

# Model Curriculum

## Community Service Provider

**SECTOR: AGRICULTURE & ALLIED**  
**SUB-SECTOR: AGRICULTURE INDUSTRIES**  
**OCCUPATION: AGRI-ENTREPRENEURSHIP AND RURAL ENTERPRISES**  
**REF ID: AGR/Q7802, V1.0**  
**NSQF LEVEL: 4**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**AGRICULTURE SKILL COUNCIL OF INDIA**

for the

**MODEL CURRICULUM**

Complying to National Occupational Standards of  
Job Role/Qualification Pack: 'Community Service Provider' QP No. 'AGR/Q7802 NSQF Level 4'

Date of Issuance: December 30<sup>th</sup>, 2017

Valid upto: March 31<sup>st</sup>, 2021

\* Valid up to the next review date of the Qualification Pack



Authorised Signatory  
(Agriculture Skill Council of India)

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# Community Service Provider

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Community Service Provider”, in the “Agriculture & Allied” Sector/Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>	<b>Community Service Provider</b>		
<b>Qualification Pack Name &amp; Reference ID.</b>	AGR/Q7802, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	
<b>Pre-requisites to Training</b>	12 <sup>th</sup> Pass		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Set up Community Service Center (CSC):</b> basic concept of CSC, role of different stakeholders, eligibility requirement for setting up of CSC, analyze B:C ratio etc</li> <li>• <b>Engage Community for finalizing services to be delivered:</b> encourage community participation, identify problems of the community</li> <li>• <b>Sales and Promotion of G2C and other additional services:</b> identify requirements of the community, understand and deliver range of G2C and additional services as per the requirement of the community/person</li> <li>• <b>Showcase village-level entrepreneurship:</b> develop entrepreneurship and other soft skills, promote business support services to the community</li> </ul>		

This course encompasses 6 out of 6 National Occupational Standards (NOS) of “Community Service Provider” Qualification Pack issued by “Agriculture Skill Council of India”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<b>Introduction</b>  <b>Theory Duration</b> (hh:mm) 2:00  <b>Practical Duration</b> (hh:mm) 0:00  <b>Corresponding NOS Code</b> Bridge Module	<ul style="list-style-type: none"> <li>Understand the general discipline in the class room (Do's &amp; Don'ts)</li> <li>Understand the importance of internet and power of information</li> <li>Get acquainted with different internet based services available for rural folks</li> <li>Understand the importance of national e-governance plan</li> <li>Understand the importance of Common Service Center/ Village Knowledge Center (CSC/VKC) in social development</li> <li>Understand the importance of CSC/VKC in generating employment opportunities</li> <li>Understand the Role of Community Service Provider and the progression pathways</li> </ul>	White Board, Marker, Computer/ Laptop, projector
2	<b>Basic Concept of Community Service Center</b>  <b>Theory Duration</b> (hh:mm) 5:00  <b>Practical Duration</b> (hh:mm) 8:00  <b>Corresponding NOS Code</b> AGR/N7807	<ul style="list-style-type: none"> <li>Understand the basic concept of Common Service Center (CSC)</li> <li>Understand the role of government in CSC and who are the beneficiaries</li> <li>Get acquainted with different types of services that can be provided by CSC</li> <li>Get acquainted with G2C and B2C services</li> <li>Get acquainted with the eligibility requirements to start the CSC</li> <li>Understand village-level entrepreneurship</li> </ul>	White Board, Marker, Laptop, projector
3	<b>Community Development through CSC</b>  <b>Theory Duration</b> (hh:mm) 5:00  <b>Practical Duration</b> (hh:mm) 20:00  <b>Corresponding NOS Code</b> AGR/ N7808	<ul style="list-style-type: none"> <li>Demonstrate the role of community in CSC/VKC function</li> <li>Maintain close connect with community and spread the network</li> <li>Demonstrate the value of CSC/VKC in social change</li> <li>Determine the role of Government and Panchayat functionaries at the local level</li> <li>Identify and implement elements of successful participation of community in CSC/VKC</li> <li>Identify and remove the obstacles to community participation in CSC</li> </ul>	Marker, Laptop, projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4	<b>Setting up of CSC</b>  <b>Theory Duration</b> (hh:mm) 10:00  <b>Practical Duration</b> (hh:mm) 25:00  <b>Corresponding NOS Code</b> AGR/N7809	<ul style="list-style-type: none"> <li>Design a well defined business plan</li> <li>Set up basic infrastructure to set up a CSC as in suitable premises, electricity and telephone connection, tools(hardware &amp; software requirement) and furniture</li> <li>Choose the location</li> <li>Analyze the cost-benefit ratio</li> <li>Meet the legal requirements</li> <li>Maintain relation with various implementation agencies as in SCA (Service Center Agency) and SDA (State Designated Authority)</li> <li>Discern various IT based and non-IT based services to be provided by CSC</li> </ul>	White Board, Marker, Laptop, projector, printer, scanner, Internet connection/broadband
5	<b>Sales and Promotion of G2C services</b>  <b>Theory Duration</b> (hh:mm) 10:00  <b>Practical Duration</b> (hh:mm) 25:00  <b>Corresponding NOS Code</b> AGR/N7810	<ul style="list-style-type: none"> <li>Build relationship with the local community</li> <li>Understand the local community needs and design promotional campaigns accordingly</li> <li>Provide information on various services offered by CSC as in: agricultural inputs, weather, commodity prices, e-mandi, health, as well as services in the form of e-government, tele-medicine, bill payments &amp; bookings, data entry, digital pictures, entertainment, education &amp; e-learning, micro-finance, etc.</li> <li>Undertake promotion of CSC services through local government bodies, existing customer, organizing meetings, participating in melas etc</li> <li>Set monthly and yearly targets for self to make CSC profitable</li> <li>Understand the service life cycle</li> <li>Understand the importance of critical data and security</li> <li>Undertake documenting, classifying, and prioritizing service requests</li> <li>Evaluate the feedback system and continuous improvement for betterment</li> <li>Develop &amp; generate MIS for analyzing sales and services for future course of action</li> </ul>	White Board, Marker, Computer/ Laptop, projector, printer, scanner, Internet connection/broadband
6	<b>Promoting and delivering Agricultural</b>	<ul style="list-style-type: none"> <li>Study the socio-economic and agro-climatic condition of the catchment</li> </ul>	White Board, Marker, Laptop, projector,

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<b>services</b>  <b>Theory Duration</b> (hh:mm) 10:00  <b>Practical Duration</b> (hh:mm) 30:00  <b>Corresponding NOS Code</b> AGR/N7811	area <ul style="list-style-type: none"> <li>Identify types of additional services that can be offered to the people</li> <li>Conduct survey/ hold discussions to find the need of the people and aware them of possible solution/ services that could be made available to them</li> <li>Formalize the action plan for providing customized services or information</li> <li>Analyze the time frame of different elements of extension services, such as latest technological advances, frontline demonstrations and trainings</li> <li>Prepare a cost effective plan for providing agriculture services</li> </ul>	printer, scanner, Internet connection/broadband
7	<b>Developing Entrepreneurship and other soft skills</b>  <b>Theory Duration</b> (hh:mm) 10:00  <b>Practical Duration</b> (hh:mm) 40:00  <b>Corresponding NOS Code</b> AGR/N7812	<ul style="list-style-type: none"> <li>Assess market demand &amp; supply of rural services</li> <li>Seek information regarding subsidies/loan available through govt institutions</li> <li>Various types of documents and their uses- Birth certificate, 10<sup>th</sup> Certificate, Ration Card, Voter Id Card, Aadhar Card, PAN card, Driving License, Bank Pass Book</li> <li>Avail loan from the financial institutions</li> <li>Identify &amp; develop appropriate marketing channels</li> <li>Formulate competitive pricing for services offered</li> <li>Maintain book of accounts</li> <li>Calculate B:C ratio</li> <li>Basic Communication Skills</li> <li>Basic Organization Skills</li> <li>Basic Computer Skills</li> </ul>	White Board, Marker, Laptop, projector
	<b>Total Duration:</b>  <b>Theory Duration</b> <b>52:00</b> <b>Practical Duration</b> <b>148:00</b>	<b>Unique Equipment Required:</b> Computer/ Laptop, white board, marker, projector, printer, scanner, internet connection/ broadband	

Grand Total Course Duration: **200 Hours, 0 Minutes**

*(This syllabus/ curriculum has been approved by [Agriculture Skill Council of India](#))*

## Trainer Prerequisites for Job role: “Community Service Provider” mapped to Qualification Pack: “AGR/Q7802, v1.0”

Sr. No.	Area	Details
1	<b>Description</b>	Trainer is responsible for educating the trainees – Concept of Common Service Center, setting up of CSC, Sales and promotion of G2C services and other customized services, community development through CSC, Entrepreneurship & soft skills
2	<b>Personal Attributes</b>	Trainer should be Subject Matter Specialist. He/ She should have good communication and observation skill, leadership skill, practical oriented skill
3	<b>Minimum Educational Qualifications</b>	Diploma in Agriculture
4a	<b>Domain Certification</b>	Certified for Job Role: “ <u>Community Service Provider</u> ” mapped to QP: “ <u>AGR/Q7802, v1.0</u> ”. Minimum accepted score is 80%.
4b	<b>Platform Certification</b>	Certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score is 80%
5	<b>Experience</b>	<ul style="list-style-type: none"> <li>• Post -Graduate in Agricultural Extension</li> <li>• B.Sc. (Agriculture &amp; Agri-allied) with 6 months of relevant work experience</li> <li>• Any other Graduate with 10+2 in Science with 3 years of relevant work experience and a total of 4 years work experience</li> <li>• Diploma (Agriculture)[after 10+2] with 2 years of relevant work experience and a total of 3 years work experience</li> </ul>



### Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Community Service Provider</b>
<b>Qualification Pack</b>	<b>AGR/Q7802, v1.0</b>
<b>Sector Skill Council</b>	<b>Agriculture</b>

#### **Guidelines for Assessment:**

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 proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.





