Florist

QP Code: AGR/Q0703

Version: 3.0

NSQF Level: 4

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Contents

Qualification Pack

AGR/Q0703: Florist

Brief Job Description

A Florist performs various activities such as purchasing flowers and foliage from flower vendors, arranging flowers and foliage in creative designs such as wedding bouquets, wreaths and other decorations, and selling them. The person also packs and ships them using delivery services.

Personal Attributes

The individual must possess creative thinking to create various floral designs along with basic marketing and customer service skills. Ability to read, write and communicate well are other important attributes required in this job role.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. AGR/N0706: Procure and store cut flowers and foliage

2. AGR/N0707: Prepare flowers for creating floral arrangements

3. AGR/N0708: Design and create floral arrangements

4. AGR/N0709: Pack and ship floral arrangements

5. AGR/N9903: Maintain health and safety at the workplace

6. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Floriculture Farming
Country	India
NSQF Level	4
Credits	13

Aligned to NCO/ISCO/ISIC Code	NCO-2015/3435.0500
Minimum Educational Qualification & Experience	10th Class with 2 Years of experience relevant experience OR 10th Class (pass and pursuing continuous schooling) OR 8th Class with 3 Years of experience relevant experience OR Certificate-NSQF (Level-3 with minimum education as 5th grade pass) with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/05/2024
NSQC Approval Date	27/05/2021
Version	3.0
Reference code on NQR	2022/AGR/ASCI/06549
NQR Version	1.0

AGR/N0706: Procure and store cut flowers and foliage

Description

This OS unit is about selecting relevant types of cut flowers and foliage, procuring and storing them

Scope

The scope covers the following :

- Procure the relevant cut flowers and foliage
- Store the flowers and foliage

Elements and Performance Criteria

Procure the relevant cut flowers and foliage

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

PC1. identify the relevant cut flowers and foliage to be procured according to the season and demand

PC2. identify vendors that sell the required flowers and foliage

PC3. select a vendor based on the quality and price of flowers and foliage

PC4. examine the flowers and foliage to ensure they are free from pests and disease

PC5. purchase flowers and foliage in the required quantity

PC6. remove the field heat by air cooling or hydro cooling

PC7. arrange an appropriate mode of transport to safely transport the flowers and foliage to the storage

PC8. maintain the record of purchase

Store the flowers and foliage

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

PC9. identify the storage requirements of different types of flowers and foliage

PC10. ensure the storage area meets the temperature requirements or has an air-cooling system installed

PC11. clean the storage area to remove dust and any waste materials

PC12. apply the necessary treatments in the storage area to remove pests and rodents

PC13. sort out damaged and diseased flowers and foliage

PC14. pre-cool and hydrate the flowers and foliage using the appropriate solution mixed with the recommended germicide

PC15. grade flowers on various grading criteria such as stem length, degree of bud opening, damage-free, etc.

PC16. carry out special treatments such as pulsing, impregnation, bud opening as per the requirement

PC17. handle flowers without causing any damage to them

PC18. dispose the damaged/ diseased/ wilted flowers in an environment-friendly manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant record-keeping requirements in the job role

KU2. different types of cut flowers and foliage to be procured to use in floral designs and arrangements according to the season

KU3. various parameters to be considered while purchasing flowers and foliage

KU4. basic procurement, store management, inventory management, quality management practices

KU5. botanical and common names for a range of flowers and foliage

KU6. seasonal availability of a range of flowers and foliage

KU7. indicators of pests and disease in flowers and foliage

KU8. safe handling of flowers with allergic properties

KU9. different criteria for sorting and grading flowers and foliage

KU10. different ways of preserving the freshness of flowers such as using hydration solutions

KU11. effects of environmental conditions such as temperature, humidity, sunlight on flowers and foliage

Generic Skills (GS)

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

GS1. make work-related notes

GS2. read and interpret the relevant guides and manuals

GS3. communicate politely and clearly with clients and co-workers

GS4. listen attentively to comprehend the information given by the speaker

GS5. take quick decisions to resolve work-related issues to minimise the impact on productivity

GS6. plan and prioritise tasks to ensure timely completion

GS7. identify possible disruptions to work and take preventive measures

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Procure the relevant cut flowers and foliage	**10**	**25**	**-**	**20**
PC1. identify the relevant cut flowers and foliage to be procured according to the season and demand	-	-	-	-
PC2. identify vendors that sell the required flowers and foliage	-	-	-	-
PC3. select a vendor based on the quality and price of flowers and foliage	-	-	-	-
PC4. examine the flowers and foliage to ensure they are free from pests and disease	-	-	-	-
PC5. purchase flowers and foliage in the required quantity	-	-	-	-
PC6. remove the field heat by air cooling or hydro cooling	-	-	-	-
PC7. arrange an appropriate mode of transport to safely transport the flowers and foliage to the storage	-	-	-	-
PC8. maintain the record of purchase	-	-	-	-
Store the flowers and foliage	**20**	**15**	**-**	**10**
PC9. identify the storage requirements of different types of flowers and foliage	-	-	-	-
PC10. ensure the storage area meets the temperature requirements or has an air-cooling system installed	-	-	-	-
PC11. clean the storage area to remove dust and any waste materials	-	-	-	-
PC12. apply the necessary treatments in the storage area to remove pests and rodents	-	-	-	-
PC13. sort out damaged and diseased flowers and foliage	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. pre-cool and hydrate the flowers and foliage using the appropriate solution mixed with the recommended germicide	-	-	-	-
PC15. grade flowers on various grading criteria such as stem length, degree of bud opening, damage-free, etc.	-	-	-	-
PC16. carry out special treatments such as pulsing, impregnation, bud opening as per the requirement	-	-	-	-
PC17. handle flowers without causing any damage to them	-	-	-	-
PC18. dispose the damaged/ diseased/ wilted flowers in an environment-friendly manner	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N0706
NOS Name	Procure and store cut flowers and foliage
Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Floriculture Farming
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

AGR/N0707: Prepare flowers for creating floral arrangements

Description

This OS unit is about preparing flowers for creating different types of floral arrangements.

Scope

The scope covers the following :

- Carry out flower processing
- Hydrate the flowers
- Perform waste management

Elements and Performance Criteria

Carry out flower processing

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

PC1. organise the necessary tools, equipment and PPE to process the flowers

PC2. retrieve the flowers from the storage area

PC3. condition the flowers in de-mineralised water at room temperature

PC4. remove flower petals with signs of wilting and leaves on the lower part of the flower stem

PC5. cut the flower stem at an appropriate length and degree

Hydrate the flowers

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

PC6. select the appropriate chemicals and prepare different types of hydration solutions for a variety of flowers according to the required vase-life

PC7. maintain the correct ratio of biocides in the hydration solution as per the applicable laws

PC8. hydrate the flowers by dipping them in the hydration solution, using the appropriate PPE

PC9. grade the flowers on appropriate grading parameters after hydration

Perform waste management

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

PC10. segregate waste into different categories

PC11. dispose the non-recyclable waste appropriately

PC12. deposit the recyclable and reusable material at the identified location

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. use of the relevant PPE

KU2. impact of seasonal changes such as temperature and humidity on flowers and foliage

KU3. various flower processing requirements and practices

KU4. correct and safe use of biocides

KU5. importance and process of conditioning flowers

KU6. processing methods for different varieties of flowers

KU7. importance of hydrating flowers to enhance their vase-life

KU8. the process to prepare hydration solution

KU9. safe use of hydration solutions

KU10. different criteria for grading of flowers

KU11. segregation of waste into different categories

KU12. recycling and safe disposal of different types of waste

Generic Skills (GS)

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

GS1. maintain work-related records

GS2. read and follow the health and safety instructions

GS3. communicate clearly and politely with co-workers and clients

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out flower processing	**10**	**10**	**-**	**10**
PC1. organise the necessary tools, equipment and PPE to process the flowers	-	-	-	-
PC2. retrieve the flowers from the storage area	-	-	-	-
PC3. condition the flowers in de-mineralised water at room temperature	-	-	-	-
PC4. remove flower petals with signs of wilting and leaves on the lower part of the flower stem	-	-	-	-
PC5. cut the flower stem at an appropriate length and degree	-	-	-	-
Hydrate the flowers	**10**	**10**	**-**	**10**
PC6. select the appropriate chemicals and prepare different types of hydration solutions for a variety of flowers according to the required vase-life	-	-	-	-
PC7. maintain the correct ratio of biocides in the hydration solution as per the applicable laws	-	-	-	-
PC8. hydrate the flowers by dipping them in the hydration solution, using the appropriate PPE	-	-	-	-
PC9. grade the flowers on appropriate grading parameters after hydration	-	-	-	-
Perform waste management	**10**	**20**	**-**	**10**
PC10. segregate waste into different categories	-	-	-	-
PC11. dispose the non-recyclable waste appropriately	-	-	-	-
PC12. deposit the recyclable and reusable material at the identified location	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N0707
NOS Name	Prepare flowers for creating floral arrangements
Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Floriculture Farming
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

AGR/N0708: Design and create floral arrangements

Description

This OS unit is about designing and creating various floral arrangements for customers, venues and displays

Scope

The scope covers the following :

- Design and create floral arrangements at the store
- Create floral arrangements for venues
- Create floral arrangements for store display
- Perform billing
- Optimise resource utilisation

Elements and Performance Criteria

Design and create floral arrangements at the store

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

PC1.   assess the requirements of the customers

PC2.   suggest appropriate designs to the customer as per their requirement

PC3.   apply appropriate modifications to the floral design as per the customer's preferences

PC4.   arrange the relevant flower/ foliage and other materials required to prepare the floral design/ bouquet/ wreath

PC5.   prepare the floral design/ bouquet/ wreath as planned

PC6.   use the appropriate material to pack/ wrap the floral design/ bouquet/ wreath

Create floral arrangements for venues

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

PC7.   conduct a survey of the venue where flower arrangement needs to be installed

PC8.   assess the requirements of the clients such as types of flowers, foliage, patterns and other materials

PC9.   measure the space required to be covered with flowers and foliage

PC10.   estimate the requirement of flowers, foliage and other materials

PC11.   arrange all the required materials

PC12.   create the floral arrangement as per the client's instructions

PC13.   apply the relevant hydration solution to prevent the flowers/ foliage from wilting

PC14.   install the floral arrangement away from any heating equipment and direct exposure to sunlight, ensuring free movement around it

PC15.   co-ordinate with the relevant personnel to set up lighting in the floral arrangement as per the client's requirement

Create floral arrangements for store display

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

PC16. select flowers and foliage for creating the display

PC17. plan the size and positioning of the display according to the available space at the store

PC18. hydrate the selected flowers and foliage

PC19. create the arrangement of flowers and foliage as planned

PC20. install the arrangement ensuring it does not create any obstructions

PC21. write labels for flowers and floral designs

PC22. apply correct labels on different flowers and floral designs for identification

Perform billing

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

PC23. prepare an invoice, including the relevant service charges and taxes

PC24. provide invoice related clarifications to the customer, if required

PC25. process the payment using the customer's preferred payment method such as cash, e-payment, etc.

PC26. maintain the record of the payment received

Optimise resource utilisation

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

PC27. optimise the usage of water and other resources in various tasks/ processes

PC28. plug water leakages to prevent its wastage

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. basic customer service skills

KU2. basic principles and elements of floral designs

KU3. different types of floral design, bouquet, wreath

KU4. different practices to prevent flowers/ foliage from wilting

KU5. how to customise floral design, bouquet, wreath and create new designs

KU6. basic inventory management and accounting

KU7. different types of payments methods and process of using

KU8. effective ways of packing and wrapping flowers and foliage

KU9. different methods of conditioning and hydrating flowers and foliage

KU10. importance of following environmental and ecological best practices to minimise the impact on the environment

KU11. benefits of resource optimisation

KU12. ways of efficiently managing various materials used in different operations

Generic Skills (GS)

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

GS1. plan and prioritise tasks to ensure timely completion

GS2. take quick decisions to deal with workplace emergencies/ accidents

GS3. listen attentively to understand the information/ instructions being shared by the speaker

GS4. identify possible disruptions to work and take appropriate preventive measures

GS5. communicate clearly and politely with co-workers and clients

GS6. maintain work-related records

GS7. read the health and safety instructions

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Design and create floral arrangements at the store	**6**	**8**	**-**	**4**
PC1. assess the requirements of the customers	-	-	-	-
PC2. suggest appropriate designs to the customer as per their requirement	-	-	-	-
PC3. apply appropriate modifications to the floral design as per the customer's preferences	-	-	-	-
PC4. arrange the relevant flower/ foliage and other materials required to prepare the floral design/ bouquet/ wreath	-	-	-	-
PC5. prepare the floral design/ bouquet/ wreath as planned	-	-	-	-
PC6. use the appropriate material to pack/ wrap the floral design/ bouquet/ wreath	-	-	-	-
Create floral arrangements for venues	**8**	**6**	**-**	**6**
PC7. conduct a survey of the venue where flower arrangement needs to be installed	-	-	-	-
PC8. assess the requirements of the clients such as types of flowers, foliage, patterns and other materials	-	-	-	-
PC9. measure the space required to be covered with flowers and foliage	-	-	-	-
PC10. estimate the requirement of flowers, foliage and other materials	-	-	-	-
PC11. arrange all the required materials	-	-	-	-
PC12. create the floral arrangement as per the client's instructions	-	-	-	-
PC13. apply the relevant hydration solution to prevent the flowers/ foliage from wilting	-	-	-	-
PC14. install the floral arrangement away from any heating equipment and direct exposure to sunlight, ensuring free movement around it	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. co-ordinate with the relevant personnel to set up lighting in the floral arrangement as per the client's requirement	-	-	-	-
Create floral arrangements for store display	**6**	**10**	**-**	**4**
PC16. select flowers and foliage for creating the display	-	-	-	-
PC17. plan the size and positioning of the display according to the available space at the store	-	-	-	-
PC18. hydrate the selected flowers and foliage	-	-	-	-
PC19. create the arrangement of flowers and foliage as planned	-	-	-	-
PC20. install the arrangement ensuring it does not create any obstructions	-	-	-	-
PC21. write labels for flowers and floral designs	-	-	-	-
PC22. apply correct labels on different flowers and floral designs for identification	-	-	-	-
Perform billing	**4**	**6**	**-**	**8**
PC23. prepare an invoice, including the relevant service charges and taxes	-	-	-	-
PC24. provide invoice related clarifications to the customer, if required	-	-	-	-
PC25. process the payment using the customer's preferred payment method such as cash, e-payment, etc.	-	-	-	-
PC26. maintain the record of the payment received	-	-	-	-
Optimise resource utilisation	**6**	**10**	**-**	**8**
PC27. optimise the usage of water and other resources in various tasks/ processes	-	-	-	-
PC28. plug water leakages to prevent its wastage	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N0708
NOS Name	Design and create floral arrangements
Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Floriculture Farming
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

AGR/N0709: Pack and ship floral arrangements

Description

This OS unit is about packing floral arrangements in suitable packing for shipping.

Scope

The scope covers the following :

- Pack the floral arrangements
- Co-ordinate with the delivery services

Elements and Performance Criteria

Pack the floral arrangements

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

PC1. identify appropriate packaging for the prepared floral design

PC2. apply the relevant hydration solution on the flowers, wedding bouquets, wreaths to prevent them from wilting during transit

PC3. ensure the moisture content in the flowers, wedding bouquets, wreaths is within the prescribed limits

PC4. secure the flowers/ wedding bouquets/ wreaths in the packaging carton using corrugated dividers to prevent breakage during transit

PC5. gift wrap the floral arrangement as per as per the customer's instructions

PC6. prepare the invoice and package label with the customer's shipping details and insert the invoice in the package

PC7. place the label on the package in the correct position as per the packaging requirements

Co-ordinate with the delivery services

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

PC8. identify a delivery service and e-commerce platform based on their coverage area and competitive service charges

PC9. co-ordinate with the delivery service to ensure timely delivery to the customer

PC10. ensure the package is handed over to the delivery person with the correct delivery and payment collection instructions

PC11. track the shipments to ensure customers receive their packages on time

PC12. maintain the record of shipments and payments using the relevant computer application(s)

PC13. adhere to the applicable state laws, and other laws pertaining to commercial establishments such as shops and establishment act, taxation laws, labour laws, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. use of computers and basic accounting systems

KU2. the importance of adhering to the TAT given to the customer

KU3. the process of using third-party delivery services

KU4. applicable state laws and other laws pertaining to commercial establishments such as shops and establishment act, taxation laws, labour laws, etc.

KU5. various types of material and packaging suitable for shipping flowers and foliage

KU6. effective packaging practices to prevent damage and wilting of flowers/ foliage during transit

KU7. basic inventory management and accounting

Generic Skills (GS)

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

GS1. maintain work-related records

GS2. read the relevant literature to get updated information about new developments in the field of work

GS3. communicate politely and professionally

GS4. listen attentively to understand the customer requirements

GS5. plan and schedule tasks for efficient time management

GS6. take quick decisions to deal with any emergencies/ accidents

GS7. evaluate all possible solutions to a problem to select the best one

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Pack the floral arrangements	**20**	**15**	**-**	**15**
PC1. identify appropriate packaging for the prepared floral design	-	-	-	-
PC2. apply the relevant hydration solution on the flowers, wedding bouquets, wreaths to prevent them from wilting during transit	-	-	-	-
PC3. ensure the moisture content in the flowers, wedding bouquets, wreaths is within the prescribed limits	-	-	-	-
PC4. secure the flowers/ wedding bouquets/ wreaths in the packaging carton using corrugated dividers to prevent breakage during transit	-	-	-	-
PC5. gift wrap the floral arrangement as per as per the customer's instructions	-	-	-	-
PC6. prepare the invoice and package label with the customer's shipping details and insert the invoice in the package	-	-	-	-
PC7. place the label on the package in the correct position as per the packaging requirements	-	-	-	-
Co-ordinate with the delivery services	**10**	**25**	**-**	**15**
PC8. identify a delivery service and e-commerce platform based on their coverage area and competitive service charges	-	-	-	-
PC9. co-ordinate with the delivery service to ensure timely delivery to the customer	-	-	-	-
PC10. ensure the package is handed over to the delivery person with the correct delivery and payment collection instructions	-	-	-	-
PC11. track the shipments to ensure customers receive their packages on time	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. maintain the record of shipments and payments using the relevant computer application(s)	-	-	-	-
PC13. adhere to the applicable state laws, and other laws pertaining to commercial establishments such as shops and establishment act, taxation laws, labour laws, etc.	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N0709
NOS Name	Pack and ship floral arrangements
Sector	Agriculture
Sub-Sector	Agriculture Crop Production
Occupation	Floriculture Farming
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/05/2024
NSQC Clearance Date	27/05/2021

AGR/N9903: Maintain health and safety at the workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain personal hygiene

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

PC1. wash hands, legs and face with soap/alcohol based sanitizer at reasonable intervals

PC2. wash the worn clothes with soap and sun dry before use next time

PC3. ensure the face is covered with mask or three layers of cloth-piece

PC4. follow the workplace sanitization norms including distancing from sick people

Maintain clean and safe workplace

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

PC5. carry out basic safety checks before operation of all tools, implements, and machinery and report identified hazards to the supervisor

PC6. wear appropriate Personal Protective Equipment (PPE) while performing work in accordance with the workplace policy

PC7. follow the instructions mentioned on the labels of chemicals/pesticides/fumigants etc to avoid hazards

PC8. assess risks prior to performing manual handling jobs, and work according to currently recommended safe practices

PC9. sanitize equipment, tools and machinery before and after use

PC10. use equipment and materials safely and correctly and return the same to designated storage after use

PC11. dispose waste safely and correctly in the designated area

PC12. recognize risks to bystanders and take required action to reduce the risks

PC13. work in a manner which minimizes environmental damage, ensuring all procedures and instructions for controlling risks are followed

PC14. report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger

PC15. follow government / workplace advisories incase of outbreak of any disease/disaster

Administer appropriate emergency procedures

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

PC16. follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions to the location of emergency, as per the workplace requirements

PC17. use emergency equipment in accordance with manufacturer's specifications and workplace requirements

PC18. provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques

PC19. recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate

PC20. report details of first aid administered in accordance with workplace procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policies, and procedures at work

KU2. relevant health and safety requirements applicable to the work environment

KU3. own job role and responsibilities and sources of information pertaining to work

KU4. who to approach for support in order to obtain work related information, clarifications and support

KU5. importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business

KU6. personal hygiene and fitness requirement

KU7. importance of sanitization of the workplace

KU8. types of Personal Protective Equipment (PPE) required at the workplace and their importance

KU9. the correct and safe way to use materials and equipment required for the work

KU10. the importance of good housekeeping at the workplace

KU11. safe waste disposal methods

KU12. methods for minimizing environmental damage during work

KU13. the risks to health and safety including contagious diseases and the measures to be taken to control those risks in the area of work

KU14. workplace procedures and requirements for the prevention and treatment of workplace injuries/illnesses.

KU15. basic emergency first aid procedure

KU16. local emergency services

KU17. why accidents, incidents and problems should be reported and the appropriate actions to be taken

Generic Skills (GS)

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

GS1. record the data as per the requirement

GS2. report problems to the appropriate personnel in a timely manner

GS3. read instruction manual for hand tool and equipments

GS4. communicate clearly and effectively with co-workers, and other stakeholders

GS5. comprehend information shared by senior people and experts

GS6. make decisions pertaining to personal hygiene and safety

GS7. schedule daily activities and draw up priorities

GS8. manage relationships with co-workers, manager and other stakeholders

GS9. assess situation and identify appropriate control measures

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N9903
NOS Name	Maintain health and safety at the workplace
Sector	Agriculture
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	4.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

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:

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.

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
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	2	4	-	-
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	2	3	-	-
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	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	**2**	**2**	**-**	**-**
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	**1**	**2**	**-**	**-**
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	**2**	**3**	**-**	**-**
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	**3**	**4**	**-**	**-**
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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
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	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
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	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
AGR/N0706.Procure and store cut flowers and foliage	30	40	-	30	100	15
AGR/N0707.Prepare flowers for creating floral arrangements	30	40	-	30	100	20
AGR/N0708.Design and create floral arrangements	30	40	-	30	100	30
AGR/N0709.Pack and ship floral arrangements	30	40	-	30	100	25
AGR/N9903.Maintain health and safety at the workplace	40	25	-	35	100	5
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	5
Total	**180**	**215**	**0**	**0**	**550**	**100**

Acronyms

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

Glossary

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

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