



Cold Storage Manager

QP Code: AGR/Q7506

Version: 2.0

NSQF Level: 6

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AGR/Q7506: Cold Storage Manager

Brief Job Description

A Cold Storage Manager is responsible for managing the cold storage operations, including financial planning and management, cold storage personnel and operations management, and inventory and marketer management.

Personal Attributes

The individual must have leadership, organizational, administrative and problem-solving skills. The person should have excellent verbal and written communication skills

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AGR/N7523: Perform financial planning and management for the cold storage](#)
2. [AGR/N7525: Manage the cold storage personnel and operations](#)
3. [AGR/N7524: Perform inventory and marketer management](#)
4. [AGR/N1136: Manage the record maintenance, review and audit process](#)
5. [AGR/N9911: Ensure adherence to health and safety guidelines at work](#)
6. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-Harvest Supply Chain Management
Country	India
NSQF Level	6
Credits	20
Aligned to NCO/ISCO/ISIC Code	NCO-2015/7127

Minimum Educational Qualification & Experience	Pursuing first year of 2-year PG program after completing 3 year UG degree OR Pursuing PG diploma after 3 year UG degree OR Completed 4 year UG program (B.Tech/B.E/UG) (in case of 4-year UG with honours/ honours with research) OR Pursuing 4th year UG (in case of 4-year UG with honours/ honours with research) OR Previous relevant Qualification of NSQF Level (5.5 with 1.5 years of relevant experience) OR Previous relevant Qualification of NSQF Level (5) with 3 Years of experience in the relevant field
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	25 Years
Last Reviewed On	NA
Next Review Date	29/03/2026
Deactivation Date	17/12/2024
NSQC Approval Date	29/03/2023
Version	2.0
Reference code on NQR	QG-06-AG-00347-2023-V1-ASCI
NQR Version	1

AGR/N7523: Perform financial planning and management for the cold storage

Description

This OS unit is about performing financial planning and management for the cold storage.

Scope

The scope covers the following :

- Perform financial planning for the cold storage
- Perform financial management for the cold storage

Elements and Performance Criteria

Perform financial planning for the cold storage

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

- PC1.** identify the applicable fixed and fluctuating costs concerning the cold storage operations
- PC2.** determine various cold storage operational costs, e.g. resource procurement, labour, tools and equipment, etc.
- PC3.** determine the income and financial liabilities of the cold storage
- PC4.** carry out financial planning and budgeting for the cold storage

Perform financial management for the cold storage

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

- PC5.** monitor various expenditures to ensure they are within the budget
- PC6.** analyze the monthly expenditures to identify the instances of cost exceeding and take appropriate remedial measures
- PC7.** monitor the cash flow and reserves and ensure efficient utilization of cash reserves
- PC8.** ensure the accounts payable and receivable are settled on time
- PC9.** follow the organizational procedure to follow up with the concerned individuals/organizations to recover the payments owed to the organization on time
- PC10.** determine the financial position of the organization through analysis of relevant documents or coordination with the relevant personnel
- PC11.** follow the appropriate measures to improve the financial position of the organization, e.g. reducing the unnecessary expenditure
- PC12.** identify the relevant institutions and schemes with the provision of credit for cold storage and follow the relevant procedure to avail of credit/ loan
- PC13.** ensure timely repayment of any credit/loans availed for the organization
- PC14.** identify the need to make capital expenditures for various purposes that could lead to increased revenue, e.g. purchase of new tools, equipment and machinery

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** different fixed and fluctuating costs concerning the cold storage operations
- KU2.** different types of cold storage operational costs, e.g. resource procurement, labour, tools and equipment, etc.
- KU3.** the process of carrying out financial planning and budgeting for the cold storage
- KU4.** the importance of monitoring the expenditures
- KU5.** the importance and process of analyzing the monthly expenditures and taking appropriate remedial measures
- KU6.** the appropriate practices to be followed for efficient utilization of cash reserves
- KU7.** the importance of timely settlement of accounts payable and receivable
- KU8.** the importance and process of determining the financial position of the organization
- KU9.** the appropriate measures to be followed to improve the financial position of the organization
- KU10.** the relevant institutions and schemes with the provision of credit/loan for cold storage
- KU11.** the importance of making timely repayment for any credit/loans
- KU12.** the importance and process of making capital expenditures for various purposes that could lead to increased revenue for the organization

Generic Skills (GS)

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

- GS1.** communicate politely and professionally
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** maintain work-related notes and records
- GS4.** listen attentively to understand the instructions being given
- GS5.** plan and prioritize tasks to ensure timely completion
- GS6.** coordinate with the co-workers to achieve the work objectives
- GS7.** use time and resources efficiently

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform financial planning for the cold storage</i>	8	10	-	8
PC1. identify the applicable fixed and fluctuating costs concerning the cold storage operations	-	-	-	-
PC2. determine various cold storage operational costs, e.g. resource procurement, labour, tools and equipment, etc.	-	-	-	-
PC3. determine the income and financial liabilities of the cold storage	-	-	-	-
PC4. carry out financial planning and budgeting for the cold storage	-	-	-	-
<i>Perform financial management for the cold storage</i>	22	30	-	22
PC5. monitor various expenditures to ensure they are within the budget	-	-	-	-
PC6. analyze the monthly expenditures to identify the instances of cost exceeding and take appropriate remedial measures	-	-	-	-
PC7. monitor the cash flow and reserves and ensure efficient utilization of cash reserves	-	-	-	-
PC8. ensure the accounts payable and receivable are settled on time	-	-	-	-
PC9. follow the organizational procedure to follow up with the concerned individuals/organizations to recover the payments owed to the organization on time	-	-	-	-
PC10. determine the financial position of the organization through analysis of relevant documents or coordination with the relevant personnel	-	-	-	-
PC11. follow the appropriate measures to improve the financial position of the organization, e.g. reducing the unnecessary expenditure	-	-	-	-
PC12. identify the relevant institutions and schemes with the provision of credit for cold storage and follow the relevant procedure to avail of credit/ loan	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure timely repayment of any credit/loans availed for the organization	-	-	-	-
PC14. identify the need to make capital expenditures for various purposes that could lead to increased revenue, e.g. purchase of new tools, equipment and machinery	-	-	-	-
NOS Total	30	40	-	30

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7523
NOS Name	Perform financial planning and management for the cold storage
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	6
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N7525: Manage the cold storage personnel and operations

Description

This OS unit is about managing the cold storage personnel and operations, including recruiting, training and managing the personnel. It also covers the incorporation of non-Ozone Depleting Substances (ODS) and low-Global Warming Potential (GWP) technologies in the cold storage operations.

Scope

The scope covers the following :

- Recruit and train the personnel
- Manage the cold storage operations
- Incorporate the non-ODS and low-GWP technologies

Elements and Performance Criteria

Recruit and train the personnel

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

- PC1.** identify the need to recruit personnel in different job roles in the cold storage
- PC2.** recruit the required personnel from appropriate sources, ensuring their skills align with their respective job roles
- PC3.** ensure appropriate remuneration is offered to personnel according to their skills, educational qualification and job roles
- PC4.** organize and conduct appropriate training sessions for the personnel as required
- PC5.** ensure effective monitoring of the cold storage personnel for efficient operations and achievement of organizational goals

Manage the cold storage operations

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

- PC6.** ensure regular inspections of the cold storage tools, equipment, machinery and infrastructure
- PC7.** instruct the relevant personnel to ensure regular maintenance of the cold storage tools, equipment, machinery and infrastructure
- PC8.** identify the need to procure new tools, equipment, machinery and other assets or replace the existing ones
- PC9.** procure the tools, equipment and machinery and other assets following the organizational procedure
- PC10.** adopt new and innovative technologies and practices to improve the efficiency of cold storage operations
- PC11.** identify the relevant risks to cold storage operations and take appropriate measures to mitigate
- PC12.** ensure compliance with the organizational quality standards and applicable regulations
- PC13.** check the relevant reports, e.g. concerning the logistics, receipt, handling, sorting and storage of produce to ensure the correct functioning of different units in the cold storage

PC14. monitor the trends in agricultural and horticultural produce markets and implement appropriate changes to adapt to them or develop new strategies as required

Incorporate the non-ODS and low-GWP technologies

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

PC15. identify and incorporate the appropriate energy-efficient cooling technologies in cold storage operations

PC16. incorporate the use of appropriate non-ODS and low-GWP technologies

PC17. ensure safe handling of flammable and toxic refrigerants as per the applicable safety protocols

PC18. ensure compliance with the applicable environmental protection regulations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the requirement of different personnel in different job roles in cold storage and their job responsibilities

KU2. the process of recruiting personnel from appropriate sources and the importance of ensuring their skills align with their respective job roles

KU3. the importance and process of conducting appropriate training sessions for the cold storage personnel

KU4. the importance and process of effectively monitoring the cold storage personnel for efficient operations and achievement of organizational goals

KU5. the importance of carrying out regular inspections and maintenance of the cold storage tools, equipment, machinery and infrastructure

KU6. the importance and process of procuring new tools, equipment, machinery and other assets or replacing the existing ones

KU7. the importance of adopting new and innovative technologies and practices to improve the efficiency of cold storage operations

KU8. identify the relevant risks to cold storage operations and take appropriate measures to mitigate

KU9. ensure compliance with the organizational quality standards and applicable regulations

KU10. the importance of regularly checking the relevant reports to ensure the correct functioning of different units in the cold storage

KU11. the importance of monitoring the trends in agricultural and horticultural produce markets and implementing appropriate changes to adapt to them

KU12. the benefits and process of using non-ODS, low-GWP refrigerants and energy-efficient cooling technologies in the cold chain sector

KU13. the relevant provisions of the National Building Code (NBC) of India concerning the construction of non-ODS, low-GWP refrigerant-using cold storages

KU14. the importance of modernizing the cold storage refrigeration systems

KU15. the importance of using insulation prepared by using non-ODS blowing agents

KU16. the energy efficiency norms for refrigerators used in cold storages

KU17. the applicable Bureau of Indian Standards (BIS) on the safety for flammable and toxic refrigerants for cold storage and other segments of the cold chain

KU18. the benefits of using thermal insulation, humidity controlled, advance cooling systems, and energy-efficient automation technologies, etc.

KU19. the benefits of integrated cold chain and preservation infrastructure facilities

Generic Skills (GS)

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

GS1. maintain work-related notes and records

GS2. read the relevant literature to get the latest updates about the field of work

GS3. listen attentively to understand the instructions being given

GS4. communicate politely and professionally

GS5. coordinate with the co-workers to achieve the work objectives

GS6. plan and prioritize tasks to ensure timely completion

GS7. use of time and resources efficiently

GS8. take quick decisions to deal with any emergencies/ accidents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Recruit and train the personnel</i>	8	12	-	8
PC1. identify the need to recruit personnel in different job roles in the cold storage	-	-	-	-
PC2. recruit the required personnel from appropriate sources, ensuring their skills align with their respective job roles	-	-	-	-
PC3. ensure appropriate remuneration is offered to personnel according to their skills, educational qualification and job roles	-	-	-	-
PC4. organize and conduct appropriate training sessions for the personnel as required	-	-	-	-
PC5. ensure effective monitoring of the cold storage personnel for efficient operations and achievement of organizational goals	-	-	-	-
<i>Manage the cold storage operations</i>	14	16	-	14
PC6. ensure regular inspections of the cold storage tools, equipment, machinery and infrastructure	-	-	-	-
PC7. instruct the relevant personnel to ensure regular maintenance of the cold storage tools, equipment, machinery and infrastructure	-	-	-	-
PC8. identify the need to procure new tools, equipment, machinery and other assets or replace the existing ones	-	-	-	-
PC9. procure the tools, equipment and machinery and other assets following the organizational procedure	-	-	-	-
PC10. adopt new and innovative technologies and practices to improve the efficiency of cold storage operations	-	-	-	-
PC11. identify the relevant risks to cold storage operations and take appropriate measures to mitigate	-	-	-	-
PC12. ensure compliance with the organizational quality standards and applicable regulations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. check the relevant reports, e.g. concerning the logistics, receipt, handling, sorting and storage of produce to ensure the correct functioning of different units in the cold storage	-	-	-	-
PC14. monitor the trends in agricultural and horticultural produce markets and implement appropriate changes to adapt to them or develop new strategies as required	-	-	-	-
<i>Incorporate the non-ODS and low-GWP technologies</i>	8	12	-	8
PC15. identify and incorporate the appropriate energy-efficient cooling technologies in cold storage operations	-	-	-	-
PC16. incorporate the use of appropriate non-ODS and low-GWP technologies	-	-	-	-
PC17. ensure safe handling of flammable and toxic refrigerants as per the applicable safety protocols	-	-	-	-
PC18. ensure compliance with the applicable environmental protection regulations	-	-	-	-
NOS Total	30	40	-	30

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7525
NOS Name	Manage the cold storage personnel and operations
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	6
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N7524: Perform inventory and marketer management

Description

This OS unit is about performing inventory and marketer management concerning cold storage operations.

Scope

The scope covers the following :

- Perform inventory management
- Perform marketer management

Elements and Performance Criteria

Perform inventory management

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

- PC1.** determine the existing stock levels in the cold storage through coordination with the relevant personnel
- PC2.** identify the need to order stock and order it from the relevant growers/ vendors
- PC3.** ensure inventory fulfilment as per the requirement in the cold storage
- PC4.** use the appropriate inventory management system for efficient inventory management
- PC5.** follow the recommended practices for effective third-party vendor/ supplier management and conflict resolution
- PC6.** follow the appropriate inventory management practices to minimize any losses during its handling
- PC7.** ensure consistent supply of produce according to the market demands
- PC8.** ensure adherence to applicable quality standards and organizational guidelines during inventory management

Perform marketer management

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

- PC9.** identify the relevant market partners for cold storage
- PC10.** conduct discussions with the market partners to make them aware of the cold storage services and applicable costs
- PC11.** carry out appropriate documentation concerning the service agreement with the market partners
- PC12.** identify and adopt new and innovative technologies to make cold storage functions more efficient
- PC13.** ensure different types of agricultural and horticultural produce is stored as per the specifications shared by marketers
- PC14.** coordinate with the marketers to resolve any issues, maintaining effective working relationships with them
- PC15.** follow the recommended practices to ensure efficient cold storage operations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance of determining the existing stock levels in the cold storage and promptly ordering it from the relevant growers/ vendors
- KU2.** the use of the relevant inventory management system for efficient inventory management
- KU3.** the recommended practices to be followed for effective third-party vendor/ supplier management and conflict resolution
- KU4.** the appropriate inventory management practices
- KU5.** the importance of ensuring a consistent supply of produce according to the market demands
- KU6.** the applicable quality standards and organizational guidelines concerning inventory management
- KU7.** the process of identifying and selecting relevant marketers for cold storage
- KU8.** the appropriate documentation to be carried out concerning the service agreement with the market partners
- KU9.** the importance of identifying and adopting new and innovative technologies to make cold storage functions more efficient
- KU10.** the best conditions required for storing different types of agricultural and horticultural produce in the cold storage
- KU11.** the importance of maintaining effective working relationships with marketers
- KU12.** the recommended practices to be followed to ensure efficient cold storage operations
- KU13.** the importance of staying updated with the market price of relevant produce and getting information from reliable sources

Generic Skills (GS)

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

- GS1.** maintain work-related notes and records
- GS2.** read the relevant literature to get the latest updates about the field of work
- GS3.** listen attentively to understand the instructions being given
- GS4.** communicate politely and professionally
- GS5.** coordinate with the co-workers to achieve the work objectives
- GS6.** plan and prioritize tasks to ensure timely completion
- GS7.** use time and resources efficiently
- GS8.** take quick decisions to deal with any emergencies/ accidents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform inventory management</i>	15	20	-	15
PC1. determine the existing stock levels in the cold storage through coordination with the relevant personnel	-	-	-	-
PC2. identify the need to order stock and order it from the relevant growers/ vendors	-	-	-	-
PC3. ensure inventory fulfilment as per the requirement in the cold storage	-	-	-	-
PC4. use the appropriate inventory management system for efficient inventory management	-	-	-	-
PC5. follow the recommended practices for effective third-party vendor/ supplier management and conflict resolution	-	-	-	-
PC6. follow the appropriate inventory management practices to minimize any losses during its handling	-	-	-	-
PC7. ensure consistent supply of produce according to the market demands	-	-	-	-
PC8. ensure adherence to applicable quality standards and organizational guidelines during inventory management	-	-	-	-
<i>Perform marketer management</i>	15	20	-	15
PC9. identify the relevant market partners for cold storage	-	-	-	-
PC10. conduct discussions with the market partners to make them aware of the cold storage services and applicable costs	-	-	-	-
PC11. carry out appropriate documentation concerning the service agreement with the market partners	-	-	-	-
PC12. identify and adopt new and innovative technologies to make cold storage functions more efficient	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure different types of agricultural and horticultural produce is stored as per the specifications shared by marketers	-	-	-	-
PC14. coordinate with the marketers to resolve any issues, maintaining effective working relationships with them	-	-	-	-
PC15. follow the recommended practices to ensure efficient cold storage operations	-	-	-	-
NOS Total	30	40	-	30

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7524
NOS Name	Perform inventory and marketer management
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	6
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N1136: Manage the record maintenance, review and audit process

Description

This OS unit is about managing the record maintenance, review and audit process as per the applicable regulatory requirements.

Scope

The scope covers the following :

- Oversee the maintenance of records and review them
- Arrange for the safe storage of records
- Arrange for audit of records

Elements and Performance Criteria

Oversee the maintenance of records and review them

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

- PC1.** arrange an appropriate computer software for effective management of organisational documents and records
- PC2.** arrange for training of the relevant personnel on the use of the computer software
- PC3.** ensure data with respect to all the workshop assets, expenditure and operations is maintained
- PC4.** evaluate all the relevant records and documents to ensure they are complete, accurate and up-to-date
- PC5.** evaluate the business performance through the analysis of relevant records
- PC6.** prepare an action plan based on the review
- PC7.** implement the action plan as per the organisational policy
- PC8.** schedule periodic review of documents to ensure compliance with the necessary regulations

Arrange for the safe storage of records

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

- PC9.** identify ways to safely store all the organisational documents and records
- PC10.** arrange the necessary infrastructure for the storage of documents
- PC11.** instruct the relevant personnel to create backup of all the documents and records to prevent accidental loss
- PC12.** ensure that only authorised personnel have access to the organisational documents and records

Arrange for audit of records

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

- PC13.** arrange for the audit of organisational records to comply with the regulatory requirements
- PC14.** co-ordinate with the auditor for audit of all the relevant records
- PC15.** implement the corrective actions recommended by the auditor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the use of appropriate computer software for effective management of organisational documents and records
- KU2.** the importance of getting the relevant personnel trained in the use of the documentation system used by the organisation
- KU3.** different types of data to be maintained such as workshop assets/ expenditure/ operations
- KU4.** the process of reviewing records internally in the organisation
- KU5.** the importance of arranging regular audits by an independent auditor to ensure the completion, accuracy and up-to-date status of all the relevant records and documents
- KU6.** the process of reviewing organisational records to evaluate the business performance and preparation of an action plan based on the review
- KU7.** different methods of safely storing organisational records and documents
- KU8.** the importance of creating data backup and ensuring data access by the authorised personnel only

Generic Skills (GS)

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

- GS1.** write the relevant reports and communication
- GS2.** read and interpret relevant policies and schemes
- GS3.** communicate politely and professionally
- GS4.** listen attentively to understand the speaker and respond accordingly
- GS5.** plan and schedule tasks to ensure timely completion
- GS6.** take decisions in the best interest of clients and co-workers
- GS7.** work collectively to achieve the organisational goals
- GS8.** identify possible disruptions to work and take appropriate preventive measures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Oversee the maintenance of records and review them</i>	12	15	-	10
PC1. arrange an appropriate computer software for effective management of organisational documents and records	-	-	-	-
PC2. arrange for training of the relevant personnel on the use of the computer software	-	-	-	-
PC3. ensure data with respect to all the workshop assets, expenditure and operations is maintained	-	-	-	-
PC4. evaluate all the relevant records and documents to ensure they are complete, accurate and up-to-date	-	-	-	-
PC5. evaluate the business performance through the analysis of relevant records	-	-	-	-
PC6. prepare an action plan based on the review	-	-	-	-
PC7. implement the action plan as per the organisational policy	-	-	-	-
PC8. schedule periodic review of documents to ensure compliance with the necessary regulations	-	-	-	-
<i>Arrange for the safe storage of records</i>	10	15	-	10
PC9. identify ways to safely store all the organisational documents and records	-	-	-	-
PC10. arrange the necessary infrastructure for the storage of documents	-	-	-	-
PC11. instruct the relevant personnel to create backup of all the documents and records to prevent accidental loss	-	-	-	-
PC12. ensure that only authorised personnel have access to the organisational documents and records	-	-	-	-
<i>Arrange for audit of records</i>	8	10	-	10

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. arrange for the audit of organisational records to comply with the regulatory requirements	-	-	-	-
PC14. co-ordinate with the auditor for audit of all the relevant records	-	-	-	-
PC15. implement the corrective actions recommended by the auditor	-	-	-	-
NOS Total	30	40	-	30

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N1136
NOS Name	Manage the record maintenance, review and audit process
Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Farm Machinery, Equipment Operation and Maintenance
NSQF Level	6
Credits	3
Version	3.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N9911: Ensure adherence to health and safety guidelines at work

Description

This OS unit is about ensuring health and safety at the work and dealing with any emergencies or accidents.

Scope

The scope covers the following :

- Ensure health and safety
- Deal with emergencies at work

Elements and Performance Criteria

Ensure health and safety

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

- PC1.** follow the organisational policy to ensure personal health and safety at the work
- PC2.** ensure that all the co-workers use the appropriate PPE such as gloves, hairnet, mask, earplug, goggles and shoes in all the operations
- PC3.** conduct regular checks to ensure that PPE, emergency equipment and first-aid kit are updated and useable
- PC4.** arrange for the PPE, emergency equipment and first-aid kit to be updated/ replaced as required
- PC5.** ensure the machinery, tools, equipment and the work area are sanitised before and after the use
- PC6.** check that machineries, tools and equipment are used and stored safely as per the manufacturer's instructions
- PC7.** ensure safe handling of any hazardous materials such as chemicals and flammable objects
- PC8.** identify health and safety hazards at the work and take appropriate preventive measures
- PC9.** ensure that only authorised personnel have access to hazardous work areas
- PC10.** arrange for regular workplace audit to ensure safe working conditions
- PC11.** report any out of authority issues to the relevant authority for a timely resolution

Deal with emergencies at work

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

- PC12.** follow the organisational policy to deal with emergencies such as fire, accidents, disease outbreak or natural calamities
- PC13.** arrange for immediate medical attention for any injured personnel
- PC14.** ensure the safe use of emergency equipment according to the manufacturer's instructions
- PC15.** arrange for the emergency equipment to be repaired or replaced as required
- PC16.** report workplace emergencies/ accidents to the relevant authority in compliance with the organisational and regulatory requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** various practices to ensure personal health and safety at the workplace
- KU2.** the importance of ensuring the use of PPE such as gloves, hairnet, mask, earplug, goggles and shoes at the workplace
- KU3.** the importance of ensuring that PPE, emergency equipment and first-aid kit at the workplace are up to date
- KU4.** the importance and process of sanitising various machineries, tools, equipment and the work before and after the use
- KU5.** safe handling of hazardous materials such as chemicals and flammable objects
- KU6.** the process of identifying health and safety hazards at the workplace and taking appropriate preventive measures
- KU7.** the importance of ensuring that only authorised personnel have access to hazardous work areas
- KU8.** the importance and process of arranging regular workplace audits to ensure safe working conditions
- KU9.** the correct action to be taken to deal with workplace emergencies such as fire, accidents, disease outbreak or natural calamities
- KU10.** the process of providing first aid and requesting further medical assistance
- KU11.** safe use of the emergency equipment as per the manufacturer's instructions
- KU12.** the process of reporting workplace emergencies/ accidents to the relevant authority in compliance with the organisational and regulatory requirements

Generic Skills (GS)

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

- GS1.** maintain work-related notes and records
- GS2.** communicate clearly and politely with co-workers and clients
- GS3.** read the relevant literature to get information about the latest developments in the field of work
- GS4.** plan and prioritise tasks to ensure timely completion
- GS5.** take quick decisions to deal with workplace emergencies/ accidents
- GS6.** listen attentively to understand the information being shared by the speaker
- GS7.** identify possible disruptions to work and take appropriate preventive measures
- GS8.** co-ordinate with the co-workers to achieve the work objectives
- GS9.** evaluate all possible solutions to a problem to select the best one

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure health and safety</i>	16	18	-	16
PC1. follow the organisational policy to ensure personal health and safety at the work	-	-	-	-
PC2. ensure that all the co-workers use the appropriate PPE such as gloves, hairnet, mask, earplug, goggles and shoes in all the operations	-	-	-	-
PC3. conduct regular checks to ensure that PPE, emergency equipment and first-aid kit are updated and useable	-	-	-	-
PC4. arrange for the PPE, emergency equipment and first-aid kit to be updated/ replaced as required	-	-	-	-
PC5. ensure the machinery, tools, equipment and the work area are sanitised before and after the use	-	-	-	-
PC6. check that machineries, tools and equipment are used and stored safely as per the manufacturer's instructions	-	-	-	-
PC7. ensure safe handling of any hazardous materials such as chemicals and flammable objects	-	-	-	-
PC8. identify health and safety hazards at the work and take appropriate preventive measures	-	-	-	-
PC9. ensure that only authorised personnel have access to hazardous work areas	-	-	-	-
PC10. arrange for regular workplace audit to ensure safe working conditions	-	-	-	-
PC11. report any out of authority issues to the relevant authority for a timely resolution	-	-	-	-
<i>Deal with emergencies at work</i>	14	22	-	14
PC12. follow the organisational policy to deal with emergencies such as fire, accidents, disease outbreak or natural calamities	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. arrange for immediate medical attention for any injured personnel	-	-	-	-
PC14. ensure the safe use of emergency equipment according to the manufacturer's instructions	-	-	-	-
PC15. arrange for the emergency equipment to be repaired or replaced as required	-	-	-	-
PC16. report workplace emergencies/ accidents to the relevant authority in compliance with the organisational and regulatory requirements	-	-	-	-
NOS Total	30	40	-	30

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N9911
NOS Name	Ensure adherence to health and safety guidelines at work
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Commodity Management
NSQF Level	6
Credits	1
Version	2.0
Next Review Date	29/03/2026

DGT/VSQ/N0103: Employability Skills (90 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.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values - Citizenship

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

- PC4.** 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.
- PC5.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC6.** recognize the significance of 21st Century Skills for employment
- PC7.** 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

PC8. adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

PC9. use basic English for everyday conversation in different contexts, in person and over the telephone

PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC11. 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:

PC12. identify career goals based on the skills, interests, knowledge, and personal attributes

PC13. prepare a career development plan with short- and long-term goals

Communication Skills

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

PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC15. use active listening techniques for effective communication

PC16. communicate in writing using appropriate style and format based on formal or informal requirements

PC17. work collaboratively with others in a team

Diversity & Inclusion

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

PC18. communicate and behave appropriately with all genders and PwD

PC19. 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:

PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC22. identify common components of salary and compute income, expenses, taxes, investments etc

PC23. 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:

PC24. operate digital devices and use their features and applications securely and safely

PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC26. display responsible online behaviour while using various social media platforms

PC27. create a personal email account, send and process received messages as per requirement

PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC29. utilize virtual collaboration tools to work effectively

Entrepreneurship

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** 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:

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** 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.** components of salary and 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

- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** 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 in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- 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
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC4. 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.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. 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	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. 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/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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) (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 these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. 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/N7523.Perform financial planning and management for the cold storage	30	40	0	30	100	25
AGR/N7525.Manage the cold storage personnel and operations	30	40	0	30	100	25
AGR/N7524.Perform inventory and marketer management	30	40	0	30	100	20
AGR/N1136.Manage the record maintenance, review and audit process	30	40	0	30	100	20
AGR/N9911.Ensure adherence to health and safety guidelines at work	30	40	-	30	100	5
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	5
Total	170	230	-	150	550	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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.