



Farm Workshop Service Manager

QP Code: AGR/Q1110

Version: 3.0

NSQF Level: 6

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AGR/Q1110: Farm Workshop Service Manager

Brief Job Description

A Farm Workshop Service Manager is responsible for managing the overall operations of a farm workshop. This includes overseeing the procurement and maintenance of farm machineries, customer relationship management, and compliance with regulatory, health and safety requirements.

Personal Attributes

The individual in this role must be skilled in reading, writing and use of computer software or applications. As a manager, it is imperative for the individual to have managerial skills to manage a team. The person must be able to communicate well and must also possess analytical skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AGR/N1134: Estimate the service demand and plan the workshop operations](#)
2. [AGR/N1135: Initiate the operations and manage the workshop](#)
3. [AGR/N1136: Manage the record maintenance, review and audit process](#)
4. [AGR/N9923: Manage and lead a team effectively](#)
5. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Farm Machinery, Equipment Operation and Maintenance
Country	India
NSQF Level	6
Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL

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 (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 12th grade Pass (with 2 years of Vocational Education & Training) with 2 Years of experience relevant experience OR 12th grade Pass with 4 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 5.5 with 1.5-year relevant experience) OR Previous relevant Qualification of NSQF Level (Level 5) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	22 Years
Last Reviewed On	NA
Next Review Date	25/11/2024
Deactivation Date	25/11/2024
NSQC Approval Date	25/11/2021
Version	3.0
Reference code on NQR	QG-06-AG-00323-2023-V1.1-ASCI
NQR Version	1.1

AGR/N1134: Estimate the service demand and plan the workshop operations

Description

This OS unit is about estimating the demand of repair and maintenance services for farm machineries and establishing a farm workshop.

Scope

The scope covers the following :

- Plan the workshop operations
- Procure machineries, tools and equipment
- Manage machineries' installation, personnel training and scheduling
- Develop the environment protection and safety policies and SOPs

Elements and Performance Criteria

Plan the workshop operations

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

- PC1.** identify the demand of repair and maintenance services in the target area
- PC2.** prepare cost estimates for workshop operations considering fixed and variable costs
- PC3.** estimate the number of required technicians/ mechanics/ workers
- PC4.** recruit technicians/ mechanics/ workers in the required numbers
- PC5.** prepare a work plan for workshop employees as per their skills and specialisation
- PC6.** brief the workshop employees on organisational goals and strategy
- PC7.** establish appropriate systems to monitor and evaluate work performance of all workshop employees
- PC8.** arrange the relevant support that workshop employees need to discharge their duties

Procure machineries, tools and equipment

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

- PC9.** identify the relevant machineries, tools and equipment along with their demand
- PC10.** estimate the demand of any special tools and relevant spare parts
- PC11.** conduct a comparative assessment with respect to the technical specification, costs and any other relevant details
- PC12.** select the method of procurement such as quotation, tender, spot purchase
- PC13.** order machineries, tools and equipment as per the requirement
- PC14.** arrange the necessary Personal Protective Equipment (PPE)
- PC15.** maintain record of all the purchases in the workshop registers and relevant computer system

Manage machineries' installation, maintenance and personnel training

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

- PC16.** oversee the installation of various machineries, tools and equipment at the workshop

- PC17.** prepare a maintenance schedule for workshop machineries, tools and equipment as per the manufacturer's recommendations
- PC18.** arrange for the training of relevant workshop personnel in the use and general maintenance of machineries, tools and equipment

Develop the environment protection and safety policies and SOPs

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

- PC19.** identify the importance of environment protection and safety in workshop operations
- PC20.** co-ordinate with the quality team to prepare policies and Standard Operating Procedures (SOPs) on environment protection and safety requirements
- PC21.** communicate the environment protection and safety policies to the workshop employees
- PC22.** arrange for easy access to the policies and SOP documents for all employees
- PC23.** select the relevant systems to monitor and record the implementation of the environmental protection and safety policies

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** demand and supply analysis relevant to farm workshop operations
- KU2.** estimation of cost of workshop operations considering various fixed and variable costs
- KU3.** estimate of personnel required to work at the workshop
- KU4.** use of the appropriate systems to monitor and evaluate work performance of workshop employees
- KU5.** strategy development to achieve the organisational goals
- KU6.** procurement of relevant workshop machineries, tools and equipment through quotation/ tender/ spot purchase
- KU7.** comparative assessment with respect to the technical specification of machineries/tools/equipments, their cost and any other relevant details
- KU8.** installation process for various workshop machineries/ tools/ equipment
- KU9.** importance of training workshop personnel in the use and general maintenance of machineries/ tools/ equipment
- KU10.** maintenance schedule for various workshop machineries/ tools/ equipment and importance of following the maintenance schedule
- KU11.** importance of environment protection and safety in workshop operations
- KU12.** policies and Standard Operating Procedures (SOPs) on environment protection and safety requirements
- KU13.** importance of ensuring adherence of environment protection and safety policies and the appropriate systems to monitor the implementation
- KU14.** Dangerous Machines (Regulation) Act, 1983
- KU15.** applicable health and safety standards and practices

Generic Skills (GS)

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

- GS1.** write work-related letters/ emails/ notes
- GS2.** read written communications from clients and co-workers and respond accordingly
- GS3.** communicate politely and professionally
- GS4.** listen attentively and comprehend the information given by the speaker
- GS5.** identify possible risks to work and implement appropriate control measures
- GS6.** plan and prioritise tasks for maximum work efficiency
- GS7.** take quick decisions to deal with any emergencies/ accidents
- GS8.** co-ordinate with the co-workers to achieve the organisational goals

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan the workshop operations</i>	10	15	-	10
PC1. identify the demand of repair and maintenance services in the target area	-	-	-	-
PC2. prepare cost estimates for workshop operations considering fixed and variable costs	-	-	-	-
PC3. estimate the number of required technicians/ mechanics/ workers	-	-	-	-
PC4. recruit technicians/ mechanics/ workers in the required numbers	-	-	-	-
PC5. prepare a work plan for workshop employees as per their skills and specialisation	-	-	-	-
PC6. brief the workshop employees on organisational goals and strategy	-	-	-	-
PC7. establish appropriate systems to monitor and evaluate work performance of all workshop employees	-	-	-	-
PC8. arrange the relevant support that workshop employees need to discharge their duties	-	-	-	-
<i>Procure machineries, tools and equipment</i>	10	15	-	10
PC9. identify the relevant machineries, tools and equipment along with their demand	-	-	-	-
PC10. estimate the demand of any special tools and relevant spare parts	-	-	-	-
PC11. conduct a comparative assessment with respect to the technical specification, costs and any other relevant details	-	-	-	-
PC12. select the method of procurement such as quotation, tender, spot purchase	-	-	-	-
PC13. order machineries, tools and equipment as per the requirement	-	-	-	-
PC14. arrange the necessary Personal Protective Equipment (PPE)	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. maintain record of all the purchases in the workshop registers and relevant computer system	-	-	-	-
<i>Manage machineries' installation, maintenance and personnel training</i>	5	5	-	5
PC16. oversee the installation of various machineries, tools and equipment at the workshop	-	-	-	-
PC17. prepare a maintenance schedule for workshop machineries, tools and equipment as per the manufacturer's recommendations	-	-	-	-
PC18. arrange for the training of relevant workshop personnel in the use and general maintenance of machineries, tools and equipment	-	-	-	-
<i>Develop the environment protection and safety policies and SOPs</i>	5	5	-	5
PC19. identify the importance of environment protection and safety in workshop operations	-	-	-	-
PC20. co-ordinate with the quality team to prepare policies and Standard Operating Procedures (SOPs) on environment protection and safety requirements	-	-	-	-
PC21. communicate the environment protection and safety policies to the workshop employees	-	-	-	-
PC22. arrange for easy access to the policies and SOP documents for all employees	-	-	-	-
PC23. select the relevant systems to monitor and record the implementation of the environmental protection and safety policies	-	-	-	-
NOS Total	30	40	-	30

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N1134
NOS Name	Estimate the service demand and plan the workshop operations
Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Farm Machinery, Equipment Operation and Maintenance
NSQF Level	6
Credits	3
Version	2.0
Next Review Date	25/11/2024

AGR/N1135: Initiate the operations and manage the workshop

Description

This OS unit is about initiating and managing the operations of a workshop.

Scope

The scope covers the following :

- Implement the environmental protection and safety policies and SOPs
- Manage the workshop operations
- Maintain the workshop machineries, tools and equipment
- Carry out and ensure resource optimisation

Elements and Performance Criteria

Implement the environmental protection and safety policies and SOPs

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

- PC1.** use the relevant systems to deal with environmental and safety hazards
- PC2.** conduct regular inspections to ensure implementation of environmental and safety policies and SOPs in the workshop operations
- PC3.** audit the workshop records to ensure compliance with the relevant regulatory requirements on environmental protection and safety
- PC4.** initiate appropriate action as per the organisational policy to deal with non-compliance
- PC5.** use an appropriate system to monitor the collection, treatment, recycling/ disposal of waste as per the industry and regulatory requirements
- PC6.** initiate appropriate action as per the organisation's environment protection and safety policy to deal with any environmental/ safety incidents
- PC7.** conduct risk assessment to identify the relevant improvements required in the organisation's environment protection and safety policy
- PC8.** evaluate the effectiveness of the environment protection policy and safety systems
- PC9.** ensure the availability of health and hygiene products such as soap/ sanitizer for the use of workshop employees and clients
- PC10.** examine the PPE at the workshop to identify repair or replacement needs and arrange it in a timely manner
- PC11.** instruct the relevant personnel to carry out regular sanitisation of the workshop and the workshop machineries, tools and equipment
- PC12.** identify health and safety hazards by conducting regular inspections
- PC13.** arrange for segregation, recycling and disposal of waste as per the relevant regulations
- PC14.** implement appropriate health and safety measures for the workshop clients
- PC15.** ensure that first-aid kits are up to date and equipped with all the necessary items
- PC16.** arrange for workshop emergencies/ accidents to be dealt with immediately and in compliance with the regulatory requirements
- PC17.** report any workshop emergencies or accidents to the relevant regulatory authority in compliance with the applicable regulations

Manage the workshop operations

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

- PC18.** allocate work to employees as per the work plan
- PC19.** discuss operational challenges with the employees to identify any additional support or resources they need to perform their duties
- PC20.** arrange the required support and resources
- PC21.** identify any improvements required in the work processes
- PC22.** identify the upskilling and training needs for the workshop employees
- PC23.** resolve any conflicts among the workshop employees

Maintain the workshop machineries, tools and equipment

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

- PC24.** identify repair and replacement needs of the workshop machineries/ tools/ equipment through periodic inspections
- PC25.** arrange for repair or replacement of machineries, tools and equipment through coordination with the manufacturer, adhering to the recommended maintenance schedule
- PC26.** ensure the record of all repair and maintenance activities is maintained as per the organisational policy
- PC27.** ensure that regular repair and maintenance are conducted as per the recommended maintenance schedule

Carry out and ensure resource optimisation

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

- PC28.** use water, electricity and relevant materials optimally in various tasks and processes and instruct the workshop personnel to do the same
- PC29.** connect electrical tools and equipment safely and turn them off when not in use, ensuring the workshop personnel also follow this

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** use of the relevant systems to deal with environmental and safety hazards
- KU2.** importance of conducting regular inspections to ensure implementation of environmental and safety policies and SOPs in the workshop operations
- KU3.** the importance and process of auditing the workshop records to ensure compliance with the regulatory requirements
- KU4.** appropriate action to deal with non-compliance of the organisational policy
- KU5.** use of an appropriate system to monitor the collection, treatment, recycling/ disposal of waste as per the industry and regulatory requirements
- KU6.** the process of managing environmental hazards and safety incidents as per the organisation's environment protection and safety policy
- KU7.** risk assessment to identify relevant improvements in the organisation's environment protection and safety policy
- KU8.** the process of evaluating the effectiveness of the environment protection policy and safety systems

- KU9.** the process of identifying the need of repairing and replacing the workshop machineries, tools, and equipment, and arranging the same
- KU10.** identification and the process arranging for repair and replacement of the workshop machineries/ tools/ equipment
- KU11.** applicable record-keeping and documentation requirements
- KU12.** importance of following the maintenance schedule for workshop machineries/ tools/ equipment
- KU13.** relevant environmental and occupational hazards and the ways to deal with them
- KU14.** importance of following environmental and ecological best practices to minimise the impact on the environment
- KU15.** benefits of resource optimisation
- KU16.** ways of efficiently managing various materials used in greenhouse operations
- KU17.** common practices of conserving electricity
- KU18.** the importance of using the relevant PPE and maintaining the PPE in good condition
- KU19.** basic health and hygiene practices
- KU20.** regulatory requirements with respect to the reporting of workplace emergencies/ accidents
- KU21.** industrial waste management regulations and requirements
- KU22.** segregation, recycling and disposal practices for different types of waste

Generic Skills (GS)

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

- GS1.** prepare work reports and write formal letters/ emails to communicate with the relevant authorities
- GS2.** read about relevant government policies and schemes
- GS3.** prepare work plan and task lists
- GS4.** communicate politely and professionally with co-workers and clients
- GS5.** evaluate various solutions to a problem to select the best one
- GS6.** listen attentively to understand the information/ instruction being given by the client
- GS7.** identify possible disruptions to work and take appropriate preventive measures
- GS8.** take quick decisions to deal with workplace emergencies/ accidents
- GS9.** co-ordinate with the co-workers to achieve the organisational goals

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement the environmental protection and safety policies and SOPs</i>	15	20	-	15
PC1. use the relevant systems to deal with environmental and safety hazards	-	-	-	-
PC2. conduct regular inspections to ensure implementation of environmental and safety policies and SOPs in the workshop operations	-	-	-	-
PC3. audit the workshop records to ensure compliance with the relevant regulatory requirements on environmental protection and safety	-	-	-	-
PC4. initiate appropriate action as per the organisational policy to deal with non-compliance	-	-	-	-
PC5. use an appropriate system to monitor the collection, treatment, recycling/ disposal of waste as per the industry and regulatory requirements	-	-	-	-
PC6. initiate appropriate action as per the organisation's environment protection and safety policy to deal with any environmental/ safety incidents	-	-	-	-
PC7. conduct risk assessment to identify the relevant improvements required in the organisation's environment protection and safety policy	-	-	-	-
PC8. evaluate the effectiveness of the environment protection policy and safety systems	-	-	-	-
PC9. ensure the availability of health and hygiene products such as soap/ sanitizer for the use of workshop employees and clients	-	-	-	-
PC10. examine the PPE at the workshop to identify repair or replacement needs and arrange it in a timely manner	-	-	-	-
PC11. instruct the relevant personnel to carry out regular sanitisation of the workshop and the workshop machineries, tools and equipment	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. identify health and safety hazards by conducting regular inspections	-	-	-	-
PC13. arrange for segregation, recycling and disposal of waste as per the relevant regulations	-	-	-	-
PC14. implement appropriate health and safety measures for the workshop clients	-	-	-	-
PC15. ensure that first-aid kits are up to date and equipped with all the necessary items	-	-	-	-
PC16. arrange for workshop emergencies/ accidents to be dealt with immediately and in compliance with the regulatory requirements	-	-	-	-
PC17. report any workshop emergencies or accidents to the relevant regulatory authority in compliance with the applicable regulations	-	-	-	-
<i>Manage the workshop operations</i>	5	5	-	5
PC18. allocate work to employees as per the work plan	-	-	-	-
PC19. discuss operational challenges with the employees to identify any additional support or resources they need to perform their duties	-	-	-	-
PC20. arrange the required support and resources	-	-	-	-
PC21. identify any improvements required in the work processes	-	-	-	-
PC22. identify the upskilling and training needs for the workshop employees	-	-	-	-
PC23. resolve any conflicts among the workshop employees	-	-	-	-
<i>Maintain the workshop machineries, tools and equipment</i>	5	10	-	5
PC24. identify repair and replacement needs of the workshop machineries/ tools/ equipment through periodic inspections	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. arrange for repair or replacement of machineries, tools and equipment through coordination with the manufacturer, adhering to the recommended maintenance schedule	-	-	-	-
PC26. ensure the record of all repair and maintenance activities is maintained as per the organisational policy	-	-	-	-
PC27. ensure that regular repair and maintenance are conducted as per the recommended maintenance schedule	-	-	-	-
<i>Carry out and ensure resource optimisation</i>	5	5	-	5
PC28. use water, electricity and relevant materials optimally in various tasks and processes and instruct the workshop personnel to do the same	-	-	-	-
PC29. connect electrical tools and equipment safely and turn them off when not in use, ensuring the workshop personnel also follow this	-	-	-	-
NOS Total	30	40	-	30

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N1135
NOS Name	Initiate the operations and manage the workshop
Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Farm Machinery, Equipment Operation and Maintenance
NSQF Level	6
Credits	3
Version	3.0
Next Review Date	25/11/2024

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	2.0
Next Review Date	25/11/2024

AGR/N9923: Manage and lead a team effectively

Description

This OS unit is about managing and leading a team to ensure that work objectives and organisational goals are achieved.

Scope

The scope covers the following :

- Manage the team performance
- Maintain a fair and professional work environment

Elements and Performance Criteria

Manage the team performance

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

- PC1.** prepare a work plan according to the tasks and the number of available team members
- PC2.** allocate tasks to the team members according to their skills and roles
- PC3.** arrange the necessary support and resources to help the team members perform their duties
- PC4.** conduct regular team meetings/ briefings to communicate with the team members regarding their work objectives, projects, work progress, etc.
- PC5.** monitor the performance of each team member and progress of the tasks assigned to them
- PC6.** collect the team performance data and prepare the necessary reports
- PC7.** evaluate the reports to identify the scope of improvement
- PC8.** assist the team members with poor performance in improving their performance
- PC9.** arrange for reward and recognition for the team members with good performance
- PC10.** arrange for relevant training and upskilling of the team members for their professional development

Maintain a fair and professional work environment

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

- PC11.** maintain professional relationships with the team members
- PC12.** conduct counselling sessions to resolve conflicts among the team members and guide them regarding their professional development
- PC13.** communicate with the team members to understand their concerns and find appropriate solutions
- PC14.** ensure equal and fair career progression opportunities for all the team members

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the process of preparing a work plan and allocating tasks
- KU2.** the importance of conducting regular team meetings and counselling sessions

- KU3.** the importance and process of monitoring the team performance
- KU4.** how to prepare work progress reports and their evaluation
- KU5.** various practices to manage and improve team performance
- KU6.** the importance of ensuring reward and recognition for the team's good performance
- KU7.** the importance of arranging training and upskilling for team members for their professional development
- KU8.** how to maintain professional relationships with the team members
- KU9.** the importance and process of resolving conflicts among the team members
- KU10.** the importance of resolving concerns of the team members for their best performance
- KU11.** the importance of ensuring equal and fair career progression opportunities for all the team members

Generic Skills (GS)

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

- GS1.** write work-related notes and prepare reports
- GS2.** read the relevant policy and scheme-related documents
- GS3.** communicate politely and professionally
- GS4.** listen attentively to understand the information/ concerns being shared
- GS5.** plan and prioritise tasks to ensure timely completion
- GS6.** take quick decisions to deal with workplace emergencies/ accidents
- GS7.** identify possible disruptions to work and take preventive measures
- GS8.** co-ordinate with the co-workers to achieve the work objectives

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage the team performance</i>	16	24	-	15
PC1. prepare a work plan according to the tasks and the number of available team members	-	-	-	-
PC2. allocate tasks to the team members according to their skills and roles	-	-	-	-
PC3. arrange the necessary support and resources to help the team members perform their duties	-	-	-	-
PC4. conduct regular team meetings/ briefings to communicate with the team members regarding their work objectives, projects, work progress, etc.	-	-	-	-
PC5. monitor the performance of each team member and progress of the tasks assigned to them	-	-	-	-
PC6. collect the team performance data and prepare the necessary reports	-	-	-	-
PC7. evaluate the reports to identify the scope of improvement	-	-	-	-
PC8. assist the team members with poor performance in improving their performance	-	-	-	-
PC9. arrange for reward and recognition for the team members with good performance	-	-	-	-
PC10. arrange for relevant training and upskilling of the team members for their professional development	-	-	-	-
<i>Maintain a fair and professional work environment</i>	14	16	-	15
PC11. maintain professional relationships with the team members	-	-	-	-
PC12. conduct counselling sessions to resolve conflicts among the team members and guide them regarding their professional development	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. communicate with the team members to understand their concerns and find appropriate solutions	-	-	-	-
PC14. ensure equal and fair career progression opportunities for all the team members	-	-	-	-
NOS Total	30	40	-	30

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N9923
NOS Name	Manage and lead a team effectively
Sector	Agriculture
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	1
Version	2.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

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/N1134.Estimate the service demand and plan the workshop operations	30	40	-	30	100	30
AGR/N1135.Initiate the operations and manage the workshop	30	40	-	30	100	30
AGR/N1136.Manage the record maintenance, review and audit process	30	40	-	30	100	25
AGR/N9923.Manage and lead a team effectively	30	40	-	30	100	5
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	140	190	-	120	450	100

Acronyms

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

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.