

Qualification Pack



Poultry feed, food safety and labeling Supervisor

QP Code: AGR/Q4305

Version: 3.0

NSQF Level: 5

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Qualification Pack

Contents

AGR/Q4305: Poultry feed, food safety and labeling Supervisor	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
AGR/N4323: Assess the quality of poultry feed	5
AGR/N4324: Ensure safety of the poultry products	9
AGR/N9924: Ensure compliance to food labelling guidelines	14
AGR/N4326: Maintain records related to poultry feed and food products	18
AGR/N9923: Manage and lead a team effectively	22
DGT/VSQ/N0103: Employability Skills (90 Hours)	27
Assessment Guidelines and Weightage	35
<i>Assessment Guidelines</i>	35
<i>Assessment Weightage</i>	36
Acronyms	37
Glossary	38

Qualification Pack

AGR/Q4305: Poultry feed, food safety and labeling Supervisor

Brief Job Description

A Poultry feed, food Safety and labeling Supervisor is responsible for ensuring that the feed and feed ingredients for poultry is safe for consumption and also the food produced on the poultry farm is safe to eat and properly labeled according to relevant laws and regulations.

Personal Attributes

The person should have an eye for detail and be quality & health conscious. The individual must possess the ability to plan, organize and prioritize activities. The individual must also possess good communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AGR/N4323: Assess the quality of poultry feed](#)
2. [AGR/N4324: Ensure safety of the poultry products](#)
3. [AGR/N9924: Ensure compliance to food labelling guidelines](#)
4. [AGR/N4326: Maintain records related to poultry feed and food products](#)
5. [AGR/N9923: Manage and lead a team effectively](#)
6. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Poultry
Occupation	Poultry Farming
Country	India
NSQF Level	5
Credits	16

Qualification Pack

Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	<p>Completed 2nd year of UG (UG Diploma) OR Pursuing 2nd year of UG (and continuous education) OR Completed 2nd year diploma after 12th OR Pursuing 2nd year of 2-year diploma after 12th OR 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS) OR Completed 3 year diploma after 10th with 1 Year of experience relevant experience OR 12th grade Pass with 2 Years of experience relevant experience OR 10th grade pass with 4 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 4 and with minimum education as 8th Grade pass) with 3 Years of experience relevant experience OR Previous relevant Qualification of NSQF Level (Level 4.5 with 1.5- year relevant experience)</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	30/04/2025
NSQ Approval Date	31/03/2022
Version	3.0
Reference code on NQR	QG-05-AG-00334-2023-V1.1-ASCI
NQR Version	1.1

Qualification Pack

AGR/N4323: Assess the quality of poultry feed

Description

This OS unit is about analyzing the poultry feed and ensuring its compliance to established guidelines and norms.

Scope

The scope covers the following :

- Monitor feed quality
- Report any anomalies in feed quality

Elements and Performance Criteria

Monitor feed quality

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

- PC1.** obtain feed from safe sources and analyse for risks
- PC2.** verify that the feed meets requirements in order to protect poultry against foodborne hazards
- PC3.** maintain feed in a stable condition so as to protect feed from contamination during production, handling, storage and transport
- PC4.** check that the labelling of feed is consistent with statutory requirements
- PC5.** check if the feed is labelled clearly, as to how the user should handle, store and use feed
- PC6.** store feed in a good condition as per the accepted quality standards
- PC7.** monitor feed on a regular basis by sampling and analysis of undesirable substances
- PC8.** ensure proper segregation of waste into different categories

Report any anomalies in feed quality

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

- PC9.** inform the person in charge, in case feed does not satisfy the feed safety requirements, in a timely manner
- PC10.** document the anomalies found in detail

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** job responsibilities/duties and standard operating procedures
- KU2.** organization's storage norms for feed and feed ingredients
- KU3.** importance of quality feed in poultry farming
- KU4.** safe handling of feed during various activities
- KU5.** various quality parameters for the assessment of feed
- KU6.** feed labelling guidelines

Qualification Pack

KU7. how to document anomalies in feed quality

KU8. methods of waste management

Generic Skills (GS)

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

GS1. note the information communicated

GS2. write information documents to internal departments/ internal teams

GS3. discuss task lists, schedules and activities

GS4. communicate clearly with cross department teams on the issues faced during the process

GS5. analyse critical points in day to day tasks for smooth working

GS6. use acquired knowledge of the process for identifying and handling issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor feed quality</i>	15	10	-	10
PC1. obtain feed from safe sources and analyse for risks	-	-	-	-
PC2. verify that the feed meets requirements in order to protect poultry against foodborne hazards	-	-	-	-
PC3. maintain feed in a stable condition so as to protect feed from contamination during production, handling, storage and transport	-	-	-	-
PC4. check that the labelling of feed is consistent with statutory requirements	-	-	-	-
PC5. check if the feed is labelled clearly, as to how the user should handle, store and use feed	-	-	-	-
PC6. store feed in a good condition as per the accepted quality standards	-	-	-	-
PC7. monitor feed on a regular basis by sampling and analysis of undesirable substances	-	-	-	-
PC8. ensure proper segregation of waste into different categories	-	-	-	-
<i>Report any anomalies in feed quality</i>	5	5	-	5
PC9. inform the person in charge, in case feed does not satisfy the feed safety requirements, in a timely manner	-	-	-	-
PC10. document the anomalies found in detail	-	-	-	-
NOS Total	20	15	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4323
NOS Name	Assess the quality of poultry feed
Sector	Agriculture
Sub-Sector	Poultry
Occupation	Poultry Farming
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

AGR/N4324: Ensure safety of the poultry products

Description

This OS unit is about ensuring proper food safety practices related to poultry are in place.

Scope

The scope covers the following :

- Ensure general food safety practices are in place
- Comply with food safety checklist related to production of eggs and meat

Elements and Performance Criteria

Ensure general food safety practices are in place

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

- PC1.** ensure effective food safety processes and programs are in place
- PC2.** ensure compliance with food standards code and other food safety requirement
- PC3.** monitor staff closely on compliance to food safety rules and regulations
- PC4.** ensure proper hygiene and sanitation of equipment, surfaces and environment during slaughter, fabrication and further processing of poultry and poultry products
- PC5.** ensure sound husbandary practices in growing, collecting, transporting and handling birds
- PC6.** ensure compliance with Hazard Analysis Critical Control Point (HACCP)
- PC7.** follow GMP (Good Manufacturing Practices) and HACCP principles to control hazards that may affect food safety

Comply with food safety checklist related to production of eggs and meat

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

- PC8.** ensure the egg shells are cleaned using a dry cleaning method
- PC9.** ensure eggs with abnormal shape, spots, cracks or any other irregularities are discarded
- PC10.** ensure proper grading and sizing of the eggs as per the SOPs
- PC11.** carry out egg packaging and labelling in accordance with the industry standards
- PC12.** prevent contamination during the slaughter process for the production of quality meat

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's health and safety regulations
- KU2.** GMP and HACCP principles
- KU3.** FSSAI guidelines, safety standards and regulations related to poultry products
- KU4.** organization storage norms for storage of food products
- KU5.** packaging and labelling of poultry products

Qualification Pack

- KU6.** hygiene standards, disinfectants, cleaning agents, cleaning techniques and clearing equipment and material
- KU7.** cleaning and sanitation of equipment and work area

Generic Skills (GS)

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

- GS1.** note the information communicated
- GS2.** write information documents to internal departments/ internal teams
- GS3.** discuss task lists, schedules and activities
- GS4.** communicate clearly with cross department teams on the issues faced during the process
- GS5.** analyse critical points in day to day tasks for smooth functioning of the department
- GS6.** discuss the possible solutions for problem solving
- GS7.** use acquired knowledge of the process for identifying and handling issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure general food safety practices are in place</i>	15	10	-	10
PC1. ensure effective food safety processes and programs are in place	-	-	-	-
PC2. ensure compliance with food standards code and other food safety requirement	-	-	-	-
PC3. monitor staff closely on compliance to food safety rules and regulations	-	-	-	-
PC4. ensure proper hygiene and sanitation of equipment, surfaces and environment during slaughter, fabrication and further processing of poultry and poultry products	-	-	-	-
PC5. ensure sound husbandary practices in growing, collecting, transporting and handling birds	-	-	-	-
PC6. ensure compliance with Hazard Analysis Critical Control Point (HACCP)	-	-	-	-
PC7. follow GMP (Good Manufacturing Practices) and HACCP principles to control hazards that may affect food safety	-	-	-	-
<i>Comply with food safety checklist related to production of eggs and meat</i>	5	5	-	5
PC8. ensure the egg shells are cleaned using a dry cleaning method	-	-	-	-
PC9. ensure eggs with abnormal shape, spots, cracks or any other irregularities are discarded	-	-	-	-
PC10. ensure proper grading and sizing of the eggs as per the SOPs	-	-	-	-
PC11. carry out egg packaging and labelling in accordance with the industry standards	-	-	-	-
PC12. prevent contamination during the slaughter process for the production of quality meat	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	20	15	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4324
NOS Name	Ensure safety of the poultry products
Sector	Agriculture
Sub-Sector	Poultry
Occupation	Poultry Farming
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQ Clearance Date	31/03/2022

Qualification Pack

AGR/N9924: Ensure compliance to food labelling guidelines

Description

This OS unit is about ensuring compliance to the rules and regulations pertaining to food labelling.

Scope

The scope covers the following :

- Follow guidelines for labeling of food products

Elements and Performance Criteria

Follow guidelines for labelling of food products

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

- PC1.** check labels to ensure accuracy of the details given
- PC2.** ensure contents of the label are clear, prominent, legible under normal conditions of purchase
- PC3.** mention the description of food contained in the package clearly
- PC4.** ensure the list of ingredients is displayed appropriately as per standard on the label
- PC5.** ensure that the label clearly indicates the nutritional information of the product and declaration regarding veg or non veg
- PC6.** mention a batch number/code number/lot number by which the food can be traced
- PC7.** mention the date, month and year, the product is manufactured, on the label
- PC8.** ensure that the label contains the best before date and use by date

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's packaging and labelling guidelines
- KU2.** job responsibilities/duties and standard operating procedures
- KU3.** importance and need for labelling
- KU4.** importance of information available/required on the label
- KU5.** food laws on packaging and labelling
- KU6.** labelling/marketing requirements for raw materials, finished goods, stored materials, packaging materials and their designated storage area
- KU7.** risk and impact of not following defined procedures/work instructions

Generic Skills (GS)

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

- GS1.** note the information communicated

Qualification Pack

- GS2.** note the raw materials used for production and the finished products produced
- GS3.** read internal information documents sent by internal teams
- GS4.** discuss task lists, schedules and activities
- GS5.** communicate clearly with cross department teams on the issues faced during the process
- GS6.** analyse critical points in day to day tasks for effective working
- GS7.** discuss the possible solutions for problem solving
- GS8.** use acquired knowledge of the process for identifying and handling issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow guidelines for labelling of food products</i>	15	20	-	15
PC1. check labels to ensure accuracy of the details given	-	-	-	-
PC2. ensure contents of the label are clear, prominent, legible under normal conditions of purchase	-	-	-	-
PC3. mention the description of food contained in the package clearly	-	-	-	-
PC4. ensure the list of ingredients is displayed appropriately as per standard on the label	-	-	-	-
PC5. ensure that the label clearly indicates the nutritional information of the product and declaration regarding veg or non veg	-	-	-	-
PC6. mention a batch number/code number/lot number by which the food can be traced	-	-	-	-
PC7. mention the date, month and year, the product is manufactured, on the label	-	-	-	-
PC8. ensure that the label contains the best before date and use by date	-	-	-	-
NOS Total	15	20	-	15

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N9924
NOS Name	Ensure compliance to food labelling guidelines
Sector	Agriculture
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	1.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

AGR/N4326: Maintain records related to poultry feed and food products

Description

The OS unit is about maintaining records related to poultry feed and food products.

Scope

The scope covers the following :

- Maintain records of feed and feed ingredients
- Maintain records of food products

Elements and Performance Criteria

Maintain records of feed and feed ingredients

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

- PC1.** document procedures and relevant farm practices adopted in the concerned poultry farm to ensure that producers have correctly developed, implemented and updated an effective feed production and management system
- PC2.** maintain records of feed purchased including the ingredient composition
- PC3.** capture details such as date of purchase, quantity of purchase, supplier name, to ease product recall process if any adverse effects on poultry health are identified

Maintain records of food products

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

- PC4.** document the records of non-conforming food products
- PC5.** maintain record of HACCP plan
- PC6.** maintain records on observations or deviations related to production of food products
- PC7.** verify documents and track from finished products to ingredients, for quality management system audits
- PC8.** maintain detailed records of the finished products, as per organisation's standards

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** methods to record and maintain records of observations (if any) related to food/feed safety
- KU2.** how to operate computer
- KU3.** documentation system followed by the organization
- KU4.** job responsibilities/duties and standard operating procedures
- KU5.** details to be recorded for feed and feed ingredients
- KU6.** details to be recorded for poultry food products

Generic Skills (GS)

Qualification Pack

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

- GS1.** note the information communicated
- GS2.** write information documents to internal departments/ internal teams
- GS3.** communicate effectively with team members
- GS4.** analyse critical points in day to day tasks for effective working
- GS5.** use acquired knowledge of the process for identifying and handling issues

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain records of feed and feed ingredients</i>	10	10	-	5
PC1. document procedures and relevant farm practices adopted in the concerned poultry farm to ensure that producers have correctly developed, implemented and updated an effective feed production and management system	-	-	-	-
PC2. maintain records of feed purchased including the ingredient composition	-	-	-	-
PC3. capture details such as date of purchase, quantity of purchase, supplier name, to ease product recall process if any adverse effects on poultry health are identified	-	-	-	-
<i>Maintain records of food products</i>	10	10	-	5
PC4. document the records of non-conforming food products	-	-	-	-
PC5. maintain record of HACCP plan	-	-	-	-
PC6. maintain records on observations or deviations related to production of food products	-	-	-	-
PC7. verify documents and track from finished products to ingredients, for quality management system audits	-	-	-	-
PC8. maintain detailed records of the finished products, as per organisation's standards	-	-	-	-
NOS Total	20	20	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4326
NOS Name	Maintain records related to poultry feed and food products
Sector	Agriculture
Sub-Sector	Poultry
Occupation	Poultry Farming
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	31/03/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

AGR/N9923: Manage and lead a team effectively

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Manage the team performance

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

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

Maintain a fair and professional work environment

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the process of preparing a work plan and allocating tasks

Qualification Pack

- KU2.** the importance of conducting regular team meetings and counselling sessions
- KU3.** the importance and process of monitoring the team performance
- KU4.** how to prepare work progress reports and their evaluation
- KU5.** various practices to manage and improve team performance
- KU6.** the importance of ensuring reward and recognition for the team's good performance
- KU7.** the importance of arranging training and upskilling for team members for their professional development
- KU8.** how to maintain professional relationships with the team members
- KU9.** the importance and process of resolving conflicts among the team members
- KU10.** the importance of resolving concerns of the team members for their best performance
- KU11.** the importance of ensuring equal and fair career progression opportunities for all the team members

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

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>	1	1	-	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Qualification Pack

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) 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.

Qualification Pack

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/N4323.Assess the quality of poultry feed	20	15	0	15	50	15
AGR/N4324.Ensure safety of the poultry products	20	15	0	15	50	30
AGR/N9924.Ensure compliance to food labelling guidelines	15	20	0	15	50	30
AGR/N4326.Maintain records related to poultry feed and food products	20	20	0	10	50	15
AGR/N9923.Manage and lead a team effectively	30	40	-	30	100	5
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	5
Total	125	140	-	85	350	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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