

## Qualification Pack



# Tea Maker (Production)

QP Code: AGR/Q0506

Version: 2.0

NSQF Level: 4

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## Qualification Pack

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## Qualification Pack

### AGR/Q0506: Tea Maker (Production)

#### Brief Job Description

A Tea Maker (Production) monitors the production processes and in-process checks during processing to ensure that products are produced as per set standards and specification to achieve the quality objectives. The individual also develops and ensure strategies for effective sales, marketing and business development, Tea Tasting and Tea Auctioning activities. The Individual also ensure Quality Management and Food Safety Management in Tea factories

#### Personal Attributes

The individual must be physically fit to work for long durations. The person must be able to work in coordination with others and work closely with other departments and cross functional teams to review progress, resolve issues and ensure high level of customer satisfaction. The individual must be self-motivated, committed, honest and valuable performer. The individual must have attention to detail and the ability to lead a team. The person must also have problem-solving and good communication skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [AGR/N0526: Ensure adherence of proper tea cultivation practices](#)
2. [AGR/N0527: Follow SOP while Tea Manufacturing & Factory operations](#)
3. [AGR/N0528: Carry out Tea Tasting and Tea Auctioning activities](#)
4. [AGR/N0529: Ensure Quality Management and Food Safety Management in Tea factories](#)
5. [AGR/N0530: Carry out fundamental accounting function, documentation, and record keeping](#)
6. [AGR/N0531: Follow relevant management practices at workplace](#)
7. [AGR/N0532: Recognize & comply safe working practices, environment regulation, and housekeeping](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production

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<b>Occupation</b>	Plantation Crops Cultivation
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	19
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/NIL
<b>Minimum Educational Qualification &amp; Experience</b>	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass (plus 2-year NTC) OR 10th grade pass (plus 1-year NTC plus 1 year NAC) OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3.0 with minimum education as 8th Grade pass) with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 3.5 with 1.5- year relevant experience)
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	28/04/2025
<b>NSQF Approval Date</b>	28/04/2022
<b>Version</b>	2.0
<b>Reference code on NQR</b>	QG-04-AG-00310-2023-V1.1-ASCI

## Qualification Pack

**NQR Version**

**1.1**

## Qualification Pack

### AGR/N0526: Ensure adherence of proper tea cultivation practices

#### Description

This OS unit is about ensuring adherence of recommended agronomic practices in tea cultivation as per organization requirement

#### Scope

The scope covers the following :

- Select and prepare the site for tea cultivation
- Oversee the agricultural operations followed in Tea Plantation Industries

#### Elements and Performance Criteria

##### *Select and prepare the site for tea cultivation*

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

- PC1.** check the site has conducive climatic conditions for tea cultivation and is free from limiting factors such as flooding, drought, extreme heat and cold
- PC2.** collect soil samples from different parts of the field for the purpose of testing and coordinate with an authorised lab to determine if the soil is suitable for tea cultivation
- PC3.** maintain the record of soil testing and field preparation as per the documentation requirements of the company
- PC4.** ensure the site is accessible and has availability of quality water, labour and other inputs required for tea cultivation
- PC5.** identify the risks associated with tea cultivation at the site and take appropriate preventive measures
- PC6.** ensure that drainage system has been created appropriately in the field for the effective drainage of water

##### *Oversee the agricultural operations followed in Tea Plantation Industries*

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

- PC7.** ensure that tea sapling have been propagated in nursery correctly
- PC8.** ensure that preparation of the field and transplanting of the saplings has been done as per recommendation
- PC9.** ensure that proper maintenance of tea crop and agricultural operations like Pruning, Manuring and Liming has been done correctly
- PC10.** ensure that harvesting of tea crop has been carried out appropriately
- PC11.** ensure that integrated nutrient management and irrigation management have been performed as per recommendation for optimal growth
- PC12.** check that preventive and remedial measures for weed control as per the case has been utilized for
- PC13.** ensure that integrated pest management for tea crop has been correctly undertaken to prevent and control insects, pests, and diseases in it

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- PC14.** ensure optimal resource utilisation and waste management practices while carrying out agricultural operations

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** origin and History of Tea in India
- KU2.** types of teas and its health benefits.
- KU3.** soil Testing procedures and soil parameters for better plant growth.
- KU4.** process of Tea planting.
- KU5.** process of Harvesting of Tea leaves.
- KU6.** agricultural operations like Pruning and their types, Manuring, and Liming.
- KU7.** general practices of organic tea cultivation
- KU8.** chemical spraying techniques and the equipment's used for spraying chemicals.
- KU9.** irrigation and Agricultural practices as per calendar of operations.

### Generic Skills (GS)

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

- GS1.** write work-related notes and communications
- GS2.** listen attentively to understand the information/ instructions being given
- GS3.** read and interpret the relevant manuals, guides and literature on new developments in the field of Tea cultivation and production machinery
- GS4.** identify possible disruptions to work and take appropriate preventive measures within the limits of authority
- GS5.** co-ordinate with the co-workers to achieve the work objectives
- GS6.** communicate politely and professionally
- GS7.** plan and prioritise tasks to ensure timely completion
- GS8.** take quick decisions to deal with workplace emergencies/ accidents
- GS9.** evaluate all possible solutions to a problem to select the best one
- GS10.** co-ordinate with co-workers to achieve the work objectives
- GS11.** identify possible disruptions to work and take preventive measures
- GS12.** analyze the inputs requirement at different stages of production
- GS13.** negotiate with supplier on pricing of materials
- GS14.** plan the optimization of resources to reduce the cost of production



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Select and prepare the site for tea cultivation</i>	<b>10</b>	<b>5</b>	-	<b>5</b>
<b>PC1.</b> check the site has conducive climatic conditions for tea cultivation and is free from limiting factors such as flooding, drought, extreme heat and cold	-	-	-	-
<b>PC2.</b> collect soil samples from different parts of the field for the purpose of testing and coordinate with an authorised lab to determine if the soil is suitable for tea cultivation	-	-	-	-
<b>PC3.</b> maintain the record of soil testing and field preparation as per the documentation requirements of the company	-	-	-	-
<b>PC4.</b> ensure the site is accessible and has availability of quality water, labour and other inputs required for tea cultivation	-	-	-	-
<b>PC5.</b> identify the risks associated with tea cultivation at the site and take appropriate preventive measures	-	-	-	-
<b>PC6.</b> ensure that drainage system has been created appropriately in the field for the effective drainage of water	-	-	-	-
<i>Oversee the agricultural operations followed in Tea Plantation Industries</i>	<b>10</b>	<b>5</b>	-	<b>5</b>
<b>PC7.</b> ensure that tea sapling have been propagated in nursery correctly	-	-	-	-
<b>PC8.</b> ensure that preparation of the field and transplanting of the saplings has been done as per recommendation	-	-	-	-
<b>PC9.</b> ensure that proper maintenance of tea crop and agricultural operations like Pruning, Manuring and Liming has been done correctly	-	-	-	-
<b>PC10.</b> ensure that harvesting of tea crop has been carried out appropriately	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> ensure that integrated nutrient management and irrigation management have been performed as per recommendation for optimal growth	-	-	-	-
<b>PC12.</b> check that preventive and remedial measures for weed control as per the case has been utilized for	-	-	-	-
<b>PC13.</b> ensure that integrated pest management for tea crop has been correctly undertaken to prevent and control insects, pests, and diseases in it	-	-	-	-
<b>PC14.</b> ensure optimal resource utilisation and waste management practices while carrying out agricultural operations	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>10</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N0526
<b>NOS Name</b>	Ensure adherence of proper tea cultivation practices
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Plantation Crops Cultivation
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/04/2022
<b>Next Review Date</b>	28/04/2025
<b>NSQC Clearance Date</b>	28/04/2022

## Qualification Pack

### AGR/N0527: Follow SOP while Tea Manufacturing & Factory operations

#### Description

This OS unit is about different applicable SOPs in Tea Manufacturing & Factory operations

#### Scope

The scope covers the following :

- Adhere to SOP while Tea Manufacturing & Factory operations

#### Elements and Performance Criteria

##### *Adhere to SOP while Tea Manufacturing & Factory operations*

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

- PC1.** follow and maintain the Standard Operating Procedures of Intake of Raw material i.e., Green Tea leaf from Tea Gardens, Quality checking of Raw Material, Handling of Raw material
- PC2.** follow and maintain the Standard Operating Procedures of Withering Process and operation of Withering troughs
- PC3.** follow and maintain the Standard Operating Procedures of operation of Rotorvanes, Crushing, Tearing and Curling (CTC) process, Orthodox rolling and operation of CTC Machines, Orthodox rolling machines
- PC4.** follow and maintain the Standard Operating Procedures of Fermentation process and operation of Fermentation Machines
- PC5.** follow and maintain the Standard Operating Procedures of Drying process and operation of Drying Machines
- PC6.** follow and maintain the Standard Operating Procedures operation of Sorting Machines
- PC7.** identify appropriate mesh sizes and Grades of CTC Teas, Orthodox and Green Teas
- PC8.** follow and maintain the Standard Operating Procedures of Usage of Storage Bins, Tea Packing and storing
- PC9.** follow recommended Green tea manufacturing process
- PC10.** ensure manufacturing process of specialty teas like White Tea and Oolong Tea as per company Quality standard
- PC11.** ensure proper grading of different types of teas and as per size

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Standard Operating Procedures of Intake of Raw material i.e., Green Tea leaf from Tea Gardens, Quality checking of Raw Material, Handling of Raw material
- KU2.** Standard Operating Procedures of Withering Process and operation of Withering troughs
- KU3.** Standard Operating Procedures of operation of Rotorvanes, Crushing, Tearing and Curling (CTC) process, Orthodox rolling and operation of CTC Machines, Orthodox rolling machines

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- KU4.** Standard Operating Procedures of Fermentation process and operation of Fermentation Machines
- KU5.** Standard Operating Procedures of drying process and operation of Drying Machines
- KU6.** Standard Operating Procedures operation of Sorting Machines
- KU7.** mesh sizes and Grades of CTC Teas, Orthodox and Green Teas
- KU8.** Standard Operating Procedures of Usage of Storage Bins, Tea Packing and storing
- KU9.** Green tea manufacturing process
- KU10.** manufacturing process of specialty teas like White Tea and Oolong Tea
- KU11.** grades of different types of teas and their size

## Generic Skills (GS)

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

- GS1.** write work-related notes and communications
- GS2.** listen attentively to understand the information/ instructions being given
- GS3.** read and interpret the relevant manuals, guides, and literature on new developments in the field of Tea cultivation and production machinery
- GS4.** identify possible disruptions to work and take appropriate preventive measures within the limits of authority
- GS5.** co-ordinate with the co-workers to achieve the work objectives
- GS6.** communicate politely and professionally
- GS7.** plan and prioritize tasks to ensure timely completion
- GS8.** take quick decisions to deal with workplace emergencies/ accidents
- GS9.** evaluate all possible solutions to a problem to select the best one
- GS10.** co-ordinate with co-workers to achieve the work objectives
- GS11.** identify possible disruptions to work and take preventive measures
- GS12.** analyze the inputs requirement at different stages of production
- GS13.** negotiate with supplier on the pricing of materials
- GS14.** plan the optimization of resources to reduce the cost of production

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Adhere to SOP while Tea Manufacturing &amp; Factory operations</i>	10	10	-	10
<b>PC1.</b> follow and maintain the Standard Operating Procedures of Intake of Raw material i.e., Green Tea leaf from Tea Gardens, Quality checking of Raw Material, Handling of Raw material	-	-	-	-
<b>PC2.</b> follow and maintain the Standard Operating Procedures of Withering Process and operation of Withering troughs	-	-	-	-
<b>PC3.</b> follow and maintain the Standard Operating Procedures of operation of Rotorvanes, Crushing, Tearing and Curling (CTC) process, Orthodox rolling and operation of CTC Machines, Orthodox rolling machines	-	-	-	-
<b>PC4.</b> follow and maintain the Standard Operating Procedures of Fermentation process and operation of Fermentation Machines	-	-	-	-
<b>PC5.</b> follow and maintain the Standard Operating Procedures of Drying process and operation of Drying Machines	-	-	-	-
<b>PC6.</b> follow and maintain the Standard Operating Procedures operation of Sorting Machines	-	-	-	-
<b>PC7.</b> identify appropriate mesh sizes and Grades of CTC Teas, Orthodox and Green Teas	-	-	-	-
<b>PC8.</b> follow and maintain the Standard Operating Procedures of Usage of Storage Bins, Tea Packing and storing	-	-	-	-
<b>PC9.</b> follow recommended Green tea manufacturing process	-	-	-	-
<b>PC10.</b> ensure manufacturing process of specialty teas like White Tea and Oolong Tea as per company Quality standard	-	-	-	-
<b>PC11.</b> ensure proper grading of different types of teas and as per size	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>10</b>	<b>10</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N0527
<b>NOS Name</b>	Follow SOP while Tea Manufacturing & Factory operations
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Plantation Crops Cultivation
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/04/2022
<b>Next Review Date</b>	28/04/2025
<b>NSQC Clearance Date</b>	28/04/2022



## Qualification Pack

### AGR/N0528: Carry out Tea Tasting and Tea Auctioning activities

#### Description

This OS unit is about the activities involved in Tea Tasting and Tea Auctioning

#### Scope

The scope covers the following :

- Carrying out Tea Tasting
- Assist in Tea Auctioning

#### Elements and Performance Criteria

##### *Carrying out Tea Tasting*

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

- PC1.** ensure tasting of tea has been done at correct parameters like Liquor, infused leaf appearance, smell and appearance of dry leaf
- PC2.** test different grades of teas and furnish evaluation and scoring report
- PC3.** ensure proper Tea blending and ratio for achieving quality as per customer requirement
- PC4.** prepare the tea for tea testing as per the procedure
- PC5.** 5. test tea based on key features like appearance, aroma, flavour, and mouth feel

##### *Assist in Tea Auctioning*

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

- PC6.** follow proper techniques of Tea tasting Tea sampling
- PC7.** ensure correct Tea-Cataloging
- PC8.** ensure proper Pre-Auction and Post-Auction activities
- PC9.** adhere to e- Auction Rule

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** parameters of Tea Tasting
- KU2.** tasting of different grades of teas and furnish evaluation and scoring report
- KU3.** tea blending and ratio for achieving quality as per customer requirement
- KU4.** tea sampling and tasting techniques
- KU5.** tea-Cataloging and Cataloguing teas for auction
- KU6.** pre-Auction and Post-Auction activities
- KU7.** the importance of tea tasting in determining the price in auction
- KU8.** e-Auction process

#### Generic Skills (GS)

## Qualification Pack

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

- GS1.** write work-related notes and communications
- GS2.** listen attentively to understand the information/ instructions being given
- GS3.** read and interpret the relevant manuals, guides and literature on new developments in the field of Tea cultivation and production machinery
- GS4.** identify possible disruptions to work and take appropriate preventive measures within the limits of authority
- GS5.** co-ordinate with the co-workers to achieve the work objectives
- GS6.** communicate politely and professionally
- GS7.** plan and prioritise tasks to ensure timely completion
- GS8.** take quick decisions to deal with workplace emergencies/ accidents
- GS9.** evaluate all possible solutions to a problem to select the best one
- GS10.** co-ordinate with co-workers to achieve the work objectives
- GS11.** identify possible disruptions to work and take preventive measures
- GS12.** analyze the inputs requirement at different stages of production
- GS13.** negotiate with supplier on pricing of materials
- GS14.** plan the optimization of resources to reduce the cost of production

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carrying out Tea Tasting</i>	<b>10</b>	<b>5</b>	-	<b>10</b>
<b>PC1.</b> ensure tasting of tea has been done at correct parameters like Liquor, infused leaf appearance, smell and appearance of dry leaf	-	-	-	-
<b>PC2.</b> test different grades of teas and furnish evaluation and scoring report	-	-	-	-
<b>PC3.</b> ensure proper Tea blending and ratio for achieving quality as per customer requirement	-	-	-	-
<b>PC4.</b> prepare the tea for tea testing as per the procedure	-	-	-	-
<b>PC5.</b> 5. test tea based on key features like appearance, aroma, flavour, and mouth feel	-	-	-	-
<i>Assist in Tea Auctioning</i>	<b>5</b>	<b>5</b>	-	<b>10</b>
<b>PC6.</b> follow proper techniques of Tea tasting Tea sampling	-	-	-	-
<b>PC7.</b> ensure correct Tea-Cataloging	-	-	-	-
<b>PC8.</b> ensure proper Pre-Auction and Post-Auction activities	-	-	-	-
<b>PC9.</b> adhere to e- Auction Rule	-	-	-	-
<b>NOS Total</b>	<b>15</b>	<b>10</b>	-	<b>20</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N0528
<b>NOS Name</b>	Carry out Tea Tasting and Tea Auctioning activities
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Plantation Crops Cultivation
<b>NSQF Level</b>	4
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/04/2022
<b>Next Review Date</b>	28/04/2025
<b>NSQC Clearance Date</b>	28/04/2022

## Qualification Pack

# AGR/N0529: Ensure Quality Management and Food Safety Management in Tea factories

## Description

This OS unit is about ensuring Quality Management and Food Safety Management in Tea factories

## Scope

The scope covers the following :

- Ensure Quality Management in Tea factories
- Ensure Food Safety Management in Tea Factories
- Follow Quality Certification Codes in Tea Factories & Gardens
- Carry out business development activities

## Elements and Performance Criteria

### *Ensure Quality Management in Tea factories*

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

- PC1.** form Quality Circles in Processing
- PC2.** execute Process Quality Controls based on 4M Conditions (Man, Machine, Material, Methods) in Tea Factories
- PC3.** implement 6 Sigma, Statistical Process Controls (SPC) in Tea Industry
- PC4.** identify and eliminate the Source of contamination
- PC5.** follow and maintain Good Manufacturing Practices in Tea Industries

### *Ensure Food Safety Management in Tea Factories*

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

- PC6.** follow Good Manufacturing Practices in Tea Industries
- PC7.** identify and eliminate the source of contamination
- PC8.** illustrate the Quality checks at different stages of Manufacturing
- PC9.** clean & sanitize procedures and Factory Upkeep measures
- PC10.** maintain Personal Hygiene while performing activities
- PC11.** follow Procedures and codes of Food Safety Audit
- PC12.** adhere to Standard Operating Procedures of Food Transportation, Storage & Distribution
- PC13.** adhere to HACCP Practices, ISO 22000:2018(Food Safety Management System) Practices in Tea Factories
- PC14.** document and maintain record for Food Safety Management
- PC15.** follow appropriate methods to avoid Physical, Chemical and Biological Contaminations-Good Manufacturing Practices
- PC16.** identify Control Critical Point, Prerequisites and Operational Prerequisites of Tea Processing Units
- PC17.** ensure processed tea meets the FSSAI standards and limits like iron fillings in the processed tea

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### *Follow Quality Certification Codes in Tea Factories & Gardens*

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

- PC18.** follow and maintain TRUSTEA Certification Sustainability Code and practices in Tea factories
- PC19.** follow and maintain Fairtrade International certification / Rainforest alliance certification codes and practices in Tea Factories
- PC20.** follow and Maintain ISO 22000:2018(Food Safety Management System) Practices in Tea Factories
- PC21.** follow and Maintain ISO 9001:2015(Quality Management System) Practices in Tea factories
- PC22.** follow applicable labour welfare laws

### *Carryout business development activities*

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

- PC23.** develop strategies for effective sales, marketing, and business development
- PC24.** ensure the strategies are working and review strategies regularly to meet the requirements
- PC25.** carry out field study/ market research on tea marketing linkages

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** process of forming Quality Circles in Processing
- KU2.** process Quality Controls based on 4M Conditions (Man, Machine, Material, Methods) in Tea Factories
- KU3.** implementation of 6 Sigma, Statistical Process Controls (SPC) in Tea Industry
- KU4.** Good Manufacturing Practices in Tea Industries
- KU5.** methods to Identify and Eliminate the Source of contamination
- KU6.** various Quality checks at different stages of Manufacturing
- KU7.** Good Manufacturing Practices in Tea Industries
- KU8.** identification and elimination the source of contamination
- KU9.** illustrate the Quality checks at different stages of Manufacturing
- KU10.** cleaning & Sanitation procedures and Factory Upkeep measures
- KU11.** personal Hygiene
- KU12.** procedures and codes of Food safety Audit
- KU13.** Standard Operating Procedures of Food Transportation, Storage & Distribution
- KU14.** HACCP Practices, ISO 22000:2018(Food Safety Management System) Practices in Tea Factories
- KU15.** documents and records to be maintained for Food Safety Management
- KU16.** methods to avoid Physical, Chemical and Biological Contaminations-Good Manufacturing Practices
- KU17.** identification of Control Critical Point, Prerequisites and Operational Prerequisites of Tea Processing Units
- KU18.** TRUSTEA Certification Sustainability Code and practices in Tea factories
- KU19.** certification codes and practices in Tea Factories

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- KU20.** ISO 22000:2018(Food Safety Management System) Practices in Tea Factories
- KU21.** ISO 9001:2015(Quality Management System) Practices in Tea factories
- KU22.** concepts of quality tools and their application, labour welfare laws, and its application in day-to-day work to improve productivity & quality
- KU23.** legislations such as Factories Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act (EPF), The Workmen's compensation Act, Prevention of Sexual Harassment at Work place (POSH) Act, Formation of VISHAKA Committee

## Generic Skills (GS)

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

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



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure Quality Management in Tea factories</i>	<b>5</b>	<b>5</b>	-	<b>10</b>
<b>PC1.</b> form Quality Circles in Processing	-	-	-	-
<b>PC2.</b> execute Process Quality Controls based on 4M Conditions (Man, Machine, Material, Methods) in Tea Factories	-	-	-	-
<b>PC3.</b> implement 6 Sigma, Statistical Process Controls (SPC) in Tea Industry	-	-	-	-
<b>PC4.</b> identify and eliminate the Source of contamination	-	-	-	-
<b>PC5.</b> follow and maintain Good Manufacturing Practices in Tea Industries	-	-	-	-
<i>Ensure Food Safety Management in Tea Factories</i>	<b>5</b>	<b>5</b>	-	<b>5</b>
<b>PC6.</b> follow Good Manufacturing Practices in Tea Industries	-	-	-	-
<b>PC7.</b> identify and eliminate the source of contamination	-	-	-	-
<b>PC8.</b> illustrate the Quality checks at different stages of Manufacturing	-	-	-	-
<b>PC9.</b> clean & sanitize procedures and Factory Upkeep measures	-	-	-	-
<b>PC10.</b> maintain Personal Hygiene while performing activities	-	-	-	-
<b>PC11.</b> follow Procedures and codes of Food Safety Audit	-	-	-	-
<b>PC12.</b> adhere to Standard Operating Procedures of Food Transportation, Storage & Distribution	-	-	-	-
<b>PC13.</b> adhere to HACCP Practices, ISO 22000:2018(Food Safety Management System) Practices in Tea Factories	-	-	-	-
<b>PC14.</b> document and maintain record for Food Safety Management	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> follow appropriate methods to avoid Physical, Chemical and Biological Contaminations- Good Manufacturing Practices	-	-	-	-
<b>PC16.</b> identify Control Critical Point, Prerequisites and Operational Prerequisites of Tea Processing Units	-	-	-	-
<b>PC17.</b> ensure processed tea meets the FSSAI standards and limits like iron fillings in the processed tea	-	-	-	-
<i>Follow Quality Certification Codes in Tea Factories &amp; Gardens</i>	<b>5</b>	<b>3</b>	-	<b>3</b>
<b>PC18.</b> follow and maintain TRUSTEA Certification Sustainability Code and practices in Tea factories	-	-	-	-
<b>PC19.</b> follow and maintain Fairtrade International certification / Rainforest alliance certification codes and practices in Tea Factories	-	-	-	-
<b>PC20.</b> follow and Maintain ISO 22000:2018(Food Safety Management System) Practices in Tea Factories	-	-	-	-
<b>PC21.</b> follow and Maintain ISO 9001:2015(Quality Management System) Practices in Tea factories	-	-	-	-
<b>PC22.</b> follow applicable labour welfare laws	-	-	-	-
<i>Carryout business development activities</i>	<b>3</b>	<b>3</b>	-	<b>3</b>
<b>PC23.</b> develop strategies for effective sales, marketing, and business development	-	-	-	-
<b>PC24.</b> ensure the strategies are working and review strategies regularly to meet the requirements	-	-	-	-
<b>PC25.</b> carry out field study/ market research on tea marketing linkages	-	-	-	-
<b>NOS Total</b>	<b>18</b>	<b>16</b>	-	<b>21</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N0529
<b>NOS Name</b>	Ensure Quality Management and Food Safety Management in Tea factories
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Plantation Crops Cultivation
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/04/2022
<b>Next Review Date</b>	28/04/2025
<b>NSQC Clearance Date</b>	28/04/2022

## Qualification Pack

### AGR/N0530: Carry out fundamental accounting function, documentation, and record keeping

#### Description

This OS unit is about maintaining book of accounts and providing assistance in statutory payments

#### Scope

The scope covers the following :

- Carry out fundamental accounting function
- Carry out documentation and record keeping

#### Elements and Performance Criteria

##### *Carry out fundamental accounting function*

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

- PC1.** write bank cheque/prepare other bank instruments and present the same to authorized signatories
- PC2.** prepare financial statements like profit and loss account, Balance Sheet etc.
- PC3.** carry out accounting function in Trading Account
- PC4.** file GST Returns in timely manner

##### *Carry out documentation and record keeping*

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

- PC5.** keep in safe custody the accounting documents/records/resources provided by company
- PC6.** create work related file manually or electronically as per the organization requirements
- PC7.** ensure the data is stored using the electronic system used by the organisation
- PC8.** carry out work-related documentation by seeking requisite information from a source or person
- PC9.** write necessary official work related notes
- PC10.** perform filing of supporting documents to maintain records
- PC11.** draft official letters and communication
- PC12.** review the records to ensure they are up to date
- PC13.** co-ordinate with the relevant personnel for the audit of the records

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** process of Filing of GST Returns
- KU2.** preparation of financial statements like profit and loss account, Balance Sheet etc.
- KU3.** fundamentals of Accounting

## Qualification Pack

**KU4.** concept of file management

**KU5.** trading Account

### Generic Skills (GS)

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

- GS1.** write the financial reports, account books, official notes and commination letters
- GS2.** maintain work-related records
- GS3.** read the accounting manual and organization commination carefully
- GS4.** listen attentively to understand the information being shared
- GS5.** communicate politely and professionally
- GS6.** plan and prioritise tasks to ensure timely completion
- GS7.** identify possible disruptions to work and take appropriate preventive measures
- GS8.** take quick decisions to deal with workplace emergencies/ accidents
- GS9.** evaluate all possible solutions to a problem to select the best one
- GS10.** 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>Carry out fundamental accounting function</i>	<b>5</b>	<b>5</b>	-	<b>5</b>
<b>PC1.</b> write bank cheque/prepare other bank instruments and present the same to authorized signatories	-	-	-	-
<b>PC2.</b> prepare financial statements like profit and loss account, Balance Sheet etc.	-	-	-	-
<b>PC3.</b> carry out accounting function in Trading Account	-	-	-	-
<b>PC4.</b> file GST Returns in timely manner	-	-	-	-
<i>Carry out documentation and record keeping</i>	<b>5</b>	<b>5</b>	-	<b>5</b>
<b>PC5.</b> keep in safe custody the accounting documents/records/resources provided by company	-	-	-	-
<b>PC6.</b> create work related file manually or electronically as per the organization requirements	-	-	-	-
<b>PC7.</b> ensure the data is stored using the electronic system used by the organisation	-	-	-	-
<b>PC8.</b> carry out work-related documentation by seeking requisite information from a source or person	-	-	-	-
<b>PC9.</b> write necessary official work related notes	-	-	-	-
<b>PC10.</b> perform filing of supporting documents to maintain records	-	-	-	-
<b>PC11.</b> draft official letters and communication	-	-	-	-
<b>PC12.</b> review the records to ensure they are up to date	-	-	-	-
<b>PC13.</b> co-ordinate with the relevant personnel for the audit of the records	-	-	-	-
<b>NOS Total</b>	<b>10</b>	<b>10</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N0530
<b>NOS Name</b>	Carry out fundamental accounting function, documentation, and record keeping
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Plantation Crops Cultivation
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/04/2022
<b>Next Review Date</b>	28/04/2025
<b>NSQC Clearance Date</b>	28/04/2022



## Qualification Pack

### AGR/N0531: Follow relevant management practices at workplace

#### Description

This OS is about directing and monitoring co-employees on day-to-day as per the company's management practices and standards

#### Scope

The scope covers the following :

- Effective communication at the workplace
- Distribute the work among co-employees
- Practice inclusion at the workplace

#### Elements and Performance Criteria

##### *Effective communication at the workplace*

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

- PC1.** interpret verbal and written instructions carefully
- PC2.** note down instructions received from the seniors
- PC3.** seek clarifications on instructions if required in case of confusion
- PC4.** seek accurate and requisite information from a source or person
- PC5.** provide information in the desired format and frequency as per management requirements
- PC6.** carry out work-related documentation and maintaining the records and documents
- PC7.** report accidents and incidents as per procedure to management

##### *Distribute the work among co-employees*

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

- PC8.** assign roles and responsibilities of the co-employees for the execution of the task effectively
- PC9.** guide and monitor the activities of co-employees
- PC10.** carry out effective production planning, manpower allocation and capacity utilization
- PC11.** keep record of the materials distributed to co-employee as per the work requirements and company policy

##### *Practice inclusion at the workplace*

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

- PC12.** promote a conducive environment and encourage appropriate behavior and conduct across all the genders and PwD at the workplace
- PC13.** use appropriate verbal and non-verbal communication while interacting with Persons with Disabilities (PwD)
- PC14.** ensure equal participation of people across genders and PwD in discussions

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** applicable legislation, standards, policies and procedures for work
- KU2.** own job role & responsibilities pertaining to work
- KU3.** procedure for seeking guidance and work-related information and clarification
- KU4.** work-related documentation and procedures
- KU5.** available means of communication at the workplace
- KU6.** importance of information sharing
- KU7.** methods of information storage
- KU8.** gender concepts, issues and legislations
- KU9.** actions and consequences of gendered behaviour
- KU10.** need for gender sensitization
- KU11.** different types of disabilities
- KU12.** PwD related Laws/Schemes/Acts/Provisions
- KU13.** challenges faced by PwD and the ways to help them overcome the same
- KU14.** importance of displaying empathy towards PwD
- KU15.** inclusive practices at the workplace

## Generic Skills (GS)

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

- GS1.** write plan of work
- GS2.** write incident report
- GS3.** read instructions received from the seniors
- GS4.** read workplace procedures and equipment manuals
- GS5.** read and follow health and safety instructions
- GS6.** communicate clearly and effectively with the stakeholders
- GS7.** explain plan of work to co-workers, juniors and apprentice
- GS8.** make decisions pertaining to the concerned area of work
- GS9.** take preventative action against the problems that may arise during task implementation
- GS10.** take decision in the best interest of the organization
- GS11.** plan and organize tasks with the help of a co-worker
- GS12.** maintain effective working relationships with stakeholders
- GS13.** think through the problem, evaluate the possible solution(s) and adopt an optimum /best possible solution(s)
- GS14.** report to the senior
- GS15.** analyze, evaluate and apply the information gathered from observation, experience, reasoning or communication, as a guide to thought and action

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective communication at the workplace</i>	<b>3</b>	<b>4</b>	-	<b>4</b>
<b>PC1.</b> interpret verbal and written instructions carefully	-	-	-	-
<b>PC2.</b> note down instructions received from the seniors	-	-	-	-
<b>PC3.</b> seek clarifications on instructions if required in case of confusion	-	-	-	-
<b>PC4.</b> seek accurate and requisite information from a source or person	-	-	-	-
<b>PC5.</b> provide information in the desired format and frequency as per management requirements	-	-	-	-
<b>PC6.</b> carry out work-related documentation and maintaining the records and documents	-	-	-	-
<b>PC7.</b> report accidents and incidents as per procedure to management	-	-	-	-
<i>Distribute the work among co-employees</i>	<b>3</b>	<b>3</b>	-	<b>3</b>
<b>PC8.</b> assign roles and responsibilities of the co-employees for the execution of the task effectively	-	-	-	-
<b>PC9.</b> guide and monitor the activities of co-employees	-	-	-	-
<b>PC10.</b> carry out effective production planning, manpower allocation and capacity utilization	-	-	-	-
<b>PC11.</b> keep record of the materials distributed to co-employee as per the work requirements and company policy	-	-	-	-
<i>Practice inclusion at the workplace</i>	<b>3</b>	<b>3</b>	-	<b>4</b>
<b>PC12.</b> promote a conducive environment and encourage appropriate behavior and conduct across all the genders and PwD at the workplace	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> use appropriate verbal and non-verbal communication while interacting with Persons with Disabilities (PwD)	-	-	-	-
<b>PC14.</b> ensure equal participation of people across genders and PwD in discussions	-	-	-	-
<b>NOS Total</b>	<b>9</b>	<b>10</b>	<b>-</b>	<b>11</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N0531
<b>NOS Name</b>	Follow relevant management practices at workplace
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Plantation Crops Cultivation
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/04/2022
<b>Next Review Date</b>	28/04/2025
<b>NSQC Clearance Date</b>	28/04/2022

## Qualification Pack

### AGR/N0532: Recognize & comply safe working practices, environment regulation, and housekeeping

#### Description

This OS unit is about ensuring adherence of recommended agronomic practices in tea cultivation as per organization requirement

#### Scope

The scope covers the following :

- Maintain personal hygiene
- Recognize & comply safe working practices
- Ensure Eco Restoration & Conservation

#### 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

##### *Recognize & comply safe working practices*

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 appropriate authority
- PC6.** follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements
- PC7.** recognize and report all unsafe situations according to site policy
- PC8.** identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures
- PC9.** identify, handle and store / dispose off dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements
- PC10.** identify and observe site policies and procedures in regard to illness or accident
- PC11.** identify safety alarms accurately
- PC12.** report the authority in the event of accident or sickness of any staff and record accident
- PC13.** details correctly according to site accident/injury procedures
- PC14.** identify and observe site evacuation procedures according to site policy
- PC15.** identify Personal Productive Equipment (PPE) and use the same as per related working environment
- PC16.** identify basic first aid and use them under different circumstances
- PC17.** identify different fire extinguishers and use the same as per requirement

## Qualification Pack

- PC18.** identify environmental Pollution & contribute to avoidance of same
- PC19.** take opportunities to use energy and materials in an environmentally friendly manner
- PC20.** avoid waste and dispose waste as per procedure
- PC21.** recognize different components of 5S and apply the same in the working environment

### *Ensure Eco Restoration & Conservation*

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

- PC22.** identify environmental Pollution & contribute to avoidance of same
- PC23.** segregate waste into appropriate categories
- PC24.** avoid waste and dispose waste as per standard procedure in environment-friendly manner
- PC25.** optimise the usage of energy, materials and other resources in the relevant tasks and processes in an environmentally friendly manner to avoid environment pollution

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements
- KU2.** identification and taking necessary precautions on fire and safety hazards and report according to site policy and procedures
- KU3.** identification, handling and storing / disposing of dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements
- KU4.** identification and observation of site policies and procedures in regard to illness or accident
- KU5.** identification of safety alarms accurately
- KU6.** who to approach for support in order to obtain work related information, clarifications and support
- KU7.** report the authority in the event of accident or sickness of any staff and record accident details correctly according to site accident/injury procedures
- KU8.** identification and observation of site evacuation procedures according to site policy
- KU9.** identification of Personal Productive Equipment (PPE) and use the same as per related working environment
- KU10.** identification of basic first aid and use them under different circumstances
- KU11.** identification of different fire extinguisher and use the same as per requirement
- KU12.** the concept of energy conservation, global warming, pollution and utilize the available resources optimally & remain sensitive to avoid environment pollution
- KU13.** disposal of waste as per standard procedure

## 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 equipment
- 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 the 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>3</b>	<b>4</b>	-	<b>4</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>Recognize &amp; comply safe working practices</i>	<b>3</b>	<b>3</b>	-	<b>3</b>
<b>PC5.</b> carry out basic safety checks before operation of all tools, implements, and machinery and report identified hazards to the appropriate authority	-	-	-	-
<b>PC6.</b> follow and maintain procedures to achieve a safe working environment in line with occupational health and safety regulations and requirements	-	-	-	-
<b>PC7.</b> recognize and report all unsafe situations according to site policy	-	-	-	-
<b>PC8.</b> identify and take necessary precautions on fire and safety hazards and report according to site policy and procedures	-	-	-	-
<b>PC9.</b> identify, handle and store / dispose off dangerous/unsalvageable goods and substances according to site policy and procedures following safety regulations and requirements	-	-	-	-
<b>PC10.</b> identify and observe site policies and procedures in regard to illness or accident	-	-	-	-
<b>PC11.</b> identify safety alarms accurately	-	-	-	-
<b>PC12.</b> report the authority in the event of accident or sickness of any staff and record accident	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> details correctly according to site accident/injury procedures	-	-	-	-
<b>PC14.</b> identify and observe site evacuation procedures according to site policy	-	-	-	-
<b>PC15.</b> identify Personal Productive Equipment (PPE) and use the same as per related working environment	-	-	-	-
<b>PC16.</b> identify basic first aid and use them under different circumstances	-	-	-	-
<b>PC17.</b> identify different fire extinguishers and use the same as per requirement	-	-	-	-
<b>PC18.</b> identify environmental Pollution & contribute to avoidance of same	-	-	-	-
<b>PC19.</b> take opportunities to use energy and materials in an environmentally friendly manner	-	-	-	-
<b>PC20.</b> avoid waste and dispose waste as per procedure	-	-	-	-
<b>PC21.</b> recognize different components of 5S and apply the same in the working environment	-	-	-	-
<i>Ensure Eco Restoration &amp; Conservation</i>	<b>3</b>	<b>3</b>	-	<b>4</b>
<b>PC22.</b> identify environmental Pollution & contribute to avoidance of same	-	-	-	-
<b>PC23.</b> segregate waste into appropriate categories	-	-	-	-
<b>PC24.</b> avoid waste and dispose waste as per standard procedure in environment-friendly manner	-	-	-	-
<b>PC25.</b> optimise the usage of energy, materials and other resources in the relevant tasks and processes in an environmentally friendly manner to avoid environment pollution	-	-	-	-
<b>NOS Total</b>	<b>9</b>	<b>10</b>	-	<b>11</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AGR/N0532
<b>NOS Name</b>	Recognize & comply safe working practices, environment regulation, and housekeeping
<b>Sector</b>	Agriculture
<b>Sub-Sector</b>	Agriculture Crop Production
<b>Occupation</b>	Plantation Crops Cultivation
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	28/04/2022
<b>Next Review Date</b>	28/04/2025
<b>NSQC Clearance Date</b>	28/04/2022

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values – Citizenship*

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

- PC3.** 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.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** 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

##### *Basic English Skills*

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** 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:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** 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:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** 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:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** 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:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** 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.** 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 and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** 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

**GS2.** communicate effectively using appropriate language in formal and informal settings

## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- 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> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</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>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</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	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</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>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</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>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</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/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	17/02/2028
<b>NSQC Clearance Date</b>	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) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/optional set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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7. 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/N0526.Ensure adherence of proper tea cultivation practices	20	10	0	10	40	10
AGR/N0527.Follow SOP while Tea Manufacturing & Factory operations	10	10	0	10	30	20
AGR/N0528.Carry out Tea Tasting and Tea Auctioning activities	15	10	0	20	45	25
AGR/N0529.Ensure Quality Management and Food Safety Management in Tea factories	18	16	-	21	55	20
AGR/N0530.Carry out fundamental accounting function, documentation, and record keeping	10	10	0	10	30	5
AGR/N0531.Follow relevant management practices at workplace	9	10	0	11	30	5
AGR/N0532.Recognize & comply safe working practices, environment regulation, and housekeeping	9	10	0	11	30	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
<b>Total</b>	<b>111</b>	<b>106</b>	<b>-</b>	<b>93</b>	<b>310</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.

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<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.