

## Qualification Pack



# Repair and Maintenance Supervisor (Farm Machinery)

QP Code: AGR/Q1111

Version: 4.0

NSQF Level: 5

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## Qualification Pack

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## Qualification Pack

### AGR/Q1111: Repair and Maintenance Supervisor (Farm Machinery)

#### Brief Job Description

An Repair and Maintenance Supervisor (Farm Machinery) is responsible for providing repair and maintenance services to farmers for various agricultural machineries, tools and implements in a timely manner to ensure smooth conduct of various farm operations.

#### Personal Attributes

The individual must have the ability to work independently and make various operational and managerial decisions. The person should have a mechanical aptitude with analytical and problem-solving skills. Ability to read, write and communicate well are other important attributes required in this job role.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [AGR/N9921: Establish and Manage a Business](#)
2. [AGR/N1137: Prepare to set up the repair and maintenance centre](#)
3. [AGR/N1154: Maintain inventory and supervise the repair and maintenance centre](#)
4. [AGR/N1155: Ensure quality assurance and maintain digitized business records](#)
5. [AGR/N9903: Maintain health and safety at the workplace](#)
6. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Farm Machinery, Equipment Operation and Maintenance
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Credits</b>	16

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<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/7233
<b>Minimum Educational Qualification &amp; Experience</b>	<p>Completed 2nd year of UG (UG Diploma) (or equivalent in Agriculture /Horticulture /Forestry/Agricultural Engineering and other related fields)</p> <p>OR</p> <p>Completed 1st year of UG (UG Certificate) (in Agriculture /Horticulture /Forestry/Agricultural Engineering and other related fields) with 1.5 years of experience relevant experience in Agriculture and allied sectors</p> <p>OR</p> <p>12th grade Pass (or equivalent) with 3 Years of experience relevant experience in Agriculture and allied sectors</p> <p>OR</p> <p>10th grade pass with 6 Years of experience relevant experience in Agriculture and allied sectors</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (Level 4.5) with 1.5 years of experience relevant experience in Agriculture and allied sectors</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (Level 4.0) with 3 Years of experience relevant experience in Agriculture and allied sectors</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	20 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/05/2027
<b>NSQC Approval Date</b>	30/05/2024
<b>Version</b>	4.0
<b>Reference code on NQR</b>	QG-05-AG-02613-2024-V2-ASCI
<b>NQR Version</b>	2.0

## Qualification Pack

### AGR/N9921: Establish and Manage a Business

#### Description

This OS unit is about establishing a business as per a plan after conducting market research and monitoring its performance.

#### Scope

The scope covers the following :

- Conduct market research
- Create a business plan
- Establish the business
- Manage customer relationships
- Monitor the business performance

#### Elements and Performance Criteria

##### *Conduct market research*

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

- PC1.** conduct market research and surveys to identify the scope for the goods/ services offered by the enterprise
- PC2.** identify the target audience to promote goods/ services
- PC3.** establish the requirements of the target audience
- PC4.** calculate the costs involved in conducting the business activity such as procurement, production, logistics, marketing, etc.
- PC5.** determine competition in the relevant business segment
- PC6.** check the feasibility of conducting the concerned business activity
- PC7.** identify the relevant government schemes and financial institutions that support the business idea

##### *Create a business plan*

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

- PC8.** identify a suitable location to establish the business
- PC9.** create a database of third-party companies/ vendors relevant to the business activities
- PC10.** identify various job positions that will need personnel to be recruited
- PC11.** identify the relevant channels for the distribution and marketing of goods/ services
- PC12.** determine the price of goods/ services offered by the enterprise based on market demand
- PC13.** identify the relevant risks to the business through risk assessment
- PC14.** develop promotional strategies for the business according to the budget and target segment
- PC15.** prepare a plan to establish the business considering the applicable regulatory requirements and relevant risks
- PC16.** develop relevant policies to govern the company operations including any contingencies

##### *Establish the business*

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

- PC17.** register the business under the appropriate business structure with the relevant regulatory body
- PC18.** obtain the necessary license and permits to conduct business as per the Standard Operating Procedure (SOP)
- PC19.** obtain financial assistance from the identified financial institution(s) as per the SOP
- PC20.** ensure the business facility is constructed as planned
- PC21.** procure utilities for the business facility as per the SOP
- PC22.** ensure compliance with all the government laws, local state laws and other regulations as per the requirement
- PC23.** arrange computer system(s) and relevant software to record and manage the business activities
- PC24.** recruit personnel in the required number
- PC25.** assign responsibilities to the company personnel according to their job positions and skills
- PC26.** execute promotional strategies for the business based on the budget and target segment
- PC27.** implement processes that help in minimising costs and maximising profits

### *Manage customer relationships*

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

- PC28.** develop the organisation's Customer Relationship Management (CRM) strategy
- PC29.** identify the relevant CRM system to manage customer relationships
- PC30.** implement the organisation's CRM strategy
- PC31.** conduct research to identify areas of improvement to improve customer satisfaction
- PC32.** adjust the CRM strategy according to the research findings

### *Monitor the business performance*

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

- PC33.** maintain accurate documents and record of business activities
- PC34.** evaluate the business documents and records regularly to assess the business performance
- PC35.** identify the scope of improvement and opportunities for scaling up the business
- PC36.** develop and implement an effective action plan to improve the quality of goods and services offered by the enterprise
- PC37.** report the business activities to the relevant regulatory body in compliance with the applicable regulations

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the functioning of the relevant business segment
- KU2.** applicable state laws, and other laws pertaining to commercial establishments such as shops and establishment act, taxation laws, labour laws, etc.
- KU3.** importance of complying with regulatory requirements such as paying taxes and reporting business activities
- KU4.** relevant licensing and permit requirements

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- KU5.** business code of conduct
- KU6.** document and record-keeping requirements relevant to the business
- KU7.** various methods of conducting market research to identify the demand for goods or services
- KU8.** various methods of reaching out to possible customers and identifying their needs
- KU9.** use of relevant computing and accounting systems
- KU10.** different types of costs involved in conducting a business such as procurement, production, marketing, etc.
- KU11.** healthy market competition practices
- KU12.** importance of using third parties to improve quality of goods/ service and customer/ client satisfaction
- KU13.** third-party risk management practices
- KU14.** effective personnel management
- KU15.** effective method of creating a business plan
- KU16.** pricing strategy for the relevant goods and services
- KU17.** importance and method of developing business policies
- KU18.** the process of registering the business under the relevant business structure
- KU19.** business sustainability practices
- KU20.** process to evaluate the business performance
- KU21.** factors to consider while preparing an action plan to improve business performance
- KU22.** various business management skills and practices
- KU23.** various leadership practices and qualities
- KU24.** business continuity management
- KU25.** customer relationship management and associated best practices

## Generic Skills (GS)

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

- GS1.** write formal letters and emails to communicate with the relevant authorities and prepare the relevant documents and reports
- GS2.** read about the relevant schemes, policies and latest technologies in the field of work
- GS3.** maintain effective and professional relationships with co-workers, clients, relevant authorities and third parties
- GS4.** interact politely and professionally with co-workers, clients, relevant authorities and third parties
- GS5.** listen attentively to understand the client requirements and personnel concerns
- GS6.** improve work processes by identifying and implementing relevant improvements
- GS7.** assess risks to business activities and take preventive action to deal with them
- GS8.** plan and prioritise tasks to ensure timely completion
- GS9.** evaluate all possible solutions to a problem before selecting the best one

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct market research</i>	5	5	-	5
<b>PC1.</b> conduct market research and surveys to identify the scope for the goods/ services offered by the enterprise	-	-	-	-
<b>PC2.</b> identify the target audience to promote goods/ services	-	-	-	-
<b>PC3.</b> establish the requirements of the target audience	-	-	-	-
<b>PC4.</b> calculate the costs involved in conducting the business activity such as procurement, production, logistics, marketing, etc.	-	-	-	-
<b>PC5.</b> determine competition in the relevant business segment	-	-	-	-
<b>PC6.</b> check the feasibility of conducting the concerned business activity	-	-	-	-
<b>PC7.</b> identify the relevant government schemes and financial institutions that support the business idea	-	-	-	-
<i>Create a business plan</i>	5	5	-	5
<b>PC8.</b> identify a suitable location to establish the business	-	-	-	-
<b>PC9.</b> create a database of third-party companies/ vendors relevant to the business activities	-	-	-	-
<b>PC10.</b> identify various job positions that will need personnel to be recruited	-	-	-	-
<b>PC11.</b> identify the relevant channels for the distribution and marketing of goods/ services	-	-	-	-
<b>PC12.</b> determine the price of goods/ services offered by the enterprise based on market demand	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> identify the relevant risks to the business through risk assessment	-	-	-	-
<b>PC14.</b> develop promotional strategies for the business according to the budget and target segment	-	-	-	-
<b>PC15.</b> prepare a plan to establish the business considering the applicable regulatory requirements and relevant risks	-	-	-	-
<b>PC16.</b> develop relevant policies to govern the company operations including any contingencies	-	-	-	-
<i>Establish the business</i>	<b>5</b>	<b>6</b>	-	<b>5</b>
<b>PC17.</b> register the business under the appropriate business structure with the relevant regulatory body	-	-	-	-
<b>PC18.</b> obtain the necessary license and permits to conduct business as per the Standard Operating Procedure (SOP)	-	-	-	-
<b>PC19.</b> obtain financial assistance from the identified financial institution(s) as per the SOP	-	-	-	-
<b>PC20.</b> ensure the business facility is constructed as planned	-	-	-	-
<b>PC21.</b> procure utilities for the business facility as per the SOP	-	-	-	-
<b>PC22.</b> ensure compliance with all the government laws, local state laws and other regulations as per the requirement	-	-	-	-
<b>PC23.</b> arrange computer system(s) and relevant software to record and manage the business activities	-	-	-	-
<b>PC24.</b> recruit personnel in the required number	-	-	-	-
<b>PC25.</b> assign responsibilities to the company personnel according to their job positions and skills	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC26.</b> execute promotional strategies for the business based on the budget and target segment	-	-	-	-
<b>PC27.</b> implement processes that help in minimising costs and maximising profits	-	-	-	-
<i>Manage customer relationships</i>	<b>5</b>	<b>12</b>	-	<b>5</b>
<b>PC28.</b> develop the organisation's Customer Relationship Management (CRM) strategy	-	-	-	-
<b>PC29.</b> identify the relevant CRM system to manage customer relationships	-	-	-	-
<b>PC30.</b> implement the organisation's CRM strategy	-	-	-	-
<b>PC31.</b> conduct research to identify areas of improvement to improve customer satisfaction	-	-	-	-
<b>PC32.</b> adjust the CRM strategy according to the research findings	-	-	-	-
<i>Monitor the business performance</i>	<b>10</b>	<b>12</b>	-	<b>10</b>
<b>PC33.</b> maintain accurate documents and record of business activities	-	-	-	-
<b>PC34.</b> evaluate the business documents and records regularly to assess the business performance	-	-	-	-
<b>PC35.</b> identify the scope of improvement and opportunities for scaling up the business	-	-	-	-
<b>PC36.</b> develop and implement an effective action plan to improve the quality of goods and services offered by the enterprise	-	-	-	-
<b>PC37.</b> report the business activities to the relevant regulatory body in compliance with the applicable regulations	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	-	<b>30</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N9921
<b>NOS Name</b>	Establish and Manage a Business
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/11/2024
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### AGR/N1137: Prepare to set up the repair and maintenance centre

#### Description

This OS unit is about preparing to set up the agriculture machinery repair and maintenance service centre.

#### Scope

The scope covers the following :

- Assess the requirements
- Arrange the necessary resources

#### Elements and Performance Criteria

##### *Assess the requirements*

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

- PC1.** assess requirements of different machineries by carrying out user survey on the farmer's field
- PC2.** identify the appropriate tools and machineries which will be required for servicing and repair of machinery
- PC3.** calculate the space that will be required for storage of spare parts, tools and equipment
- PC4.** estimate the costs expected to be incurred in setting up the centre

##### *Arrange the necessary resources*

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

- PC5.** select a location of the workshop based on various parameters such as proximity to the farmland and power source, space availability for manoeuvring, safe distance from industrial areas and chemical factories
- PC6.** identify the financial institution(s) to secure financial assistance
- PC7.** secure financial assistance from the identified financial institution(s)
- PC8.** identify the vendors who sell the required tools, equipment and Personal Protective Equipment (PPE)
- PC9.** arrange the tools, equipment, PPE and other resources required for the repair and maintenance service centre
- PC10.** arrange the utilities such as water, electricity and telephone for the repair and maintenance centre
- PC11.** recruit mechanics and workers in the required number

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the process and regulatory requirements for setting up a repair and maintenance business
- KU2.** various parameters to assess for setting up a repair and maintenance business

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- KU3.** various machineries, tools, equipment and PPE required at an agriculture machinery repair and maintenance centre
- KU4.** the process of calculating the space for setting up the agriculture machinery repair and maintenance service centre
- KU5.** the process of selecting a location for the centre based on various parameters such as proximity to the farmland and power source, space availability for manoeuvring, safe distance from industrial areas and chemical factories
- KU6.** fixed and variable costs in setting up a repair and maintenance centre such as labour cost, cost of land, tools, equipment, costs for construction of the facility, etc.
- KU7.** types of business loans and the process to secure the appropriate one
- KU8.** financial institutions that can help with setting up an agriculture allied business such as National Bank for Agriculture and Rural Development (NABARD) and commercial/ regional rural/ co-operative banks
- KU9.** construction of the repair and maintenance centre
- KU10.** process for applying for utilities such as water, electricity, telephone etc.
- KU11.** the process of recruiting personnel for the centre operations
- KU12.** Dangerous Machines (Regulation) Act, 1983
- KU13.** state laws and other laws pertaining to commercial establishments such as shops and establishment acts, taxation laws, labour laws, etc.

## Generic Skills (GS)

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

- GS1.** write work-related notes and fill in the relevant forms
- GS2.** communicate politely and clearly with clients and co-workers
- GS3.** listen attentively to understand the information/ instructions being given
- GS4.** read the relevant policy and scheme-related articles
- GS5.** identify possible disruptions to work and take appropriate preventive measures
- GS6.** plan and schedule tasks for effective time-management
- GS7.** take quick decisions to deal with workplace emergencies/ accidents
- GS8.** co-ordinate with the co-workers to achieve the work objectives

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess the requirements</i>	<b>14</b>	<b>24</b>	-	<b>15</b>
<b>PC1.</b> assess requirements of different machineries by carrying out user survey on the farmer's field	-	-	-	-
<b>PC2.</b> identify the appropriate tools and machineries which will be required for servicing and repair of machinery	-	-	-	-
<b>PC3.</b> calculate the space that will be required for storage of spare parts, tools and equipment	-	-	-	-
<b>PC4.</b> estimate the costs expected to be incurred in setting up the centre	-	-	-	-
<i>Arrange the necessary resources</i>	<b>16</b>	<b>16</b>	-	<b>15</b>
<b>PC5.</b> select a location of the workshop based on various parameters such as proximity to the farmland and power source, space availability for manoeuvring, safe distance from industrial areas and chemical factories	-	-	-	-
<b>PC6.</b> identify the financial institution(s) to secure financial assistance	-	-	-	-
<b>PC7.</b> secure financial assistance from the identified financial institution(s)	-	-	-	-
<b>PC8.</b> identify the vendors who sell the required tools, equipment and Personal Protective Equipment (PPE)	-	-	-	-
<b>PC9.</b> arrange the tools, equipment, PPE and other resources required for the repair and maintenance service centre	-	-	-	-
<b>PC10.</b> arrange the utilities such as water, electricity and telephone for the repair and maintenance centre	-	-	-	-
<b>PC11.</b> recruit mechanics and workers in the required number	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>30</b>	<b>40</b>	<b>-</b>	<b>30</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N1137
<b>NOS Name</b>	Prepare to set up the repair and maintenance centre
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Farm Machinery, Equipment Operation and Maintenance
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/11/2024
<b>NSQC Clearance Date</b>	30/05/2024



## Qualification Pack

### AGR/N1154: Maintain inventory and supervise the repair and maintenance centre

#### Description

This OS unit is about managing inventory, supervising personnel and overseeing the agricultural machineries/ equipment repair and maintenance activities.

#### Scope

The scope covers the following :

- Maintain inventory
- Supervise the technicians
- Supervise the repair and maintenance activities

#### Elements and Performance Criteria

##### *Maintain Inventory*

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

- PC1.** Identify and catalogue all inventory items with detailed information
- PC2.** Implement inventory control methods
- PC3.** Optimise storage and handling process
- PC4.** Manage parts and equipment inventory to minimize downtime.
- PC5.** Analyze inventory turnover and carrying costs

##### *Supervise the technicians*

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

- PC6.** Oversee a team of repair technicians/mechanics, including hiring, training, and performance evaluation.
- PC7.** prepare a work plan and checklists for mechanics and workers
- PC8.** allocate work as per the plan
- PC9.** identify any additional support or resources that the mechanics and workers need
- PC10.** arrange the support or resources as per their need
- PC11.** Ensure adherence to safety protocols and conducting regular safety training
- PC12.** Address conflicts or issues within the team and finding solutions.

##### *Supervise the repair and maintenance activities*

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

- PC13.** Develop and implement preventive maintenance schedules based on manufacturer recommendations and usage patterns
- PC14.** Diagnose equipment issues and providing technical guidance to the team
- PC15.** Monitor the progress of repairs ensuring that they are completed on time
- PC16.** Ensure that all repairs and maintenance are performed to the highest standards
- PC17.** Assess the need for new equipment and provide input on purchases

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- PC18.** Track key performance indicators (KPIs) such as repair time, equipment downtime, and maintenance costs
- PC19.** Analyze repair and maintenance data to identify trends, patterns, and areas for improvement
- PC20.** Monitor and control maintenance and repair expenses
- PC21.** Check detailed equipment history records, including repair history, maintenance schedules, and component replacements
- PC22.** Evaluate the performance of repair and maintenance technicians to identify training needs and areas for improvement
- PC23.** Monitor the performance of suppliers of parts and services
- PC24.** Implement a culture of continuous improvement to enhance repair and maintenance processes
- PC25.** Gather feedback from end-users to assess the impact of repair and maintenance activities on equipment performance
- PC26.** Stay updated on new maintenance technologies and implement them
- PC27.** Ensure the repair and maintenance centre is in compliance with the relevant laws and regulations
- PC28.** Ensure resource optimisation and adherence to the environmental and ecological best practices

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the importance and process of conducting training for mechanics and workers on repair and maintenance activities
- KU2.** the process of preparing a work-plan and allocating tasks
- KU3.** team management
- KU4.** Troubleshooting methods to diagnose issues
- KU5.** detection of mechanical and electrical defects in various agricultural machineries, implements and equipment
- KU6.** regular maintenance of various agricultural machineries' engines and their cooling and fuel system
- KU7.** the process of lubricating, removing blockages and changing the oil and filter
- KU8.** the process of carrying out maintenance of the lifting equipment
- KU9.** the process of light metal machining and welding
- KU10.** the maintenance of hydraulic and transmission systems
- KU11.** the importance of adhering to the established quality standards along with safety requirements
- KU12.** Key Performance Indicators (KPIs) and ways to assign KPIs
- KU13.** Performance evaluation methods
- KU14.** Basic data analysis methods
- KU15.** Customer and vendor management
- KU16.** Concept of continuous improvement

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- KU17.** new maintenance technologies
- KU18.** laws and regulations applicable to agricultural machinery repair and maintenance centre
- KU19.** the importance of following the environmental and ecological best practices
- KU20.** benefits and ways of resource optimisation

## Generic Skills (GS)

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

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

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain Inventory</i>	<b>10</b>	<b>5</b>	-	<b>10</b>
<b>PC1.</b> Identify and catalogue all inventory items with detailed information	-	-	-	-
<b>PC2.</b> Implement inventory control methods	-	-	-	-
<b>PC3.</b> Optimise storage and handling process	-	-	-	-
<b>PC4.</b> Manage parts and equipment inventory to minimize downtime.	-	-	-	-
<b>PC5.</b> Analyze inventory turnover and carrying costs	-	-	-	-
<i>Supervise the technicians</i>	<b>5</b>	<b>5</b>	-	<b>10</b>
<b>PC6.</b> Oversee a team of repair technicians/mechanics, including hiring, training, and performance evaluation.	-	-	-	-
<b>PC7.</b> prepare a work plan and checklists for mechanics and workers	-	-	-	-
<b>PC8.</b> allocate work as per the plan	-	-	-	-
<b>PC9.</b> identify any additional support or resources that the mechanics and workers need	-	-	-	-
<b>PC10.</b> arrange the support or resources as per their need	-	-	-	-
<b>PC11.</b> Ensure adherence to safety protocols and conducting regular safety training	-	-	-	-
<b>PC12.</b> Address conflicts or issues within the team and finding solutions.	-	-	-	-
<i>Supervise the repair and maintenance activities</i>	<b>15</b>	<b>30</b>	-	<b>10</b>
<b>PC13.</b> Develop and implement preventive maintenance schedules based on manufacturer recommendations and usage patterns	-	-	-	-
<b>PC14.</b> Diagnose equipment issues and providing technical guidance to the team	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> Monitor the progress of repairs ensuring that they are completed on time	-	-	-	-
<b>PC16.</b> Ensure that all repairs and maintenance are performed to the highest standards	-	-	-	-
<b>PC17.</b> Assess the need for new equipment and provide input on purchases	-	-	-	-
<b>PC18.</b> Track key performance indicators (KPIs) such as repair time, equipment downtime, and maintenance costs	-	-	-	-
<b>PC19.</b> Analyze repair and maintenance data to identify trends, patterns, and areas for improvement	-	-	-	-
<b>PC20.</b> Monitor and control maintenance and repair expenses	-	-	-	-
<b>PC21.</b> Check detailed equipment history records, including repair history, maintenance schedules, and component replacements	-	-	-	-
<b>PC22.</b> Evaluate the performance of repair and maintenance technicians to identify training needs and areas for improvement	-	-	-	-
<b>PC23.</b> Monitor the performance of suppliers of parts and services	-	-	-	-
<b>PC24.</b> Implement a culture of continuous improvement to enhance repair and maintenance processes	-	-	-	-
<b>PC25.</b> Gather feedback from end-users to assess the impact of repair and maintenance activities on equipment performance	-	-	-	-
<b>PC26.</b> Stay updated on new maintenance technologies and implement them	-	-	-	-
<b>PC27.</b> Ensure the repair and maintenance centre is in compliance with the relevant laws and regulations	-	-	-	-
<b>PC28.</b> Ensure resource optimisation and adherence to the environmental and ecological best practices	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>30</b>	<b>40</b>	<b>-</b>	<b>30</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N1154
<b>NOS Name</b>	Maintain inventory and supervise the repair and maintenance centre
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	
<b>Occupation</b>	Farm Machinery, Equipment Operation and Maintenance
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/11/2024
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### AGR/N1155: Ensure quality assurance and maintain digitized business records

#### Description

This OS unit is about ensuring quality assurance in repair and maintenance for optimal equipment performance and minimizing downtime, preparing and maintaining various business records with the use of a computer, processing payments electronically and communicating via email

#### Scope

The scope covers the following :

- Quality Assurance
- Digitization of the operational records
- Maintenance of the financial records

#### Elements and Performance Criteria

##### *Quality Assurance*

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

- PC1.** Establish clear performance metrics and quality standards for repair and maintenance activities.
- PC2.** Create detailed checklists for inspections, repairs, and maintenance tasks to ensure consistency
- PC3.** Implement standardized operating procedures (SOPs) for common repair and maintenance tasks
- PC4.** Conduct regular audits to assess adherence to quality standards and identify areas for improvement
- PC5.** Implement corrective actions for any non-conformities or defects found during audits.
- PC6.** Implement corrective actions for any non-conformities or defects found during audits.

##### *Digitization of the operational records*

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

- PC7.** select the relevant computer software/ application to prepare and maintain the business records
- PC8.** establish consistent data formats for recording repair and maintenance activities (e.g., date, time, equipment, problem, solution, parts used, labor hours)
- PC9.** establish a digital work order system to create, assign, and track repair and maintenance tasks
- PC10.** maintain accurate records of equipment, repairs, and maintenance costs
- PC11.** prepare regular reports on equipment condition, team and supplier performance
- PC12.** use email for business communications
- PC13.** ensure regular backup of the centre's reports and data to prevent accidental loss
- PC14.** ensure safe storage of various documents and reports



## Qualification Pack

**PC15.** register for and use the relevant electronic payment methods

### *Maintenance of the financial records*

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

**PC16.** identify the relevant accounting system to maintain the centre's accounts

**PC17.** record various costs correctly as fixed and variable costs

**PC18.** maintain a journal for each type of transaction

**PC19.** post all transactions to the general ledger after recording in the relevant journal

**PC20.** calculate the unadjusted balance in each account

**PC21.** create a worksheet to match the debits and credits

**PC22.** prepare the centre's financial statements i.e. income statement, balance sheet and cash flow statement

**PC23.** Track financial performance and key metrics

**PC24.** analyze cost trends and identify cost-saving opportunities

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** Quality Standardization Procedure

**KU2.** importance of quality audits

**KU3.** preventive and corrective measures for ensuring quality

**KU4.** preventive and corrective measures for ensuring quality

**KU5.** the relevant accounting and computer applications for maintaining the centre's accounts and business records

**KU6.** legal and standard requirements and process with respect to business documentation and record-keeping

**KU7.** relevant details to be recorded in business reports such as data on marketing, logistics, distribution and sale

**KU8.** safe handling and storage of reports and documents

**KU9.** best practices for the protection of data and privacy

**KU10.** different online cloud storage services for backing up business data and reports

**KU11.** use of email communication services

**KU12.** various electronic payments methods available in India such as Aadhar Enabled Payment System (AEPS), Bharat Interface for Money (BHIM) app, mobile or e-wallets, UPI, USSD, etc.

**KU13.** different types of financial statements generated in the process of maintaining the centre's accounts

**KU14.** meaning and use of basic accounting terminology and classification of various transactions

**KU15.** Key financial ratios

## Generic Skills (GS)

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

## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Quality Assurance</i>	<b>10</b>	<b>5</b>	<b>-</b>	<b>10</b>
<b>PC1.</b> Establish clear performance metrics and quality standards for repair and maintenance activities.	-	-	-	-
<b>PC2.</b> Create detailed checklists for inspections, repairs, and maintenance tasks to ensure consistency	-	-	-	-
<b>PC3.</b> Implement standardized operating procedures (SOPs) for common repair and maintenance tasks	-	-	-	-
<b>PC4.</b> Conduct regular audits to assess adherence to quality standards and identify areas for improvement	-	-	-	-
<b>PC5.</b> Implement corrective actions for any non-conformities or defects found during audits.	-	-	-	-
<b>PC6.</b> Implement corrective actions for any non-conformities or defects found during audits.	-	-	-	-
<i>Digitization of the operational records</i>	<b>10</b>	<b>15</b>	<b>-</b>	<b>10</b>
<b>PC7.</b> select the relevant computer software/ application to prepare and maintain the business records	-	-	-	-
<b>PC8.</b> establish consistent data formats for recording repair and maintenance activities (e.g., date, time, equipment, problem, solution, parts used, labor hours)	-	-	-	-
<b>PC9.</b> establish a digital work order system to create, assign, and track repair and maintenance tasks	-	-	-	-
<b>PC10.</b> maintain accurate records of equipment, repairs, and maintenance costs	-	-	-	-
<b>PC11.</b> prepare regular reports on equipment condition, team and supplier performance	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> use email for business communications	-	-	-	-
<b>PC13.</b> ensure regular backup of the centre's reports and data to prevent accidental loss	-	-	-	-
<b>PC14.</b> ensure safe storage of various documents and reports	-	-	-	-
<b>PC15.</b> register for and use the relevant electronic payment methods	-	-	-	-
<i>Maintenance of the financial records</i>	<b>15</b>	<b>15</b>	-	<b>10</b>
<b>PC16.</b> identify the relevant accounting system to maintain the centre's accounts	-	-	-	-
<b>PC17.</b> record various costs correctly as fixed and variable costs	-	-	-	-
<b>PC18.</b> maintain a journal for each type of transaction	-	-	-	-
<b>PC19.</b> post all transactions to the general ledger after recording in the relevant journal	-	-	-	-
<b>PC20.</b> calculate the unadjusted balance in each account	-	-	-	-
<b>PC21.</b> create a worksheet to match the debits and credits	-	-	-	-
<b>PC22.</b> prepare the centre's financial statements i.e. income statement, balance sheet and cash flow statement	-	-	-	-
<b>PC23.</b> Track financial performance and key metrics	-	-	-	-
<b>PC24.</b> analyze cost trends and identify cost-saving opportunities	-	-	-	-
<b>NOS Total</b>	<b>35</b>	<b>35</b>	-	<b>30</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N1155
<b>NOS Name</b>	Ensure quality assurance and maintain digitized business records
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	
<b>Occupation</b>	Farm Machinery, Equipment Operation and Maintenance
<b>NSQF Level</b>	5
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/11/2024
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### AGR/N9903: Maintain health and safety at the workplace

#### Description

This OS is about maintaining health and safety of self and other co-workers at the workplace

#### Scope

The scope covers the following :

- Maintain personal hygiene
- Maintain clean and safe workplace
- Administer appropriate emergency procedures

#### Elements and Performance Criteria

##### *Maintain personal hygiene*

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

- PC1.** wash hands, legs and face with soap/alcohol based sanitizer at reasonable intervals
- PC2.** wash the worn clothes with soap and sun dry before use next time
- PC3.** ensure the face is covered with mask or three layers of cloth-piece
- PC4.** follow the workplace sanitization norms including distancing from sick people

##### *Maintain clean and safe workplace*

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

- PC5.** carry out basic safety checks before operation of all tools, implements, and machinery and report identified hazards to the supervisor
- PC6.** wear appropriate Personal Protective Equipment (PPE) while performing work in accordance with the workplace policy
- PC7.** follow the instructions mentioned on the labels of chemicals/pesticides/fumigants etc to avoid hazards
- PC8.** assess risks prior to performing manual handling jobs, and work according to currently recommended safe practices
- PC9.** sanitize equipment, tools and machinery before and after use
- PC10.** use equipment and materials safely and correctly and return the same to designated storage after use
- PC11.** dispose waste safely and correctly in the designated area
- PC12.** recognize risks to bystanders and take required action to reduce the risks
- PC13.** work in a manner which minimizes environmental damage, ensuring all procedures and instructions for controlling risks are followed
- PC14.** report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger
- PC15.** follow government / workplace advisories incase of outbreak of any disease/disaster

##### *Administer appropriate emergency procedures*

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

## Qualification Pack

- PC16.** follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to the location of emergency, as per the workplace requirements
- PC17.** use emergency equipment in accordance with manufacturer's specifications and workplace requirements
- PC18.** provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques
- PC19.** recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate
- PC20.** report details of first aid administered in accordance with workplace procedures

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies, and procedures at work
- KU2.** relevant health and safety requirements applicable to the work environment
- KU3.** own job role and responsibilities and sources of information pertaining to work
- KU4.** who to approach for support in order to obtain work related information, clarifications and support
- KU5.** importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business
- KU6.** personal hygiene and fitness requirement
- KU7.** importance of sanitization of the workplace
- KU8.** types of Personal Protective Equipment (PPE) required at the workplace and their importance
- KU9.** the correct and safe way to use materials and equipment required for the work
- KU10.** the importance of good housekeeping at the workplace
- KU11.** safe waste disposal methods
- KU12.** methods for minimizing environmental damage during work
- KU13.** the risks to health and safety including contagious diseases and the measures to be taken to control those risks in the area of work
- KU14.** workplace procedures and requirements for the prevention and treatment of workplace injuries/illnesses.
- KU15.** basic emergency first aid procedure
- KU16.** local emergency services
- KU17.** why accidents, incidents and problems should be reported and the appropriate actions to be taken

## Generic Skills (GS)

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

- GS1.** record the data as per the requirement
- GS2.** report problems to the appropriate personnel in a timely manner

## Qualification Pack

- GS3.** read instruction manual for hand tool and equipments
- GS4.** communicate clearly and effectively with co-workers, and other stakeholders
- GS5.** comprehend information shared by senior people and experts
- GS6.** make decisions pertaining to personal hygiene and safety
- GS7.** schedule daily activities and draw up priorities
- GS8.** manage relationships with co-workers, manager and other stakeholders
- GS9.** assess situation and identify appropriate control measures



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain personal hygiene</i>	<b>10</b>	<b>5</b>	<b>-</b>	<b>10</b>
<b>PC1.</b> wash hands, legs and face with soap/alcohol based sanitizer at reasonable intervals	-	-	-	-
<b>PC2.</b> wash the worn clothes with soap and sun dry before use next time	-	-	-	-
<b>PC3.</b> ensure the face is covered with mask or three layers of cloth-piece	-	-	-	-
<b>PC4.</b> follow the workplace sanitization norms including distancing from sick people	-	-	-	-
<i>Maintain clean and safe workplace</i>	<b>15</b>	<b>15</b>	<b>-</b>	<b>15</b>
<b>PC5.</b> carry out basic safety checks before operation of all tools, implements, and machinery and report identified hazards to the supervisor	-	-	-	-
<b>PC6.</b> wear appropriate Personal Protective Equipment (PPE) while performing work in accordance with the workplace policy	-	-	-	-
<b>PC7.</b> follow the instructions mentioned on the labels of chemicals/pesticides/fumigants etc to avoid hazards	-	-	-	-
<b>PC8.</b> assess risks prior to performing manual handling jobs, and work according to currently recommended safe practices	-	-	-	-
<b>PC9.</b> sanitize equipment, tools and machinery before and after use	-	-	-	-
<b>PC10.</b> use equipment and materials safely and correctly and return the same to designated storage after use	-	-	-	-
<b>PC11.</b> dispose waste safely and correctly in the designated area	-	-	-	-
<b>PC12.</b> recognize risks to bystanders and take required action to reduce the risks	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> work in a manner which minimizes environmental damage, ensuring all procedures and instructions for controlling risks are followed	-	-	-	-
<b>PC14.</b> report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger	-	-	-	-
<b>PC15.</b> follow government / workplace advisories incase of outbreak of any disease/disaster	-	-	-	-
<i>Administer appropriate emergency procedures</i>	<b>15</b>	<b>5</b>	-	<b>10</b>
<b>PC16.</b> follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to the location of emergency, as per the workplace requirements	-	-	-	-
<b>PC17.</b> use emergency equipment in accordance with manufacturer's specifications and workplace requirements	-	-	-	-
<b>PC18.</b> provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques	-	-	-	-
<b>PC19.</b> recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate	-	-	-	-
<b>PC20.</b> report details of first aid administered in accordance with workplace procedures	-	-	-	-
<b>NOS Total</b>	<b>40</b>	<b>25</b>	-	<b>35</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N9903
<b>NOS Name</b>	Maintain health and safety at the workplace
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	22/10/2024
<b>Next Review Date</b>	22/10/2027
<b>NSQC Clearance Date</b>	22/10/2024

## Qualification Pack

### 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

## Qualification Pack

- 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

## Qualification Pack

- 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

## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> 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.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> 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	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-



### Qualification Pack

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

### Qualification Pack

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

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	15/03/2024
<b>Next Review Date</b>	15/03/2027
<b>NSQC Clearance Date</b>	15/03/2024

## 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**

## Qualification Pack

**(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/N9921.Establish and Manage a Business	30	40	-	30	100	25
AGR/N1137.Prepare to set up the repair and maintenance centre	30	40	-	30	100	25
AGR/N1154.Maintain inventory and supervise the repair and maintenance centre	30	40	-	30	100	25
AGR/N1155.Ensure quality assurance and maintain digitized business records	35	35	-	30	100	10
AGR/N9903.Maintain health and safety at the workplace	40	25	-	35	100	10
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>185</b>	<b>210</b>	<b>-</b>	<b>155</b>	<b>550</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.