

Model Curriculum

Milk Route Supervisor

SECTOR: AGRICULTURE & ALLIED
SUB-SECTOR: DAIRYING
OCCUPATION: MILK COLLECTION & HANDLING
REF ID: AGR/Q4201, V1.0
NSQF LEVEL: 5



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AGRICULTURE SKILL COUNCIL OF INDIA

for the

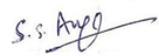
MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: **'Milk Route Supervisor'** QP No. **'AGR/Q4201 NSQF Level 5'**

Date of Issuance: July 30th, 2017

Valid up to: March 31st, 2021

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


S. S. Anand
Authorised Signatory
(Agriculture Skill Council of India)

Milk Route Supervisor

CURRICULUM / SYLLABUS

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

Program Name	Milk Route Supervisor		
Qualification Pack Name & Reference ID.	AGR/Q4201, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	Class 12, preferably		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Prepare route maps for procurement of milk from catchment area: Route mapping, Transportation roster, Technical knowledge of the delivery mechanism • Personal Management for Transportation of Milk: Manpower planning, training of drivers, procedure compliance and productivity management • Complete documentation, inventory management and record keeping related to milk transportation: Record keeping of transportation of milk and transports • Ensure Safety, Hygiene and Sanitation during transportation of milk: Safety and hygiene practices • Spearhead the team for milk route supervision: Team management 		

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 15:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code AGR/N4205	<ul style="list-style-type: none"> Attend work related grievances of staff and address them Ensure periodic training Understand organization's norms and guidelines Understand legalities related to work place Conduct performance appraisals 	
	Total Duration: Theory Duration (hh:mm) 80:00 Practical Duration (hh:mm) 120:00	Unique Equipment Required: Laptop, white board, marker, projector, Audio-visual aids, electronic weighing scale, lactometer, reflectometer, sanitizer, glassware, dead weight, reagent, EWS and Analysers, PPEs	

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: “Milk Route Supervisor” mapped to Qualification Pack: “AGR/Q4201, v1.0”

Sr. No.	Area	Details
1	Description	Trainer is responsible for educating the trainees – Ensuring practical training well as theoretical sessions regarding transportation of milk
2	Personal Attributes	Trainer should be Subject Matter Expert. He/ she should have good communication, leadership, observation and practical oriented skills.
3	Minimum Educational Qualifications	Diploma in Veterinary /Animal Husbandry / Dairying
4a	Domain Certification	Certified for Job Role: “Milk Route Supervisor” mapped to QP: “AGR/Q4201, v1.0”. Minimum accepted score is 80%.
4b	Platform Certification	Certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted % as per respective SSC guidelines is 80%.
5	Experience	<ul style="list-style-type: none"> • B. V. Sc. With 2 years of relevant experience • B. Tech (Dairy) with 2 years of relevant experience • B. SC Agriculture with 2 years of relevant experience • Any Graduate with 3 years of relevant experience • Diploma in veterinary /Animal Husbandry / Dairying with 4 years of relevant work experience • VLDA (Veterinary livestock development assistant) with 3 years of relevant work experience

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Milk Route Supervisor
Qualification Pack	AGR/Q4201, v1.0
Sector Skill Council	Agriculture

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. 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 criteria
5. To pass the Qualification Pack , every trainee should score a minimum of 70% in aggregate.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

	PC2. Define the role for each person who is involved in the procurement and transportation of milk from catchment areas to the processing plant	10	3	7
	PC3. Assess the need for additional or less manpower depending on the fluctuations in the business cycle	5	1.5	3.5
	PC4. Prepare a back up plan for manpower allocation in case of unforeseen circumstances	5	1.5	3.5
	PC5. Coordinate work hours including scheduling, approving time off requests, tracking absences, timekeeping and managing driver overtime expenses	5	1.5	3.5
	PC6. Provide training to drivers and/or merchandisers on company policies and procedures on an ongoing basis	5	1.5	3.5
	PC7. Ensure that the drivers are well trained in operating the milk hauling vehicle and can perform minor mechanical fixes on the route	5	1.5	3.5
	PC8. Facilitate communications from truck and equipment repairs with vehicle maintenance personnel	10	3.5	6.5
	PC9. Establish and communicate performance standards and objectives; conduct periodic performance appraisals	5	1.5	3.5
	PC10. Monitor operations and staff; recommend when necessary, changes in methods, procedures structures and additions or changes in personnel to secure optimum utilization of resources	10	3	7
	PC11. Conduct driver meetings, keep staff informed on current problems, changes, and new developments by conducting periodic meetings	5	1.5	3.5
	PC12. Maintain cordial relations with milk producers, help in payment disbursement, facilitate bank account opening, and organize and conduct training for farmers	5	1.5	3.5
	PC13. Monitor work productivity, reports on trends, and recommend and implement changes to continually improve work productivity	5	1.5	3.5
	PC14. Perform periodic "ride alongs" to ensure that drivers perform their functions in a safe and productive manner	5	1.5	3.5
	PC15. Participate in maintenance of driver qualification files, log files and vehicle condition reports for all	5	1.5	3.5

	drivers and equipments				
	PC16. Ensure a safe work environment in compliance with all safety policies and procedures ensuring the use of appropriate tools and equipment for the task		5	1	4
			100	30	70
3. AGR/Q4203 Complete documentation, record keeping and inventory management related to milk transportation	PC1. Maintain records of milk and transportation vehicle starting from procurement from catchment areas through the processing unit and to the distribution centres	100	10	3	7
	<ul style="list-style-type: none"> Hauling/transportation driver's name and address 				
	<ul style="list-style-type: none"> Tank ID number 				
	<ul style="list-style-type: none"> Current tank inspection sticker (or actual inspection sheet) 				
	<ul style="list-style-type: none"> Appropriate tanker seals (properly numbered and recorded) 				
	PC2. Record milk temperature, collection time, date of pick-up and bulk milk hauler's name and license, conduct suveys and document village level collection points				
PC3. Document and maintain records of all incoming milk to the processing facility, weight of milk, farmer/vendor details, catchment area / geographical location, receiving date, label details such as date of procurement, quality parameters, date of loading in bulk milk cooler, intended storage period, outgoing date, type of packaging, loading pattern, storage location within the cold storage unit, etc. Following sop	15	10	5		
PC4. Document and maintain records of all outgoing milk from the cold storage facility such as type and varieties of milk and milk products, weight of milk and milk products, actual storage period, losses from incoming to outgoing period, quality of milk and milk products during unloading from cold storage unit, packaging condition, etc. Following sop	15	10	5		
PC5. Maintain record of observations (if any) related to storage	5	3	2		

	PC6. Load the details in erp system for future reference		5	3	2
	PC7. Verify the documents and track details in cases of concerns		5	3	2
	PC8. Maintain documentation of daily pre-trip equipment and vehicle inspections		5	3	2
	PC9. Document and maintain records of preventive maintenance, routine checks, inspections, faults identified, repairs, replacements, refrigerant leak (if the hauling vehicle is refrigerated), recharge, quantity and kind (new, reused or recycled etc of refrigeration system and components following sop		15	10	5
	PC10. Document vehicle breakdown reports and other complaints received from the drivers		5	3	2
	PC11. Maintain record of observations or deviations (if any)		5	3	2
	PC12. Load the details in erp system followed by the organisation for future reference		5	3	2
	PC13. Verify the documents and track details in cases of concerns		5	3	2
			100	60	40
4. AGR/Q4204 Safety, hygiene and sanitation while transportation of milk	PC1. Comply with safety and hygiene procedures followed in the organisation	100	5	1	4
	PC2. Ensure personal hygiene by use of gloves, hairnets, masks, ear plugs, goggles, shoes, etc		10	3	7
	PC3. Ensure hygienic transportation of milk		10	3	7
	PC4. Clean, maintain and monitor processing equipment periodically, using it only for the specified purpose		10	3	7
	PC5. Use safety equipment such as fire extinguisher, first aid kit and eye-wash station when required		10	3	7
	PC6. Follow housekeeping practices by having designated area for materials/tools		5	1	4
	PC7. Attend training on hazard management to understand types of hazards such as physical, chemical and biological hazards and measures to control and prevent them		10	3	7
	PC8. Identify, document and report problems such as rodents and pests to management		5	2	3
	PC9. Conduct workplace checklist audits before and after work to		5	1	4

