various offline and online job search sources to find and apply for jobs
43. Discuss the significance of maintaining hygiene and dressing appropriately for an interview
44. Role play a mock interview
45. List the steps for searching and registering for apprenticeship opportunities

Module 13: On-the-Job Training

Mapped to Milk Procurement & Input Supervisor

Mandatory Duration: 90:00	Recommended Duration: 00:00
Location: On Site	
<p>Terminal Outcomes</p> <ul style="list-style-type: none"> • Show how to Communicate effectively at the workplace with internal and external stakeholders • Carry out commercial activities such as buying and selling dairy related products using the appropriate e-commerce platforms or from authorized vendor • Process payments using the relevant e-payment method. • Prepare training schedule for an apprentice. • Explain the requirements of personal health, hygiene and fitness at work. • Discuss the industry recommended practices for the safe utilization of dairy products • Implement the practices related to gender and PwD sensitization. 	

Annexure

Trainer Requirements

Job Role Name	Minimum Educational Qualification of the Trainer	Specialization	Relevant Industry Experience		Training Experience		Remarks
			Years	Specialization	Years	Specialization	
Milk Procurement and Input Supervisor	12th Class	Class 12th	2	Procurement in perishable items	0		Milk Procurement and Input Supervisor or equivalent with 2 Years of experience. Certificate from Milk corporates/ Milk Cooperatives
Milk Procurement and Input Supervisor	Diploma	Veterinary /Animal Husbandary / Dairying	3	Procurement in perishable items	0		Regular Diploma more than 15 months in veterinary /Animal Husbandary / Dairying
Milk Procurement and Input Supervisor	Graduate	in Science	3	Procurement in perishable items	0		For the school Program minimum qualification of the Trainer should be Graduate (

							Agriculture/ Zoology/ Dairy) with minimum 3 years Teaching experience (will be considered industry experience)
Milk Procurement and Input Supervisor	Graduate	Dairy Science/ Dairy Technology	0		0		

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Milk Procurement & Input Supervisor" mapped to QP: "AGR/Q4202, v3.0". Minimum accepted score is 80%.	Certified for the Job Role: "Trainer (Vet and Skills)", mapped to the Qualification Pack: "MEP/Q2601, v2.0". Minimum accepted % as per respective SSC guidelines is 80%.

Assessor Requirements

Assessor Prerequisites - Milk Procurement and Input Supervisor						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
B. Tech	Dairy and related streams	4	In Dairy Science/Animal Science/Veterinary Science or related streams	0		Practical skills and knowledge required to operate, inspect, monitor, maintain, clean, and repair the farm's facilities and equipment
B. V. Sc.		4	In Dairy Science/Animal Science/Veterinary Science or related streams	0		Practical skills and knowledge required to operate, inspect, monitor, maintain, clean, and repair the farm's facilities and equipment
B. Sc	Animal Sciences/ Dairy Science/ Dairy Technology	5	In Dairy Science/Animal Science/Veterinary Science or related streams	0		Practical skills and knowledge required to operate, inspect, monitor, maintain, clean, and repair the farm's facilities and equipment
M. V. Sc		2	In Dairy Science/Animal Science/Veterinary Science or related streams	0		Practical skills and knowledge required to operate, inspect, monitor, maintain, clean, and repair the farm's facilities and equipment
M Sc	Animal Science/Dairy Science/Dairy Technology	2	In Dairy Science/Animal Science/Veterinary Science or related streams	0		Practical skills and knowledge required to operate, inspect, monitor, maintain, clean, and repair the farm's facilities and equipment
PhD	Animal Science/ Veterinary Science/Dairy Technology/Dairy Science	1	In Dairy Science/Animal Science/Veterinary Science or related streams	0		Practical skills and knowledge required to operate, inspect, monitor, maintain, clean, and repair the farm's facilities and equipment

Assessor Certification	
Domain Certification	Platform Certification
AGR/Q4202, v3.0_ Milk Procurement & Input Supervisor	MEP/Q2701, V2.0 Assessor

Assessment Strategy

Assessment System Overview

In Agriculture Sector it is of ultimate importance that individuals dealing with crop production or livestock have the requisite knowledge and competencies to undertake the task. Based on the Assessment Criteria, SSC in association with empaneled AAs, define the test structure for the given job roles to cover the required skills and competencies. Assessment strategy consists of the following:

1. Multiple Choice Questions: To assess basic knowledge (Objective/Subjective)
2. Viva: To assess awareness on processes (Oral and/or written questioning)
3. Practical: To evaluate skills and identify competencies. (Observation)

Assessments for knowledge and awareness on processes may be conducted through 'real time' internet based evaluation or by conducting the same 'offline' through TABs. Skills and competencies are to be assessed by conducting 'practical' on ground through qualified and ToA certified assessors.

While it is important that an individual has adequate knowledge and skills to perform a specific task, weight age for different aspects for assessment are given as follows:

Multiple Choice Questions: 20%-30%, depending on the specific QP

Viva: 20%

Practical: 50% - 60% (Involves demonstrations of applications and presentations of procedures/tasks and other components)

Assessment will be carried out by certified assessors through empaneled assessment partners. Based on the results of assessment; ASCI will certify the learners/candidates

Testing Environment

Assessments are conducted on laptops, Mobiles and android tablets via both offline and online mode depending on the internet connectivity at assessment location.

In remote locations/villages, assessments get delivered through tablets without the requirement of Internet.

- Multilingual assessments (ASCI is conducting assessments in 13 + languages pan India)
- Rubric driven assessments in Practical/Viva sections and responses recorded accordingly
- All responses, data, records and feedback stored digitally on cloud
- Advanced auto-proctoring features – photographs, time-stamp, geographic-tagging, toggle-screen/copy-paste disabled, etc.
- Android based monitoring system
- End to end process from allocation of a batch to final result upload, there is no manual intervention

- Assessment will normally be fixed for a day after the end date of training / within 7 days of completion of training.
- Assessment will be conducted at the training venue
- Room where assessment is conducted will be set with proper seating arrangements with enough space to curb copying or other unethical activities
- Question bank of theory and practical will be prepared by ASCI /assessment agency and approved ASCI. Only from approved Question Bank assessment agency will prepare the question paper. Theory testing will include multiple choice questions, pictorial question, etc. which will test the trainee on his theoretical knowledge of the subject.
- The theory, practical and viva assessments will be carried out on same day. In case of more number of candidates, number of assessors and venue facilitation be increased and facilitated

Assessment			
Assessment Type	Formative or Summative	Strategies	Examples
Theory	Summative	MCQ/Written exam	Knowledge of facts related to the job role and functions. Understanding of principles and concepts related to the job role and functions
Practical	Summative	Structured tasks/Demonstration	Practical application /Demonstration /Application tasks
Viva	Summative	Questioning and Probing	Mock interviews on usability of job roles/advantages /importance of adherence to procedures. Viva will be used to gauge trainee's confidence and correct knowledge in handling job situation

The question paper pre-loaded in the computer /Tablet and it will be in the language as requested by the training partner.

Assessment Quality Assurance framework

Assessment Framework and Design: Based on the Assessment Criteria, SSC in association with AAs will define the test structure for the given roles to cover the required skills and competencies. ASCI offer a bouquet of tools for multi- dimensional evaluation of candidates covering language, cognitive skills, behavioral traits and domain knowledge.

Theoretical Knowledge - Item constructs and types are determined by theoretical understanding of the testing objectives and published research about the item-types and constructs that have shown statistical validity towards measuring the construct. Test item types which have been reported to be coachable are not included. Based on these, items are developed by domain experts. They are provided with comprehensive guidelines of testing objectives of each question and other quality measures.

Type – Questions based on Knowledge Required, Case-based practical scenario questions and automated simulation based questions.

Practical Skills - The practical assessments are developed taking into consideration two aspects: what practical tasks is the candidate expected to perform on the job and what aspects of the job cannot be judged through theoretical assessments. The candidates shall be asked to perform either an entire task or a set of subtasks depending on the nature of the job role

Type – Standardized rubrics for evaluation against set of tasks in a demo/practical task

Viva Voce - Those practical tasks which cannot be performed due to time or resource constraints are evaluated through the viva mode. Practical tasks are backed up with Viva for thorough assessment and complete evaluation

Type – Procedural questions, Do's & Don'ts, subjective questions to check understanding of practical tasks.

Assessor has to go through orientation program organized by Assessment Agency. The training would give an overview to the assessors on the overall framework of QP evaluation. Assessor shall be given a NOS and PC level overview of each QP as applicable. Overall structure of assessment and objectivity of the marking scheme will be explained to them. The giving of marks will be driven by an objective framework which will maintain standardization of marking scheme.

Type of Evidence and Evidence Gathering Protocol:

During the assessment the evidences collected by AAs and ASCI are:

- Geo Tagging to track ongoing assessment
- AA's coordinator emails the list of documents and evidences (photos and videos) to the assessor one day prior to the assessment. List is mentioned below:
 - Signed Attendance sheet
 - Assessor feedback sheet
 - Candidate feedback sheet
 - Assessment checklist for assessor
 - Candidate Aadhar/ID card verification
 - Pictures of classroom, labs to check the availability of adequate equipment's and tool to conduct the training and assessment
 - Pictures and videos of Assessment, training feedback and infrastructure.
- Apart from the Assessor, Technical assistant popularly known as Proctor also ensures the proper documentation and they verify each other's tasks.
- To validate their work on the day of assessment, regular calls and video calls are done.
- On-boarding and training of assessor and proctor is done on timely basis to ensure that quality of the assessment should be maintained.
- Training covers the understanding of QP, NSQF level, NOS and assessment structure

Methods of Validation

- Morning Check (Pre-Assessment): Backend team of AA calls and confirms assessor/technical SPOC event status. Assessor/Technical SPOC are instructed to reach the centre on time by 9:30 AM / as decided with TC and delay should be highlighted to the Training Partner in advance.
- Video Calls: Random video calls are made to the technical SPOC/assessor so as to keep check on assessment quality and ensure assessment is carried out in fair and transparent manner
- Aadhar verification of candidates

- **Evening Check (Post Assessment):** Calls are made to the ground team to ensure event is over by what time and the documentation is done in proper manner or not.
- **TP Calling:** To keep check on malpractice activity, independent audit team calls to TP on recorded line to take confirmation if there was any malpractice activity observed in assessment on part of AA/SSC team. If calls are not connected, email is send to TP SPOC for taking their confirmation
- **Video and Picture Evidence:** Backend team collects video and pictures for assessment on real time basis and highlights any issue like, Students sitting idle/trainer allowed for helping out candidates during assessment.
- **Surprise Visit:** Time to time SSC/AA Audit team can visit the assessment location and do surprise audit for assessment process carried out by ground team.
- **Geo Tagging:** On day of assessment, each technical SPOC is required to login in our internal app which is Geo tagged. Any deviation with centre address needs to be highlighted to assessment team on real-time basis.

Method for assessment documentation, archiving, and Access:

- ASCI has fully automated result generation process in association with multiple AAs
- Theory, Practical and Viva marks forms the basis of the results and encrypted files generated to avoid data manipulation. All responses captured and stored in System with Time-Stamps at the end of AAs and SSC. NOS-wise and PC-wise scores can be generated.
- Maker Checker concept: 1 person prepares results and other audit result which is internally approved by AA at first and then gets vetted at the end of SSC
- All soft copy of documents is received from the on-ground tech team over mail. The same are downloaded by our internal backend team and saved in Repository. The repository consists of scheme wise folders. These scheme wise folders have job role specific folders. These specific folders have Year wise and Month wise folders where all documents are saved in Batch specific folders. All Hard copies are filed and stored in storeroom.
- **Result Review and Recheck Mechanism –**
 - Time stamped assessment logs
 - Answer/Endorsement sheets for each candidate
 - Attendance Sheet
 - Feedback Forms: Assessor feedback form, Candidate feedback form, TP feedback form
 - The results for each of the candidate shall be stored and available for review (retained for 5 years/ till conclusion of project or scheme)