Agri Warehouse Supervisor

QP Code: AGR/Q7510

Version: 2.0

NSQF Level: 5

Agriculture Skill Council of India || 6th Floor, GNG Tower, Plot No. 10, Sector -44, Gurgaon Haryana-122004 || email:shrinkhala@asci-india.com

Contents

AGR/Q7510: Agri Warehouse Supervisor

Brief Job Description

An Agri Warehouse Supervisor is responsible for supervising and coordinating the activities of warehouse workers involved in the receipt, handling and dispatch of agricultural produce. The individual is responsible for monitoring and maintaining the optimum stock levels and ensuring efficient warehouse operations

Personal Attributes

The individual must have the ability to plan and organize relevant activities. The person should have an eye for detail, problem-solving and good verbal and written communication skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. AGR/N7540: Supervise the delivery and dispatch of agricultural produce

2. AGR/N7541: Maintain the optimum stock levels, produce and the warehouse

3. AGR/N7542: Utilize the human resources and ensure the delivery of quality service

4. AGR/N7543: Maintain the relevant records concerning the warehouse operations

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

6. DGT/VSQ/N0103: Employability Skills (90 Hours)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-Harvest Supply Chain Management
Country	India
NSQF Level	5
Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324.1200

Minimum Educational Qualification & Experience	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 grade Pass with 2 Years of experience in the relevant field OR 10th grade pass with 4 Years of experience in the relevant field OR Previous relevant Qualification of NSQF Level (4) (and with minimum education as 8th grade pass) with 3 Years of experience in the relevant field OR Previous relevant Qualification of NSQF Level (4.5) (with 1.5 years of 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	29/03/2026
NSQC Approval Date	29/03/2023
Version	2.0
Reference code on NQR	QG-05-AG-00345-2023-V1-ASCI
NQR Version	1

AGR/N7540: Supervise the delivery and dispatch of agricultural produce

Description

This OS unit is about supervising the delivery and dispatch of agricultural produce. It also covers ordering the produce after assessing the requirement.

Scope

The scope covers the following :

- Order the agricultural produce
- Coordinate the delivery of agricultural produce
- Coordinate the dispatch of agricultural produce

Elements and Performance Criteria

Order the agricultural produce

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

PC1. check the stock of agricultural produce in the warehouse and determine the requirement of ordering supplies

PC2. order the supply of agricultural produce from the relevant growers/ suppliers following the organizational procedure

PC3. carry out appropriate documentation concerning the agricultural produce supply orders

Coordinate the delivery of agricultural produce

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

PC4. coordinate with the growers/ suppliers and logistics partners for the timely delivery of supplies to maintain the recommended inventory levels as per the organizational standards

PC5. check the agricultural produce at the time of delivery to ensure supply in the required quantity as per the order

PC6. ensure accurate weighing of the produce at the weighbridge

PC7. inspect the quality of supplies and identify the quality issues

PC8. coordinate with the growers/ suppliers to resolve the issues concerning the quantity and quality of produce

PC9. carry out appropriate documentation concerning the delivery of produce and issue the relevant receipt to the logistics partner

PC10. arrange for the produce to be stored under the appropriate conditions in the warehouse, e.g. appropriate temperature and humidity for perishable agricultural produce

PC11. ensure the warehouse is free from pests and diseases, instructing the warehouse workers to apply the recommended pesticides in an appropriate quantity, as required

PC12. follow the appropriate measures for efficient space utilization in the warehouse

Coordinate the dispatch of agricultural produce

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

PC13. determine the schedule for the dispatch of agricultural produce

PC14. check and ensure the availability of adequate stock of agricultural produce for delivery to the relevant markets/buyers

PC15. check the stock to it meets the applicable quality standards and take the appropriate measures to resolve any issues concerning the quality of produce

PC16. ensure appropriate labelling/ tagging and packaging of produce and commodities

PC17. prepare the relevant paperwork for the dispatch of produce

PC18. arrange an appropriate mode of transport for the delivery of produce

PC19. coordinate with the logistics partners for the timely dispatch and delivery of produce

PC20. ensure appropriate arrangements to maintain the quality of produce during transit, e.g. use of a refrigerated vehicle for the delivery of perishable produce

PC21. follow the appropriate measures to deal with risks relevant to the transportation of produce, e.g. availing of transit insurance to deal with potential risks during transportation

PC22. maintain appropriate records concerning the dispatch of produce

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the process of determining the requirement of agricultural produce in the warehouse and ordering it

KU2. the importance of checking the produce for the required quantity and quality at delivery

KU3. how to check the weight and volume of produce manually or using the relevant equipment

KU4. the appropriate documentation to be carried out concerning the delivery and dispatch of produce

KU5. the conditions required for the safe storage of different types of agricultural produce

KU6. the appropriate practices to be followed for efficient space utilization in the warehouse

KU7. the use of relevant pesticides to make the warehouse pest and disease free

KU8. the applicable packing, labelling and tagging requirements for the produce

KU9. the appropriate mode of transport for different types of agricultural produce

KU10. the importance of coordinating logistics for timely dispatch and delivery of produce to the relevant markets/ buyers

Generic Skills (GS)

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

GS1. maintain work-related notes and records

GS2. read the relevant literature to get the latest updates about the field of work

GS3. listen attentively to understand the instructions being given

GS4. communicate politely and professionally

GS5. coordinate with the co-workers to achieve the work objectives

GS6. plan and prioritize tasks to ensure timely completion

GS7. use time and resources efficiently

GS8. take quick decisions to deal with any emergencies/ accidents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Order the agricultural produce	**9**	**14**	**-**	**10**
PC1. check the stock of agricultural produce in the warehouse and determine the requirement of ordering supplies	-	-	-	-
PC2. order the supply of agricultural produce from the relevant growers/ suppliers following the organizational procedure	-	-	-	-
PC3. carry out appropriate documentation concerning the agricultural produce supply orders	-	-	-	-
Coordinate the delivery of agricultural produce	**10**	**15**	**-**	**9**
PC4. coordinate with the growers/ suppliers and logistics partners for the timely delivery of supplies to maintain the recommended inventory levels as per the organizational standards	-	-	-	-
PC5. check the agricultural produce at the time of delivery to ensure supply in the required quantity as per the order	-	-	-	-
PC6. ensure accurate weighing of the produce at the weighbridge	-	-	-	-
PC7. inspect the quality of supplies and identify the quality issues	-	-	-	-
PC8. coordinate with the growers/ suppliers to resolve the issues concerning the quantity and quality of produce	-	-	-	-
PC9. carry out appropriate documentation concerning the delivery of produce and issue the relevant receipt to the logistics partner	-	-	-	-
PC10. arrange for the produce to be stored under the appropriate conditions in the warehouse, e.g. appropriate temperature and humidity for perishable agricultural produce	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure the warehouse is free from pests and diseases, instructing the warehouse workers to apply the recommended pesticides in an appropriate quantity, as required	-	-	-	-
PC12. follow the appropriate measures for efficient space utilization in the warehouse	-	-	-	-
Coordinate the dispatch of agricultural produce	**11**	**11**	**-**	**11**
PC13. determine the schedule for the dispatch of agricultural produce	-	-	-	-
PC14. check and ensure the availability of adequate stock of agricultural produce for delivery to the relevant markets/buyers	-	-	-	-
PC15. check the stock to it meets the applicable quality standards and take the appropriate measures to resolve any issues concerning the quality of produce	-	-	-	-
PC16. ensure appropriate labelling/ tagging and packaging of produce and commodities	-	-	-	-
PC17. prepare the relevant paperwork for the dispatch of produce	-	-	-	-
PC18. arrange an appropriate mode of transport for the delivery of produce	-	-	-	-
PC19. coordinate with the logistics partners for the timely dispatch and delivery of produce	-	-	-	-
PC20. ensure appropriate arrangements to maintain the quality of produce during transit, e.g. use of a refrigerated vehicle for the delivery of perishable produce	-	-	-	-
PC21. follow the appropriate measures to deal with risks relevant to the transportation of produce, e.g. availing of transit insurance to deal with potential risks during transportation	-	-	-	-
PC22. maintain appropriate records concerning the dispatch of produce	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7540
NOS Name	Supervise the delivery and dispatch of agricultural produce
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N7541: Maintain the optimum stock levels, produce and the warehouse

Description

This OS unit is about maintaining the optimum stock levels and quality of stock in the warehouse. It also covers the maintenance of the warehouse.

Scope

The scope covers the following :

- Project the demand for agricultural produce
- Maintain the optimum inventory levels
- Ensure the maintenance of the produce warehouse

Elements and Performance Criteria

Project the demand for agricultural produce

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

PC1. analyze the sales and stock movement data

PC2. assess the relevant factors with an effect on meeting the demand for produce, e.g. internal order processing, distribution and delivery times, the capacity of logistics partners

PC3. identify the need for various resources to meet the demand for produce

PC4. project the demand for produce during different seasons based on data analysis

PC5. determine the required inventory levels at different sales cycle stages

PC6. develop a contingency plan to deal with any emergencies to ensure minimum impact on the warehouse operations

Maintain the optimum inventory levels

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

PC7. calculate the appropriate safety stock level required to be maintained in the warehouse to mitigate the risks caused by uncertainties in supply and demand

PC8. check the stock and safety stock levels in the warehouse regularly to ensure adequate levels to meet the demand and effectively deal with the relevant risks

PC9. adjust the stock levels as required, documenting the changes as per the organizational procedures

Ensure the maintenance of the produce and warehouse

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

PC10. conduct regular inspections of the produce and warehouse

PC11. identify the damaged and deteriorating produce and instruct the relevant personnel to remove such produce

PC12. ensure cleanliness in the warehouse by directing the relevant personnel to undertake regular cleaning using the appropriate disinfectants

PC13. check for pest and disease infestation in the warehouse and instruct the warehouse personnel to apply the recommended pesticides using the appropriate Personal Protection Equipment (PPE)

PC14. arrange for fumigation to be carried out in the warehouse as required

PC15. identify the repair and maintenance needs of the warehouse infrastructure, tools and equipment

PC16. direct the relevant personnel/ expert to undertake the required repair and maintenance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the process of projecting the demand for agricultural produce in different seasons and the relevant factors to be considered

KU2. how to calculate the optimum stock levels to be maintained in the warehouse

KU3. the importance of maintaining the appropriate inventory levels at different sales cycle stages

KU4. the importance and process of developing a contingency plan to deal with any emergencies to ensure minimum impact on the warehouse operations

KU5. the concept of safety stock and the importance of maintaining it

KU6. the use of relevant inventory management system and effective inventory management practices

KU7. the process of identifying and discarding the unsuitable and deteriorating produce from the warehouse

KU8. the importance of maintaining a hygienic and pest and disease-free warehouse

KU9. the benefits and process of carrying out fumigation

KU10. the common repair and maintenance needs of the warehouse infrastructure, tools and equipment

Generic Skills (GS)

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

GS1. communicate politely and professionally

GS2. read the relevant literature to get the latest updates about the field of work

GS3. maintain work-related notes and records

GS4. listen attentively to understand the instructions being given

GS5. plan and prioritize tasks to ensure timely completion

GS6. use of time and resources efficiently

GS7. coordinate with the co-workers to achieve the work objectives

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Project the demand for agricultural produce	**12**	**16**	**-**	**12**
PC1. analyze the sales and stock movement data	-	-	-	-
PC2. assess the relevant factors with an effect on meeting the demand for produce, e.g. internal order processing, distribution and delivery times, the capacity of logistics partners	-	-	-	-
PC3. identify the need for various resources to meet the demand for produce	-	-	-	-
PC4. project the demand for produce during different seasons based on data analysis	-	-	-	-
PC5. determine the required inventory levels at different sales cycle stages	-	-	-	-
PC6. develop a contingency plan to deal with any emergencies to ensure minimum impact on the warehouse operations	-	-	-	-
Maintain the optimum inventory levels	**6**	**8**	**-**	**6**
PC7. calculate the appropriate safety stock level required to be maintained in the warehouse to mitigate the risks caused by uncertainties in supply and demand	-	-	-	-
PC8. check the stock and safety stock levels in the warehouse regularly to ensure adequate levels to meet the demand and effectively deal with the relevant risks	-	-	-	-
PC9. adjust the stock levels as required, documenting the changes as per the organizational procedures	-	-	-	-
Ensure the maintenance of the produce and warehouse	**12**	**16**	**-**	**12**
PC10. conduct regular inspections of the produce and warehouse	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. identify the damaged and deteriorating produce and instruct the relevant personnel to remove such produce	-	-	-	-
PC12. ensure cleanliness in the warehouse by directing the relevant personnel to undertake regular cleaning using the appropriate disinfectants	-	-	-	-
PC13. check for pest and disease infestation in the warehouse and instruct the warehouse personnel to apply the recommended pesticides using the appropriate Personal Protection Equipment (PPE)	-	-	-	-
PC14. arrange for fumigation to be carried out in the warehouse as required	-	-	-	-
PC15. identify the repair and maintenance needs of the warehouse infrastructure, tools and equipment	-	-	-	-
PC16. direct the relevant personnel/ expert to undertake the required repair and maintenance	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7541
NOS Name	Maintain the optimum stock levels, produce and the warehouse
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N7542: Utilize the human resources and ensure the delivery of quality service

Description

This OS unit is about utilizing human resources and ensuring the delivery of quality service to clients. It also covers the training of warehouse workers.

Scope

The scope covers the following :

- Supervise the warehouse workers
- Ensure appropriate training for warehouse workers
- Ensure adherence to the applicable quality standards
- Ensure quality services to clients

Elements and Performance Criteria

Supervise the warehouse workers

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

PC1. estimate the time and human resources required for different activities in the warehouse and allocate resources accordingly

PC2. allocate work to warehouse workers according to their job profiles and skills, specifying the work requirements and applicable quality parameters

PC3. plan the utilization of human resources appropriately, considering the applicable emergencies and unforeseen circumstances

PC4. prepare the work plan for warehouse workers, scheduling various warehouse tasks as per the priority

PC5. maintain the worker attendance records/ muster roll accurately recording their presence and absence

PC6. evaluate and approve the leave and time-off requests from workers

PC7. monitor the workers to ensure timely completion of relevant warehouse tasks

PC8. conduct regular meetings with the warehouse workers to identify and resolve their relevant concerns and conflicts

PC9. ensure the availability of appropriate tools, equipment and support for the warehouse workers to enable them to perform their duties effectively

PC10. calculate the wages/salary payable to the warehouse workers according to the number of days worked and organizational policies

PC11. ensure timely payment of wages/salary to the warehouse workers

Ensure appropriate training for warehouse workers

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

PC12. determine the training requirements of the warehouse workers

PC13. arrange appropriate training programs for workers, ensuring minimum impact on the productivity and warehouse operations

PC14. conduct relevant training sessions and demonstrations for the warehouse workers as appropriate, e.g. the use of relevant tools and equipment, inventory management, record keeping, etc.

Ensure adherence to the applicable quality standards

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

PC15. ensure the warehouse workers perform their duties as per the applicable quality and delivery standards

PC16. identify quality lapses in warehouse operations and individual performance of workers, and take appropriate remedial measures, e.g. mentoring workers on how to meet quality standards

PC17. coordinate and manage the delivery of services and products to ensure adherence to the agreed timelines, quality standards and budgetary limits

PC18. ensure compliance with the applicable quality standards during the storage of produce in the warehouse

Ensure quality services to clients

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

PC19. collect client feedback following the appropriate methods

PC20. analyze the client feedback to identify the areas of improvement in the warehouse services

PC21. coordinate with the relevant authorities/ individuals in the organization to implement appropriate quality improvements out of own limits of authority

PC22. maintain the relevant records manually and electronically as per the organizational procedures

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. how to estimate the time and human resources required for different warehouse activities and allocate resources accordingly

KU2. the importance of allocating work to warehouse workers according to their job profiles and skills

KU3. the importance of specifying the work requirements and applicable quality parameters to the workers

KU4. how to plan and utilize the human and other resources appropriately

KU5. how to prepare a work plan, scheduling the relevant tasks as per the priority

KU6. the importance and process of maintaining the worker attendance records/ muster roll accurately

KU7. the effective resource planning and utilization practices, including leave management for workers

KU8. the importance and process of monitoring the workers to ensure timely completion of relevant warehouse tasks

KU9. the importance of conducting regular meetings with the warehouse workers to identify and resolve their concerns and conflicts

KU10. the appropriate warehouse tools, equipment and support required for warehouse workers

KU11. how to calculate the payable wages/salary

KU12. the importance of identifying and arranging appropriate training and demonstrations for workers

KU13. the importance of adhering to the applicable quality standards

KU14. the process of identifying lapses in quality of service and produce, and taking appropriate remedial measures

KU15. the appropriate practices to be followed to deliver good quality services to clients

KU16. the importance of collecting client feedback and making appropriate improvements accordingly

Generic Skills (GS)

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

GS1. read the relevant literature to get the latest updates about the field of work

GS2. communicate politely and professionally

GS3. maintain work-related notes and records

GS4. listen attentively to understand the instructions being given

GS5. plan and prioritize tasks to ensure timely completion

GS6. use time and resources efficiently

GS7. take quick decisions to deal with any emergencies/ accidents

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise the warehouse workers	**8**	**9**	**-**	**9**
PC1. estimate the time and human resources required for different activities in the warehouse and allocate resources accordingly	-	-	-	-
PC2. allocate work to warehouse workers according to their job profiles and skills, specifying the work requirements and applicable quality parameters	-	-	-	-
PC3. plan the utilization of human resources appropriately, considering the applicable emergencies and unforeseen circumstances	-	-	-	-
PC4. prepare the work plan for warehouse workers, scheduling various warehouse tasks as per the priority	-	-	-	-
PC5. maintain the worker attendance records/ muster roll accurately recording their presence and absence	-	-	-	-
PC6. evaluate and approve the leave and time-off requests from workers	-	-	-	-
PC7. monitor the workers to ensure timely completion of relevant warehouse tasks	-	-	-	-
PC8. conduct regular meetings with the warehouse workers to identify and resolve their relevant concerns and conflicts	-	-	-	-
PC9. ensure the availability of appropriate tools, equipment and support for the warehouse workers to enable them to perform their duties effectively	-	-	-	-
PC10. calculate the wages/salary payable to the warehouse workers according to the number of days worked and organizational policies	-	-	-	-
PC11. ensure timely payment of wages/salary to the warehouse workers	-	-	-	-
Ensure appropriate training for warehouse workers	**9**	**9**	**-**	**8**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. determine the training requirements of the warehouse workers	-	-	-	-
PC13. arrange appropriate training programs for workers, ensuring minimum impact on the productivity and warehouse operations	-	-	-	-
PC14. conduct relevant training sessions and demonstrations for the warehouse workers as appropriate, e.g. the use of relevant tools and equipment, inventory management, record keeping, etc.	-	-	-	-
Ensure adherence to the applicable quality standards	**7**	**10**	**-**	**6**
PC15. ensure the warehouse workers perform their duties as per the applicable quality and delivery standards	-	-	-	-
PC16. identify quality lapses in warehouse operations and individual performance of workers, and take appropriate remedial measures, e.g. mentoring workers on how to meet quality standards	-	-	-	-
PC17. coordinate and manage the delivery of services and products to ensure adherence to the agreed timelines, quality standards and budgetary limits	-	-	-	-
PC18. ensure compliance with the applicable quality standards during the storage of produce in the warehouse	-	-	-	-
Ensure quality services to clients	**6**	**12**	**-**	**7**
PC19. collect client feedback following the appropriate methods	-	-	-	-
PC20. analyze the client feedback to identify the areas of improvement in the warehouse services	-	-	-	-
PC21. coordinate with the relevant authorities/ individuals in the organization to implement appropriate quality improvements out of own limits of authority	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. maintain the relevant records manually and electronically as per the organizational procedures	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7542
NOS Name	Utilize the human resources and ensure the delivery of quality service
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

AGR/N7543: Maintain the relevant records concerning the warehouse operations

Description

This OS unit is about maintaining the relevant records concerning the warehouse operations.

Scope

The scope covers the following :

- Maintain the relevant warehouse records
- Store the warehouse records safely
- Arrange for the audit of warehouse records

Elements and Performance Criteria

Maintain the relevant warehouse records

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

PC1. maintain records concerning the incoming, stored and outgoing stock, warehouse assets, expenditure and operations

PC2. ensure the accounting personnel maintain appropriate accounting records in compliance with the applicable regulations

PC3. use the appropriate computer software to maintain electronic records

PC4. evaluate the relevant records and documents to ensure they are complete, accurate and up-to-date

PC5. analyze the relevant records to evaluate the business performance and coordinate with the relevant authority/ personnel to take appropriate remedial measures, as required

PC6. ensure to conduct a regular review of warehouse records and documents as per the organizational policies

Store the warehouse records safely

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

PC7. select the appropriate storage to store critical organizational records, e.g. cupboard to store the warehouse records safely

PC8. store the warehouse records safely, employing appropriate access controls to prevent unauthorized access

PC9. maintain the electronic backup of the critical records to protect against accidental damage or loss of physical documents

PC10. follow the organizational record retention policy and safely dispose of the relevant documents after the stipulated retention period

Arrange for the audit of warehouse records

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

PC11. arrange for the audit of organizational records to comply with the regulatory requirements

PC12. coordinate with the auditor for the audit of relevant records

PC13. implement the corrective actions recommended by the auditor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. different types of general and accounting records to be maintained concerning the agricultural warehouse operations

KU2. the use of appropriate information management computer software for effective management of organizational information/data and documents

KU3. the importance of arranging regular audits by an independent auditor to ensure the completion, accuracy and up-to-date status of all the relevant records and documents

KU4. the process of reviewing organizational records to evaluate the business performance and preparation of an action plan based on the review

KU5. the use of relevant computer software for the statistical analysis of data

KU6. the applicable financial reporting requirements

KU7. different methods of safely storing organizational records and documents

KU8. the importance of creating data backup and ensuring data access by the authorized personnel only

Generic Skills (GS)

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

GS1. maintain work-related notes and records

GS2. read the relevant literature to get the latest updates about the field of work

GS3. listen attentively to understand the instructions being given

GS4. communicate politely and professionally

GS5. plan and prioritize tasks to ensure timely completion

GS6. use time and resources efficiently

GS7. coordinate with the co-workers to achieve the work objectives

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain the relevant warehouse records	**13**	**18**	**-**	**13**
PC1. maintain records concerning the incoming, stored and outgoing stock, warehouse assets, expenditure and operations	-	-	-	-
PC2. ensure the accounting personnel maintain appropriate accounting records in compliance with the applicable regulations	-	-	-	-
PC3. use the appropriate computer software to maintain electronic records	-	-	-	-
PC4. evaluate the relevant records and documents to ensure they are complete, accurate and up-to-date	-	-	-	-
PC5. analyze the relevant records to evaluate the business performance and coordinate with the relevant authority/ personnel to take appropriate remedial measures, as required	-	-	-	-
PC6. ensure to conduct a regular review of warehouse records and documents as per the organizational policies	-	-	-	-
Store the warehouse records safely	**9**	**12**	**-**	**9**
PC7. select the appropriate storage to store critical organizational records, e.g. cupboard to store the warehouse records safely	-	-	-	-
PC8. store the warehouse records safely, employing appropriate access controls to prevent unauthorized access	-	-	-	-
PC9. maintain the electronic backup of the critical records to protect against accidental damage or loss of physical documents	-	-	-	-
PC10. follow the organizational record retention policy and safely dispose of the relevant documents after the stipulated retention period	-	-	-	-
Arrange for the audit of warehouse records	**8**	**10**	**-**	**8**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. arrange for the audit of organizational records to comply with the regulatory requirements	-	-	-	-
PC12. coordinate with the auditor for the audit of relevant records	-	-	-	-
PC13. implement the corrective actions recommended by the auditor	-	-	-	-
NOS Total	**30**	**40**	**-**	**30**

National Occupational Standards (NOS) Parameters

NOS Code	AGR/N7543
NOS Name	Maintain the relevant records concerning the warehouse operations
Sector	Agriculture
Sub-Sector	Agriculture Industries
Occupation	Post-harvest Supply Chain Management
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

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/N0103: Employability Skills (90 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the current job market requirement and future of work

PC2. identify and explore learning and employability relevant portals

PC3. research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC5. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

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

PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

PC8. adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

PC9. use basic English for everyday conversation in different contexts, in person and over the telephone

PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC11. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC12. identify career goals based on the skills, interests, knowledge, and personal attributes

PC13. prepare a career development plan with short- and long-term goals

Communication Skills

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

PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC15. use active listening techniques for effective communication

PC16. communicate in writing using appropriate style and format based on formal or informal requirements

PC17. work collaboratively with others in a team

Diversity & Inclusion

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

PC18. communicate and behave appropriately with all genders and PwD

PC19. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC22. identify common components of salary and compute income, expenses, taxes, investments etc

PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC24. operate digital devices and use their features and applications securely and safely

PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC26. display responsible online behaviour while using various social media platforms

PC27. create a personal email account, send and process received messages as per requirement

PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC29. utilize virtual collaboration tools to work effectively

Entrepreneurship

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

PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC33. identify different types of customers and ways to communicate with them

PC34. identify and respond to customer requests and needs in a professional manner

PC35. use appropriate tools to collect customer feedback

PC36. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC37. create a professional Curriculum vitae (Résumé)

PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC39. apply to identified job openings using offline /online methods as per requirement

PC40. answer questions politely, with clarity and confidence, during recruitment and selection

PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. components of salary and how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account

KU16. use applications such as word processors, spreadsheets etc.

KU17. how to identify business opportunities

KU18. types and needs of customers

KU19. how to apply for a job and prepare for an interview

KU20. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence in English and other languages

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

GS3. behave politely and appropriately with all to maintain effective work relationship

GS4. how to work in a virtual mode, using various technological platforms

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**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	-	-	-	-
Constitutional values – Citizenship	**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	-	-	-	-
Becoming a Professional in the 21st Century	**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	-	-	-	-
Basic English Skills	**3**	**4**	**-**	**-**
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**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	-	-	-	-
Communication Skills	**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	-	-	-	-
Diversity & Inclusion	**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	-	-	-	-
Financial and Legal Literacy	**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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-
Entrepreneurship	**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	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

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

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/03/2026
NSQC Clearance Date	29/03/2023

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/N7540.Supervise the delivery and dispatch of agricultural produce	30	40	-	30	100	20
AGR/N7541.Maintain the optimum stock levels, produce and the warehouse	30	40	-	30	100	20
AGR/N7542.Utilize the human resources and ensure the delivery of quality service	30	40	-	30	100	20
AGR/N7543.Maintain the relevant records concerning the warehouse operations	30	40	-	30	100	20
AGR/N9903.Maintain health and safety at the workplace	40	25	-	35	100	10
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	**180**	**215**	**-**	**155**	**550**	**100**

Acronyms

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

Glossary

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

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