

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AGRICULTURE AND ALLIED INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack – Agri Warehouse Supervisor

SECTOR: AGRICULTURE AND ALLIED

SUB-SECTOR: Agriculture Industries

OCCUPATION: Post Harvest, Supply chain management

REFERENCE ID: AGR/Q7510

ALIGNED TO: NCO-2015/1324.1200

An Agri Warehouse Supervisor is responsible for supervising and coordinating activities of workers engaged in receipt and dispatch of agri commodities in the warehouse.

Brief Job Description: An Agri Warehouse Supervisor is responsible for supervising and coordinating activities of workers engaged in receipt and dispatch of agri commodities, monitoring stock levels and undertaking stock counts and ensuring warehouse is well organized in terms of safety and hygiene.

Personal Attributes: An Agri Warehouse Supervisor must have the ability to plan, organize, prioritize, calculate and handle pressure. The individual must possess reading, writing and communication skills. In addition, the individual must have stamina, understanding on safety standards and professional hygiene.

Job Details

Qualifications Pack Code	AGR/Q7510		
Job Role	Agri Warehouse Supervisor		
Credits (NSQF)	TBD	Version number	1.0
Sector	Agriculture and Allied	Drafted on	31/08/16
Sub-sector	Agriculture Industries	Last reviewed on	12/07/17
Occupation	Post-Harvest, Supply Chain Management	Next review date	10/07/22
NSQC clearance on	22/08/2019		

Job Role	Agri Warehouse Supervisor
Role Description	An Agri Warehouse Supervisor is responsible for supervising and coordinating activities of workers engaged in receipt and dispatch of agri commodities in the warehouse.
NSQF level Minimum Educational Qualifications Maximum Educational Qualifications	5 Class 10 th Not applicable
Training (Suggested but not mandatory)	1. Produce storage techniques 2. Computer basics
Minimum Job Entry Age	18 years
Experience	1-2 years experience in a warehouse or a related field
Applicable National Occupational Standards (NOS)	Compulsory NOS: 1. AGR/N7540 Plan and monitor receipt and dispatch of agri commodities 2. AGR/N7541 Assess condition of warehouse and monitor stock levels 3. AGR/N7542 Ensure proper manpower planning and delivery of quality service 4. AGR/N7543 Complete documentation and record keeping of all warehouse management activities 5. AGR/N9903 Maintain health and safety at the workplace 6. AGR/N9912 Collaborate with team members and work effectively
Performance Criteria	As described in the relevant OS units

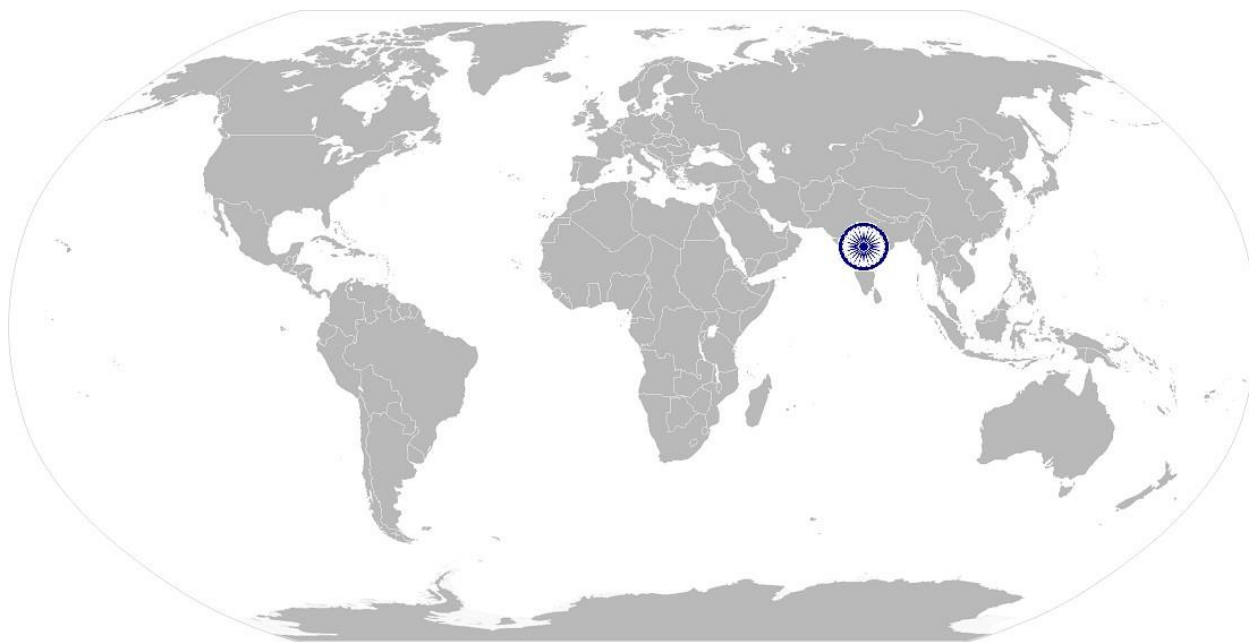
Definitions

Keywords /Terms	Description
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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	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	Knowledge and understanding 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	Core skills or generic skills 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.

Acronyms

Keywords /Terms	Description
NOS	NationalOccupational Standard
NSQF	National SkillQualificationFramework
OS	OccupationalStandard
PC	PerformanceCriteria
QP	QualificationPack
SSC	SectorSkillCouncil
OHS	Occupational Health and Safety
SOP	Standard Operating Procedure

National Occupational Standard



Overview

This OS unit is about planning and monitoring the receipt and dispatch of agri commodities.

AGR/N7540
Plan and monitor receipt and dispatch of agri commodities
National Occupational Standard

Unit Code	AGR/N7540
Unit Title (Task)	Plan and monitor the receipt and dispatch of agri commodities
Description	This OS unit is about planning and monitoring the receipt and dispatch of agri commodities.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> Plan for receipt of agri produce Assess produce to be transported Determine transit requirements
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Plan for receipt of agri produce	To be competent, the user/individual must be able to: PC1. check the availability of stock in the warehouse PC2. plan the amount and type of produce to be received PC3. ensure proper and accurate weighing of produce at the weighbridge PC4. use space and mechanical equipments efficiently to store the produce in the warehouse
Assess produce to be transported	To be competent, the user/individual must be able to: PC5. determine key characteristics of the produce to be transported in consultation with customer PC6. identify regulatory and specific requirements for loading the shipment PC7. identify specific load handling characteristics and requirements
Determine transit requirements	To be competent, the user/individual must be able to: PC8. ensure proper tagging and packaging of produce and commodities PC9. identify applicable transportation modes based on: <ul style="list-style-type: none"> customers geographic location packaging requirements quantity of produce to be transported any other special requirements PC10. identify and assess required pick-up and destination point(s) for safe access and operation PC11. identify specified transit times and routes PC12. identify risks associated with transport service in accordance with workplace policy and procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company /	The user/individual on the job needs to know and understand: KA1. code of business conduct KA2. job responsibilities/duties and standard operating procedures KA3. organizational procedures and guidelines followed for receipt and dispatch of

AGR/N7540
Plan and monitor receipt and dispatch of agri commodities

organization and its processes)	produce KA4. organization regulatory requirements for transportation
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. procedures for the calculation/estimation of weight, volumes and dimensions KB2. procedures for assessing storage and transport requirements and options KB3. problems that may occur when organising the transport of produce and appropriate action that can be taken KB4. sources of information and documentation needed when organising the transport of produce KB5. customer service policies and procedures KB6. sources of packaging materials
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. note the information communicated by the manager SA2. note down observations (if any) related to the receipt and dispatch process of produce SA3. note down the information related to workers in the warehouse
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read and interpret the process required for receipt and dispatch of produce SA5. read equipment manuals and process documents required for receipt and dispatch of produce SA6. read internal information documents sent by internal teams
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. discuss task lists, schedules and activities with the manager SA8. effectively communicate with team members SA9. question the manager in order to understand the nature of the problem and to clarify queries
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue SB2. handle issues in case the manager is not available
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan and prioritize work based on instructions received from the manager

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Plan and monitor receipt and dispatch of agri commodities

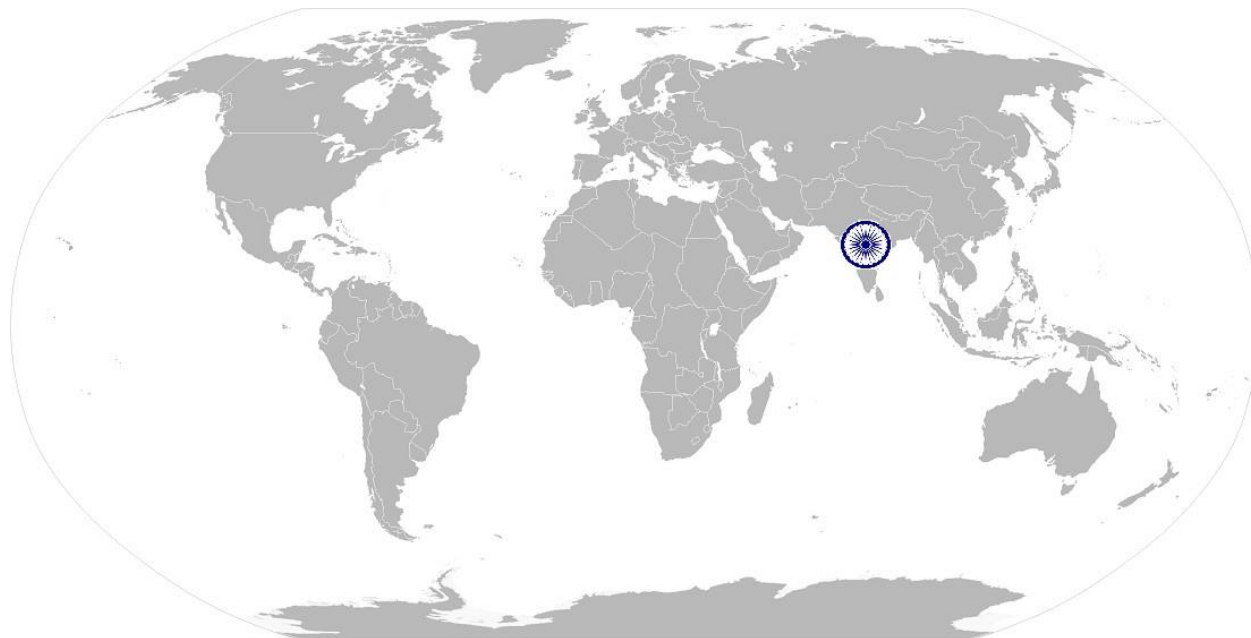
	SB4. plan to utilise time and equipment's effectively
	SB5. support the manager in scheduling tasks for helper(s)
	CustomerCentricity
	The user/individual on the job needs to know and understand how to:
	SB6. understand customer requirements and their priority and respond
	SB7. understand customer needs and respond accordingly
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB8. support manager in solving problems by detailing out problems
	SB9. discuss the possible solutions with the manager for problem solving
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB10. apply domain information about receipt and dispatch processes and technical knowledge about tools and equipment
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB11. use common sense and make judgments on day to day basis
	SB12. use reasoning skills to identify and resolve basic problems



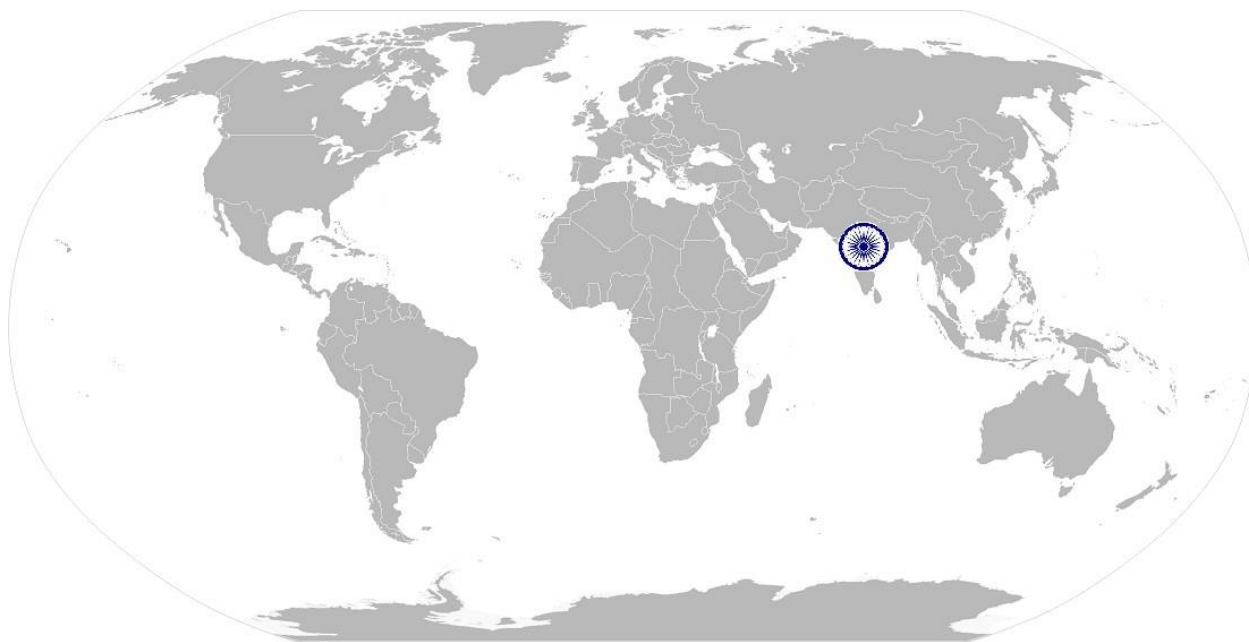
AGR/N7540
Plan and monitor receipt and dispatch of agri commodities

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NOS Code	AGR/N7540		
Credits (NSQF)	TBD	Version number	1.0
Industry	Agriculture and Allied	Drafted on	31/08/16
Industry Sub-sector	Agriculture Industries	Last reviewed on	12/07/17
Occupation	Post-Harvest, Supply Chain Management	Next review date	10/07/22

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National Occupational Standard



Overview

This OS unit is about assessing the condition of warehouse and monitoring stock levels.

AGR/N7541
Assess condition of warehouse and monitor stock levels

National Occupational Standard	Unit Code	AGR/N7541
	Unit Title (Task)	Assess condition of warehouse and monitor stock levels
	Description	This OS unit is about assessing the condition of warehouse and monitoring stock levels.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Assess projected demand Assess factors that affect stock levels Determine and monitor optimum inventory levels Conduct periodic inspections of warehouse
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Assess projected demand	To be competent, the user/individual must be able to: <ul style="list-style-type: none"> PC1. analyse data from sales plan or stock movement PC2. determine projected high and low volume periods PC3. determine required inventory levels at different production and sales cycle stages
	Assess factors that affect stock levels	To be competent, the user/individual must be able to: <ul style="list-style-type: none"> PC4. determine stock supply and consignment delivery lead times PC5. determine internal processing and distribution times PC6. assess maximum stock carrying capacity PC7. assess physical and human resources in relation to projected required stock levels PC8. develop contingency plan for abnormal distribution, stoppages and any slow downs
	Determine and monitor optimum inventory levels	To be competent, the user/individual must be able to: <ul style="list-style-type: none"> PC9. correlate production and sales cycle stages to determine optimum inventory levels PC10. calculate safety stock levels PC11. compare inventory benchmarks to current and known future sales turnover PC12. undertake adjustments to inventory levels as and when required PC13. document changes and/or requests for adjustments to inventory levels
	Conduct periodic inspections of warehouse	To be competent, the user/individual must be able to: <ul style="list-style-type: none"> PC16. conduct inspections of the warehouse on a regular basis PC17. ensure removal of damaged or any other unwanted produce PC18. check if any repair and maintenance activities are required for the warehouse PC19. check for pests and ensure fumigation is carried out at regular intervals

AGR/N7541
Assess condition of warehouse and monitor stock levels

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. code of business conduct KA2. job responsibilities/duties and standard operating procedures KA3. inventory management techniques followed by the organization KA4. workplace business policies and plans including procedures for maintenance of confidentiality KA5. workplace procedures and policies for the assessment and monitoring of optimum stock levels
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. purpose and use of key information required when optimising stock levels, including supply requirements, supplier information, enterprise contract procedures, sales plan, and distribution times KB2. computer records/documentation requirements when assessing and monitoring optimum stock levels KB3. problems that may occur when assessing and monitoring optimum stock levels and appropriate action that can be taken to resolve the problems KB4. warehouse inspection procedures KB5. general maintenance procedures for warehouse
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. note down observations (if any) related to assessing and monitoring stock level process SA2. note the information communicated by the manager SA3. note down the information related to workers in the warehouse
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read and interpret the process of assessing and monitoring stock level SA5. read process documents to understand inventory management SA6. read internal information documents sent by internal teams
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. discuss task lists, schedules and activities with the manager SA8. effectively communicate with team members SA9. question the manager in order to understand the nature of the problem and to clarify queries
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue

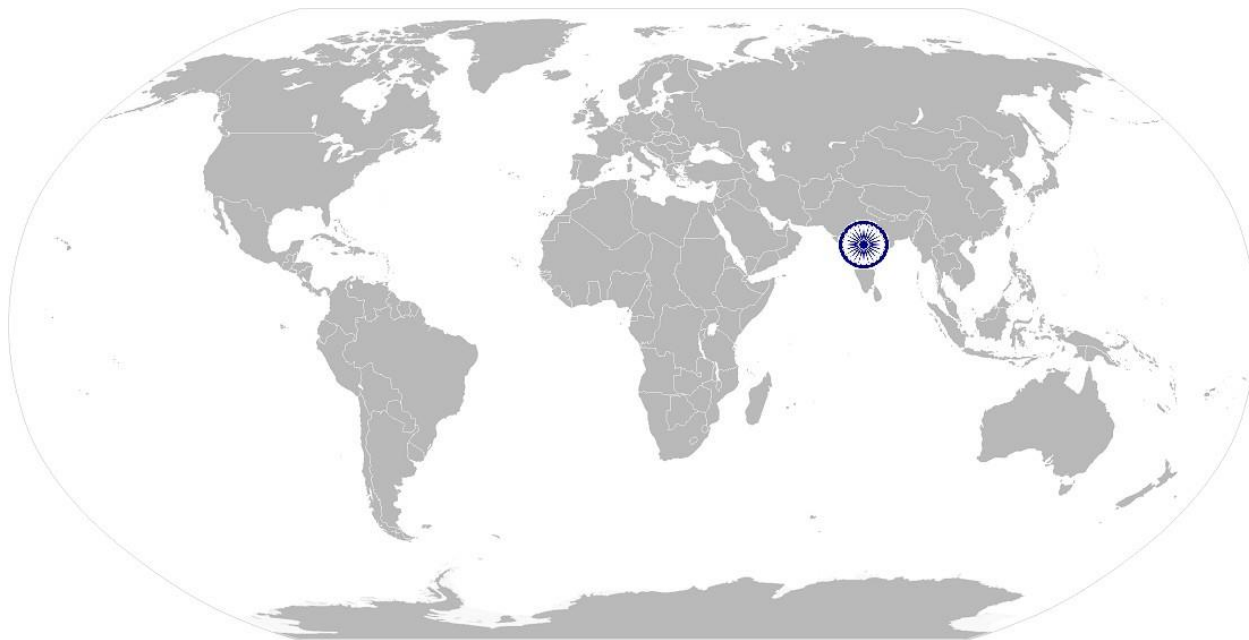
AGR/N7541
Assess condition of warehouse and monitor stock levels

	SB2. handle issues in case the manager is not available
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan and prioritize work based on instructions received from the manager SB4. plan to utilise time and equipment's effectively SB5. support the manager in scheduling tasks for helper(s)
	CustomerCentricity
	The user/individual on the job needs to know and understand how to: SB6. understand customer requirements and their priority and respond SB7. understand customer needs and respond accordingly
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. support manager in solving problems by detailing out problems SB9. discuss the possible solutions with the manager for problem solving
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB10. apply domain information about assessing and monitoring stock level process and managing inventories
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. use common sense and make judgments on day to day basis SB12. use reasoning skills to identify and resolve basic problems

AGR/N7541
Assess condition of warehouse and monitor stock levels

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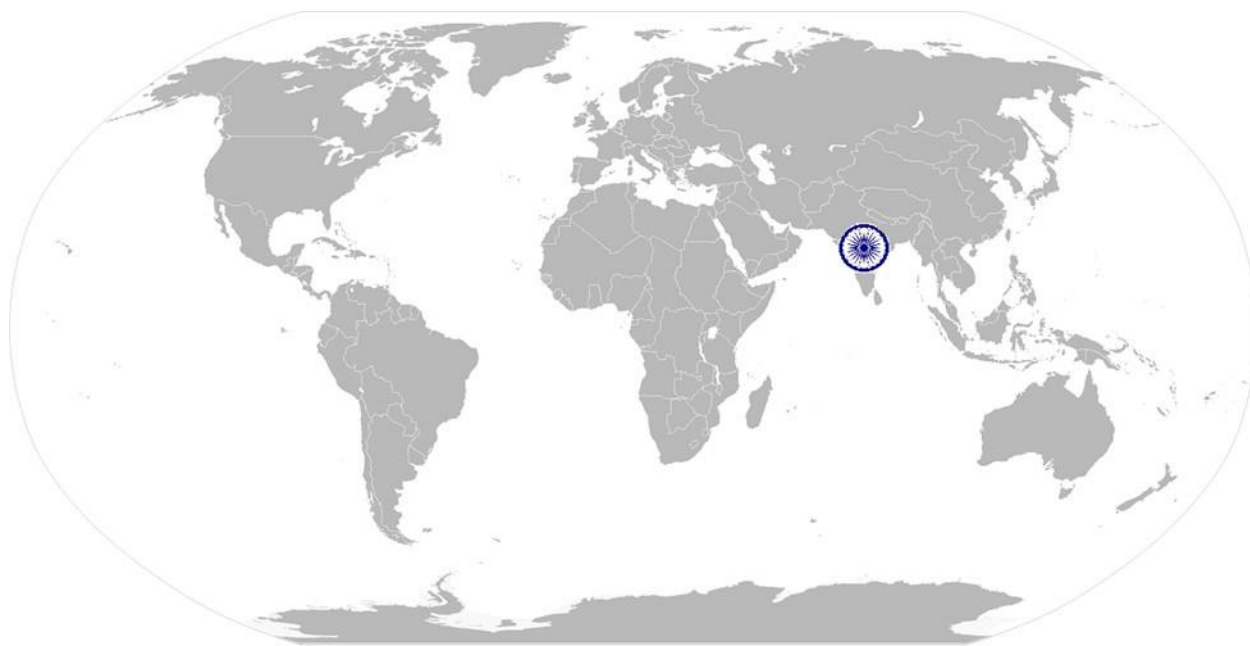
NOS Code	AGR/N7541		
Credits (NSQF)	TBD	Version number	1.0
Industry	Agriculture and Allied	Drafted on	31/08/16
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AGR/N7542

Ensure proper manpower planning and delivery of quality service

National Occupational Standard



Overview

This OS unit is about carrying out proper manpower planning and ensuring quality service to customers is provided and workers are trained to deliver the same.

AGR/N7542

Ensure proper manpower planning and delivery of quality service

National Occupational Standard	Unit Code	AGR/N7542
	Unit Title (Task)	Ensure proper manpower planning and delivery of quality service
	Description	This OS unit is about carrying out proper manpower planning and ensuring quality service to customers is provided and workers are trained to deliver the same.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Carry out manpower planning • Provide training to workers • Ensure adherence to quality standards during delivery and storage • Monitor, adjust and report customer service
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Carry out manpower planning	To be competent, the user/individual must be able to: PC1. identify sources and type of manpower to be employed: <ul style="list-style-type: none"> • contractual • permanent PC2. estimate time and resources required for each activity and allocate resources accordingly PC3. allocate work to warehouse workers in a clear and concise manner PC4. prepare a backup plan for manpower allocation in case of unforeseen circumstances PC5. coordinate work hours including scheduling, approving time off requests, tracking absences, timekeeping, maintenance of muster roll
	Provide training to workers	To be competent, the user/individual must be able to: PC6. communicate with the team on a regular basis to ensure that the team is aware of the expected quality standards PC7. ensure that the workers are aware about scenarios that may lead to customer complaints PC8. hold regular training sessions with the workers and brief them on important issues such as inventory management, record keeping, etc PC9. resolve team conflicts that may arise

AGR/N7542
Ensure proper manpower planning and delivery of quality service

Ensure adherence to quality standards during delivery and storage	To be competent, the user/individual must be able to: PC10. ensure that individuals and teams perform consistently to meet quality and delivery standards PC11. mentor colleagues to overcome difficulty in meeting customer service standards PC12. coordinate and manage delivery of services and products to ensure adherence to agreed quality standards and budgetary limits PC13. ensure compliance to quality standards during storage of agri commodities/produce
Monitor , adjust and report customer service	To be competent, the user/individual must be able to: PC14. collect customer feedback and use it to improve the provision of products/services PC15. make decisions to overcome identified problems with products/services by consulting with relevant individuals/groups PC16. manage records, reports and recommendations within the company's systems and processes
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. code of business conduct KA2. job responsibilities/duties and standard operating procedures KA3. organizational set standards for quality service KA4. workplace procedures and policies for the coordination of quality customer service in workplace operations KA5. manpower sourcing and planning procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. risks involved in workplace operations and related precautions to control the risk KB2. customer and market characteristics KB3. role of customer service in company profitability KB4. requirements of workplace systems and operations and relevant equipment KB5. work allocation to manpower and payment of wages
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. note the information communicated by the manager SA2. note down observations (if any) related to ensuring quality service process SA3. note down the information documents related to workers in the warehouse
	Reading Skills

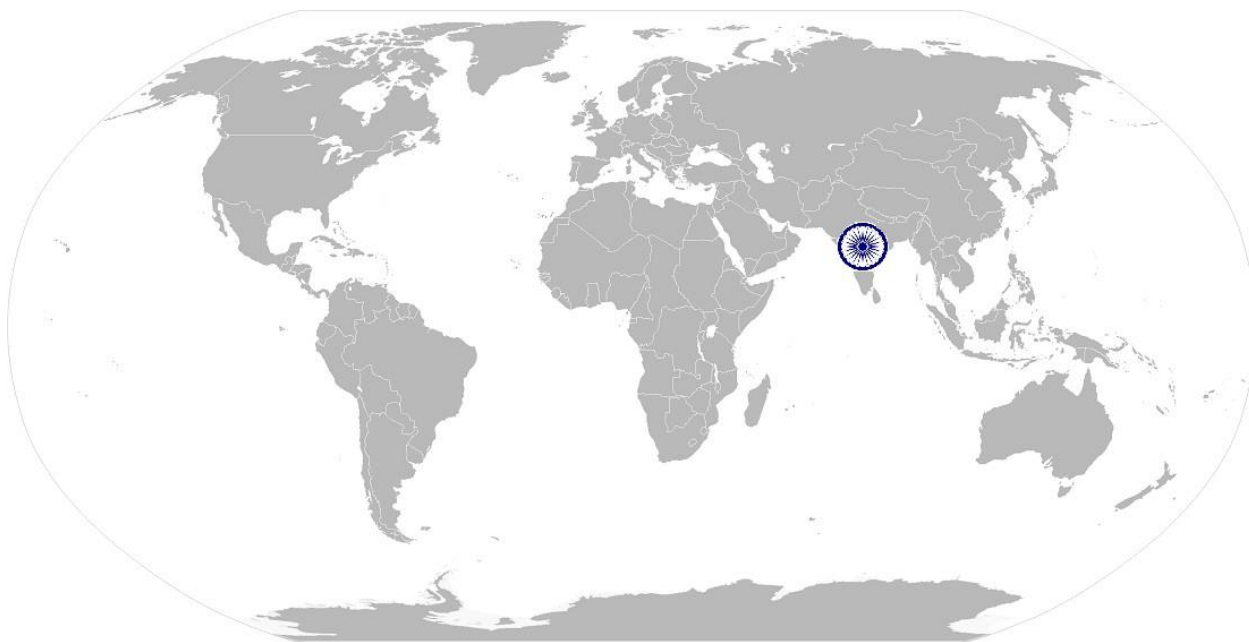
AGR/N7542
Ensure proper manpower planning and delivery of quality service

	The user/individual on the job needs to know and understand how to: SA4. read and interpret the process required for ensuring quality service SA5. read and interpret customer complaints if any
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. discuss task lists, schedules and activities with the manager SA7. effectively communicate with team members SA8. question the manager in order to understand the nature of the problem and to clarify queries
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue SB2. handle issues in case the manager is not available
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan and prioritize work based on instructions received from the manager SB4. plan to utilise time and equipment's effectively SB5. support the manager in scheduling tasks for helper(s)
	CustomerCentricity
	The user/individual on the job needs to know and understand how to: SB6. understand customer requirements and their priority and respond SB7. understand customer needs and respond accordingly
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. support manager in solving problems by detailing out problems SB9. discuss the possible solutions with the manager for problem solving
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB10. apply domain information about quality service processes and customer centricity
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB11. use common sense and make judgments on day to day basis SB12. use reasoning skills to identify and resolve basic problems

AGR/N7542
Ensure proper manpower planning and delivery of quality service

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NOS Code	AGR/N7542		
Credits (NSQF)	TBD	Version number	1.0
Industry	Agriculture and Allied	Drafted on	31/08/16
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Occupation	Post-Harvest, Supply Chain Management	Next review date	10/07/22

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AGR/N7543

Complete documentation and record keeping of all warehouse management activities

National Occupational Standard



Overview

This OS unit is about completing documentation and record keeping of all warehouse management activities.

AGR/N7543
Complete documentation and record keeping of all warehouse management activities

National Occupational Standard	Unit Code	AGR/N7543
	Unit Title (Task)	Complete documentation and record keeping of all warehouse management activities
	Description	This OS unit is about completing documentation and record keeping of all warehouse management activities.
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> Document and maintain a record of all warehouse activities
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Document and maintain a record of all warehouse activities	To be competent, the user/individual must be able to: <ul style="list-style-type: none"> PC1. maintain record of items, document necessary information and utilize reports to project warehouse status PC2. maintain update of deposits, withdrawals and related entries in warehouse on daily basis PC3. maintain records, registers, files and documents for all transactions at the warehouse PC4. maintain all expenses and costs incurred at warehouse as per operational guidelines PC5. document and maintain records of storage charges for all transactions PC6. maintain database for sending out information to control groups
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. code of business conduct KA2. job responsibilities/duties and standard operating procedures KA3. workplace protocols and procedures for the management of workplace information KA4. workplace business policies and plans as they relate to financial reporting and information system management and improvement
	B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. resource availability including the processing capacity of equipment and software systems for statistical analysis of data KB2. typical problems that can occur with the management of workplace information and related appropriate action that can be taken
Skills (S)		
A. Core Skills/		Writing Skills

AGR/N7543

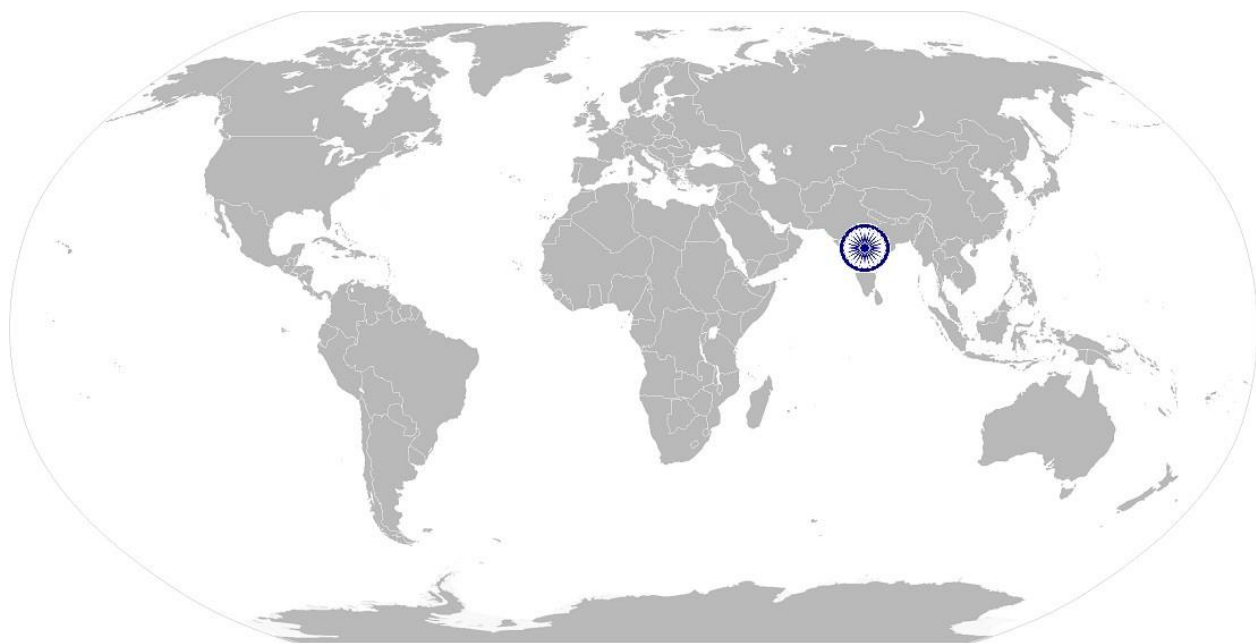
Complete documentation and record keeping of all warehouse management activities

Generic Skills	The user/ individual on the job needs to know and understand how to: SA1. note the information communicated by the manager SA2. note down observations (if any) related to the documentation and record keeping activities of warehouse
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read and interpret the process required for complete documentation and record keeping activities of warehouse SA4. read and interpret all relevant warehouse documents
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. discuss task lists, schedules and activities with the manager SA6. effectively communicate with team members SA7. question the manager in order to understand the nature of the problem and to clarify queries
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. analyse critical points in day to day tasks through experience and observation and identify control measures to solve the issue SB2. handle issues in case the manager is not available
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan and prioritize work based on instructions received from the manager SB4. plan to utilise time and equipment's effectively SB5. support the manager in scheduling tasks for helper(s)
	CustomerCentricity
	The user/individual on the job needs to know and understand how to: SB6. understand customer requirements and their priority and respond SB7. understand customer needs and respond accordingly
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. support manager in solving problems by detailing out problems SB9. discuss the possible solutions with the manager for problem solving
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB10. apply domain information about documentation and record keeping activities of warehouse
	Critical Thinking

AGR/N7543

Complete documentation and record keeping of all warehouse management activities

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. use common sense and make judgments on day to day basis</p> <p>SB12. use reasoning skills to identify and resolve basic problems</p>
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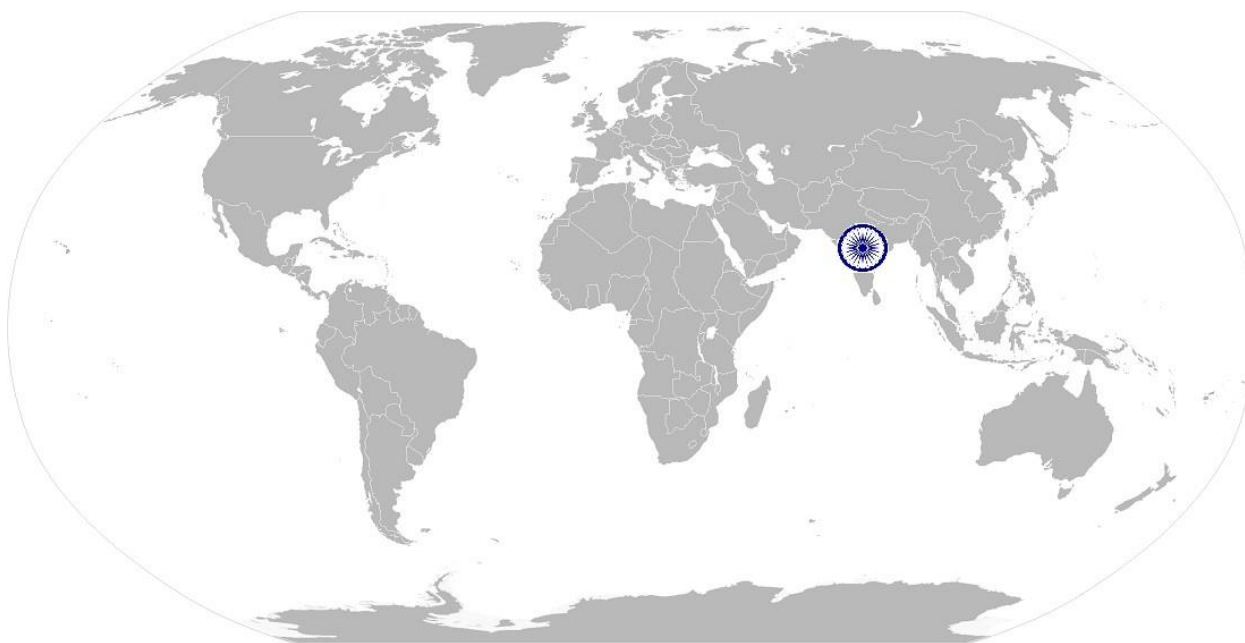


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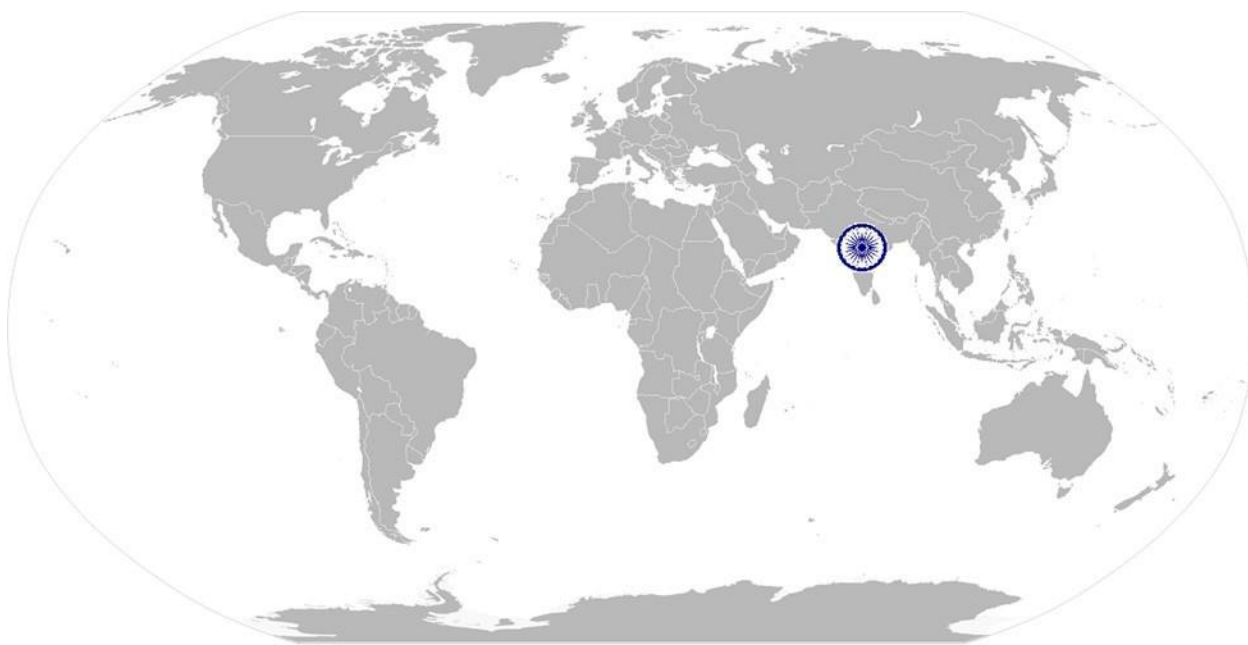
Complete documentation and record keeping of all warehouse management activities

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National Occupational Standard



Overview

This OS unit is about maintaining health & safety at the workplace.

AGR/N9903
Maintain health and safety at the workplace
National Occupational Standard

Unit Code	AGR/N9903
Unit Title (Task)	Maintain health and safety at the workplace
Description	This OS unit is about maintaining health and safety of self and other coworkers at workplace.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Maintain a clean and efficient workplace • Render appropriate emergency procedures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain a clean and efficient workplace	<p>To be competent, the individual must be able to:</p> <p>PC1. undertake basic safety checks before operation of all machinery and vehicles and report all potential hazards to the supervisor</p> <p>PC2. identify work for which protective clothing or equipment is required and perform those duties in accordance with workplace policy</p> <p>PC3. read and understand the hazards of use and contamination mentioned on the labels of pesticides/fumigants, etc.</p> <p>PC4. assess risks prior to performing manual handling jobs, and work according to currently recommended safe practices</p> <p>PC5. use equipment and materials safely and correctly and return the same to designated storage when not in use</p> <p>PC6. dispose off waste safely and correctly in a designated area</p> <p>PC7. recognize risks to bystanders and take action to reduce risk associated with jobs in the workplace</p> <p>PC8. perform work in a manner which minimizes environmental damage all procedures and ensure work instructions for controlling risks are followed closely</p> <p>PC9. report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger</p>
Render appropriate emergency procedures	<p>To be competent, the individual must be able to:</p> <p>PC10. follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions for emergency evacuation</p> <p>PC11. follow emergency procedures to company standard / workplace requirements</p> <p>PC12. use emergency equipment in accordance with manufacturers' specifications and workplace requirements</p> <p>PC13. provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques</p> <p>PC14. recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate</p>

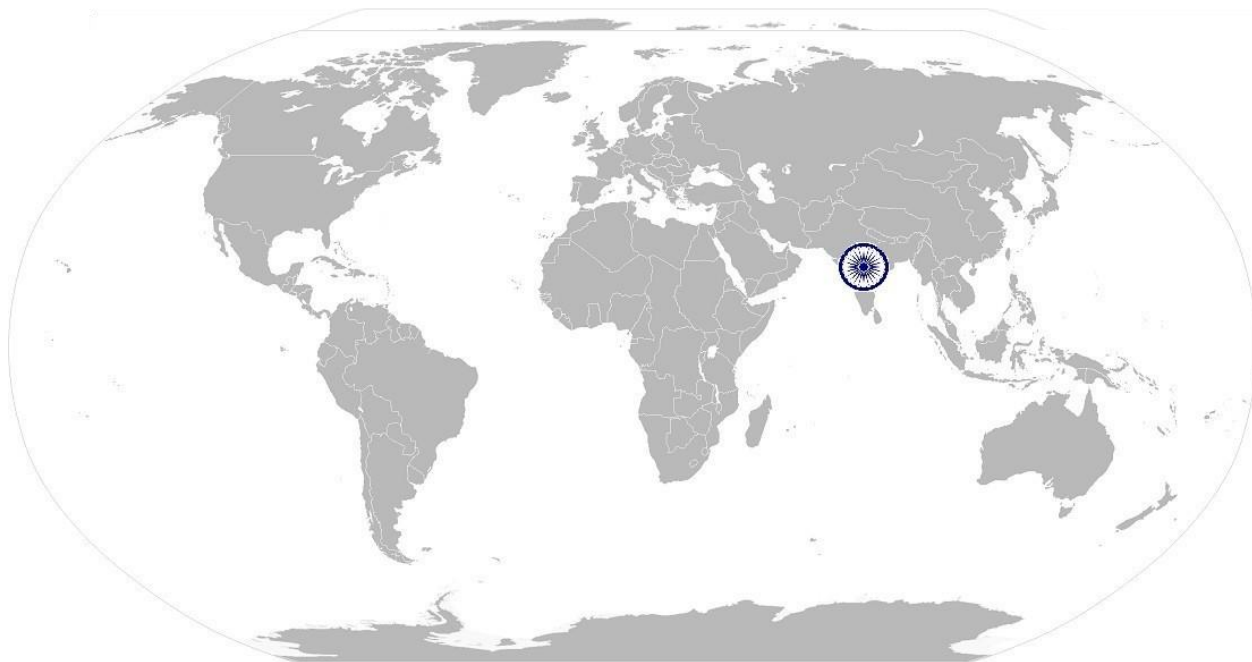
AGR/N9903
Maintain health and safety at the workplace

	PC15. report details of first aid administered in accordance with workplace procedures
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. personal hygiene and fitness requirements KA2. general duties under the relevant health and safety legislation KA3. personal protective equipment to be worn and how it is cared for the correct and safe way to use materials and equipment required for your work KA4. correct and safe way to use materials and equipment required for work KA5. importance of good housekeeping in the workplace KA6. safe disposal methods for waste KA7. methods for minimizing environmental damage during work
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. risks to health and safety and the measures to be taken to control those risks in your area of work KB2. workplace procedures and requirements for the treatment of workplace injuries/illnesses KB3. basic emergency first aid procedure KB4. local emergency services KB5. importance of reporting accidents, incidents and problems and the appropriate action to take
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. mention the data which are required for record keeping purpose SA2. report problems to the appropriate personnel in a timely manner SA3. write descriptions and details about incidents in reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. read instruction manual for hand tool and equipments
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate clearly and effectively with others like farmers, concerned officer/stakeholders SA6. comprehend information shared by senior people and experts
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make decisions pertaining to types of tools to be used SB2. identify need of first aid and render it accordingly
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. schedule daily activities and drawing up priorities, allocate start times, estimation of completion times and materials, equipment and assistance required for completion
	Customer Centricity

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Maintain health and safety at the workplace

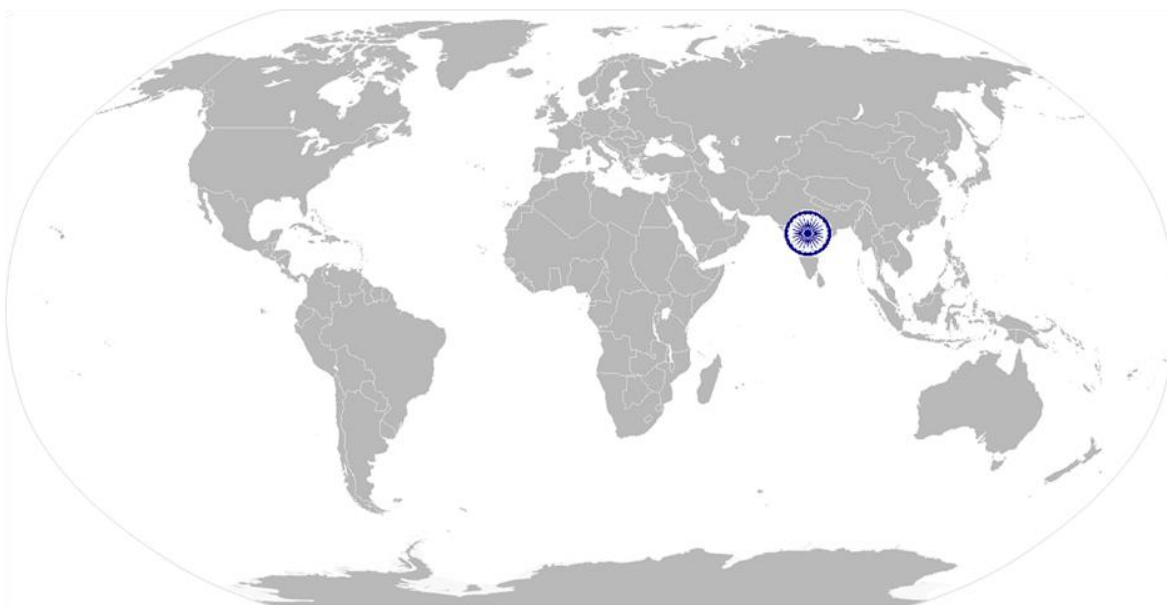
	The user/individual on the job needs to know and understand how to: SB4. manage relationships with co-workers and managers of the who may be stressed, frustrated, confused or angry
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. think through the problem, evaluate the possible solutions and take up optimum / best solutions
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB6. monitor and maintain the condition of tools and equipment SB7. assess situation and identify appropriate control measures
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB8. take up own work and learning



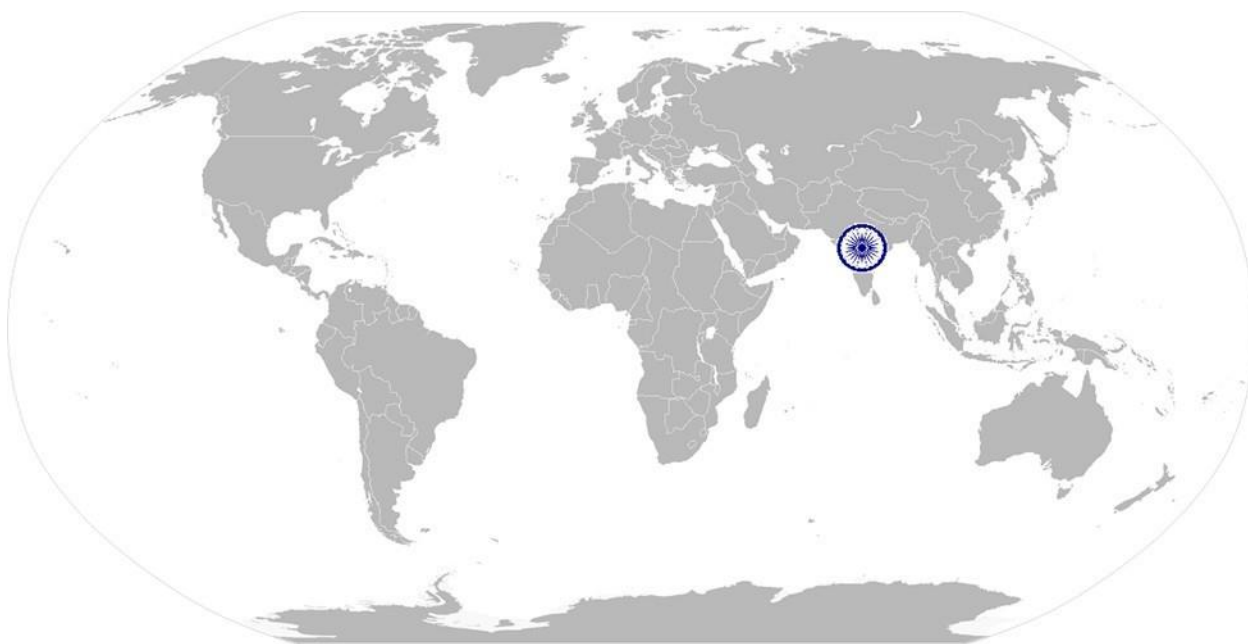
AGR/N9903
Maintain health and safety at the workplace

NOS Version Control

NOS Code	AGR/N9903		
Credits (NSQF)	TBD	Version number	1.0
Industry	Agriculture and Allied	Drafted on	31/08/16
Industry Sub-sector	Agriculture Industries	Last reviewed on	12/07/17
Occupation	Post-Harvest, Supply Chain Management	Next review date	10/07/22

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National Occupational Standard



Overview

This OS unit is about collaborating with team members and working effectively within teams.

AGR/N9912
Collaborate with team members and work effectively

National Occupational Standard

Unit Code	AGR/N9912
Unit Title (Task)	Collaborate with team members and work effectively
Description	This OS unit is about collaborating with team members and working effectively within teams.
Scope	This unit /task covers the following: <ul style="list-style-type: none"> Carry out interactions with reporting manager Ensure teamwork and coordination with colleagues
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria \ Skill Set
Carry out interactions with reporting manager	To be competent, the user / individual on the job must be able to: <ul style="list-style-type: none"> PC1. receive instructions from reporting manager on the work to be carried out PC2. communicate work done/activities performed to the reporting manager as required PC3. elicit feedback on work done PC4. rectify actions/procedures based on feedback given PC5. escalate any issues and concerns to the reporting manager PC6. participate in discussions with reporting manager when required
Ensure teamwork and coordination with colleagues	To be competent, the user / individual on the job must be able to: <ul style="list-style-type: none"> PC7. ensure clear and concise communication with the team and colleagues PC8. plan work and tasks with team members on a regular basis PC9. share knowledge of processes, techniques with the team PC10. treat team members with respect and dignity PC11. demonstrate responsible and disciplined behaviour PC12. adhere to the timeliness of work commitments made to fellow colleagues PC13. inform colleagues in advance if unable to carry out work commitments, citing reasons for the same PC14. address work related issues among the team PC15. participate in team interaction sessions/activities as and when required PC16. adhere to organization's policies and procedures for working with colleagues PC17. discuss/report any concerns to senior management
Knowledge and Understanding (K)	
A. Organizational Context	The individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. guidelines laid down by the organization for working in teams KA2. legislations, standards, policies and procedures applicable to workplace KA3. code of conduct to be followed when working in teams KA4. roles and responsibilities as defined by the organization

AGR/N9912
Collaborate with team members and work effectively

	KA5. authority matrix and the right person to be approached in case of any concerns KA6. delivery standards as defined by the organization
B. Technical Knowledge	The individual on the job needs to know and understand: KB1. types of information to be communicated to/exchanged with colleagues KB2. team problem solving techniques KB3. effective modes of communication within teams KB4. importance of effective communication and relationship building KB5. how to interact with seniors effectively KB6. best practices on working effectively with colleagues
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The individual on the job needs to know and understand how to: SA1. report problems to the appropriate personnel in a timely manner SA2. communicate effectively with teams in writing
	Reading Skills
	The individual on the job needs to know and understand how to: SA3. read internal information documents sent by internal teams SA4. read important guidelines, instructions, rules and regulations
	Oral Communication (Listening and Speaking skills)
	The individual on the job needs to know and understand how to: SA5. effectively communicate with co-workers SA6. comprehend information shared by experts and senior management
B. Professional Skills	Decision Making
	The individual on the job needs to know and understand how to: SB1. identify suitable courses of action to be taken on a day to day basis
	Plan and Organize
	The individual on the job needs to know and understand how to: SB2. plan and organize work to meet targets and deadlines
	Customer Centricity
	The individual on the job needs to know and understand how to: SB3. manage relationships with co-workers and senior management
	Problem Solving
	The individual on the job needs to know and understand how to: SB4. apply problem solving techniques in different situations
	Analytical Thinking
	The individual on the job needs to know and understand how to: SB5. assess situations and identify appropriate control measures
	Critical Thinking

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Collaborate with team members and work effectively

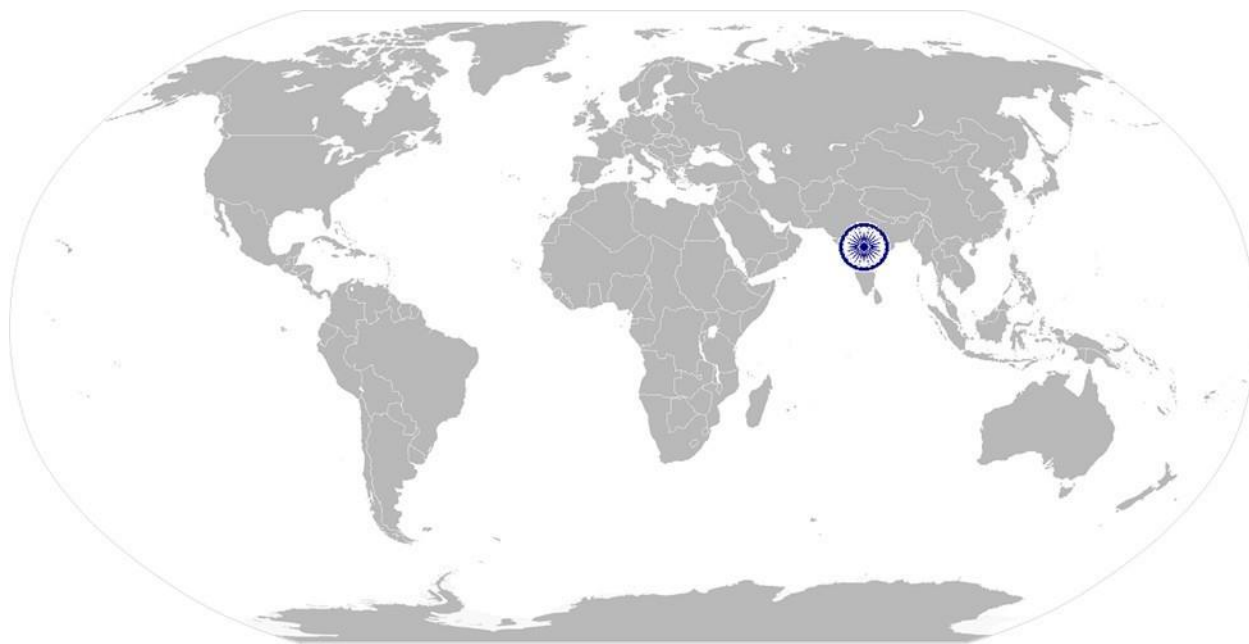
	<p>The individual on the job needs to know and understand how to:</p> <p>SB6. use common sense and make judgments on day to day basis</p> <p>SB7. use reasoning skills to identify and resolve basic problems</p>
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AGR/N9912
Collaborate with team members and work effectively

NOS Version Control

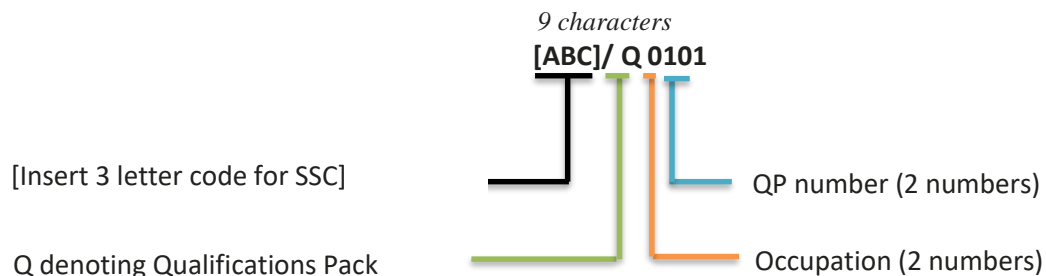
NOS Code	AGR/N9912		
Credits (NSQF)	TBD	Version number	1.0
Industry	Agriculture and Allied	Drafted on	31/08/16
Industry Sub-sector	Agriculture Industries	Last reviewed on	12/07/17
Occupation	Post-Harvest, Supply Chain Management	Next review date	10/07/22

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Annexure

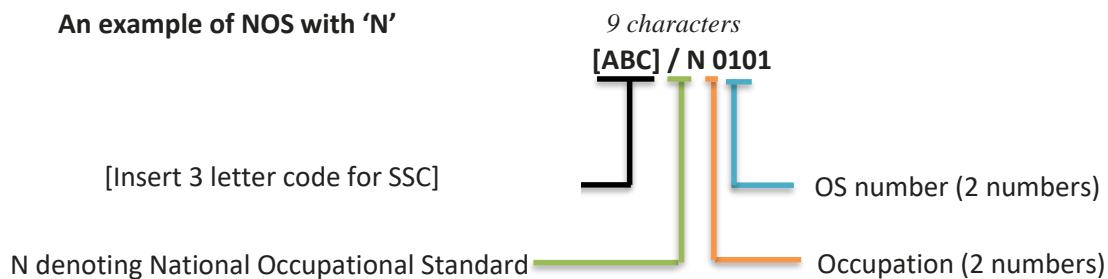
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Agriculture Crop Production	01 – 40
Dairying	41 – 42
Poultry	43 – 44
Animal Husbandry	45 – 48
Fisheries	49 – 51
Agriculture Allied Activities	52 – 60
Forestry, Environment and Renewable Energy Management	61 - 70
Agriculture Industries	71 – 90
Generic Occupations	96 - 99

Sequence	Description	Example
Three letters	Industry name	AGR
Slash	/	/
Next letter	Whether QP or NOS	Q or N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Note:

- The range of occupation numbers have been decided based on the number of existing and future occupations in a segment
- Occupation numbers from 91 – 95 have been intentionally left blank to accommodate any emerging segment in future

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Agri Warehouse Supervisor

Qualification Pack AGR/Q7510

Sector Skill Council Agriculture Skill Council of India

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down 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. Assessment will be conducted for all compulsory NOS, as well as the selected elective NOS/set of NOS.
- OR
3. Assessment will be conducted for all compulsory NOS, as well as the selected optional NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Compulsory NOS		Marks Allocation			
Total Marks: 600					
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
1. AGR/N7540 Plan and monitor receipt and dispatch of agri commodities	PC1. check the availability of stock in the warehouse	100	9	3	6
	PC2. plan the amount and type of produce to be received		9	3	6
	PC3. ensure proper and accurate weighing of produce at the weighbridge		8	3	5
	PC4. use space and mechanical equipments efficiently to store the produce in the warehouse		9	3	6
	PC5. determine key characteristics of the produce to be transported in consultation with customer		8	2	6
	PC6. identify regulatory and specific requirements for loading the shipment		8	2	6
	PC7. identify specific load handling characteristics and		8	3	5

	requirements				
	PC8. ensure proper tagging and packaging of produce and commodities		9	3	6
	PC9. identify applicable transportation modes based on: • customers geographic location • packaging requirements • quantity of produce to be transported • any other special requirements		8	2	6
	PC10. identify and assess required pick-up and destination point(s) for safe access and operation		8	2	6
	PC11. identify specified transit times and routes		8	2	6
	PC12. identify risks associated with transport service in accordance with workplace policy and procedures		8	2	6
			100	30	70
2. AGR/N7541 Assess condition of warehouse and monitor stock levels	PC1. analyse data from sales plan or stock movement	100	6	2	4
	PC2. determine projected high and low volume periods		5	1	4
	PC3. determine required inventory levels at different production and sales cycle stages		6	2	4
	PC4. determine stock supply and consignment delivery lead times		6	2	4
	PC5. determine internal processing and distribution times		6	2	4
	PC6. assess maximum stock carrying capacity		6	2	4
	PC7. assess physical and human resources in relation to projected required stock levels		6	2	4
	PC8. develop contingency plan for abnormal distribution, stoppages and any slow downs		6	2	4
	PC9. correlate production and sales cycle stages to determine optimum inventory levels		6	2	4
	PC10. calculate safety stock levels		6	2	4
	PC11. compare inventory benchmarks to current and known future sales turnover		6	2	4

	PC12.	undertake adjustments to inventory levels as and when required		6	2	4
	PC13.	document changes and/or requests for adjustments to inventory levels		6	2	4
	PC14.	conduct inspections of the warehouse on a regular basis		6	2	4
	PC15.	ensure removal of damaged or any other unwanted produce		5	1	4
	PC16.	check if any repair and maintenance activities are required for the warehouse		6	1	5
	PC17.	check for pests and ensure fumigation is carried out at regular intervals		6	1	5
				100	30	70
3.AGR/N7542 Ensure proper manpower planning and delivery of quality service	PC1.	identify sources and type of manpower to be employed: • contractual • permanent	100	7	2	5
	PC2.	estimate time and resources required for each activity and allocate resources accordingly		6	2	4
	PC3.	allocate work to warehouse workers in a clear and concise manner		7	2	5
	PC4.	prepare a backup plan for manpower allocation in case of unforeseen circumstances		6	2	4
	PC5.	coordinate work hours including scheduling, approving time off requests, tracking absences, timekeeping, maintenance of muster roll		6	2	4
	PC6.	communicate with the team on a regular basis to ensure that the team is aware of the expected quality standards		6	2	4
	PC7.	ensure that the workers are aware about scenarios that may lead to customer complaints		6	2	4
	PC8.	hold regular training sessions with the workers and brief them on important issues such as inventory management, record keeping, etc		7	2	5
	PC9.	resolve team conflicts that may arise		6	1	5
	PC10.	ensure that individuals and teams perform consistently		6	2	4

		to meet quality and delivery standards				
	PC11.	mentor colleagues to overcome difficulty in meeting customer service standards		6	2	4
	PC12.	coordinate and manage delivery of services and products to ensure adherence to agreed quality standards and budgetary limits		6	2	4
	PC13.	ensure compliance to quality standards during storage of commodities/produce		6	1	5
	PC14.	collect customer feedback and use it to improve the provision of products/services		7	2	5
	PC15.	make decisions to overcome identified problems with products/services by consulting with relevant individuals/groups		6	2	4
	PC16.	manage records, reports and recommendations within the company's systems and processes		6	2	4
					100	30
4. AGR/N7543 Complete documentation and record keeping of all warehouse management activities	PC1.	maintain record of items, document necessary information and utilize reports to project warehouse status	100	17	5	12
	PC2.	maintain update of deposits, withdrawals and related entries in warehouse on daily basis		16	5	11
	PC3.	maintain records, registers, files and documents for all transactions at the warehouse		17	5	12
	PC4.	maintain all expenses and costs incurred at warehouse as per operational guidelines		16	5	11
	PC5.	document and maintain records of storage charges for all transactions		17	5	12
	PC6.	maintain database for sending out information to control groups		17	5	12
				100	30	70
5. AGR/N9903 Maintain health and safety at the workplace	PC1.	undertake basic safety checks before operation of all machinery and vehicles and report all potential hazards to the supervisor	100	6	2	4

	PC2.	identify work for which protective clothing or equipment is required and perform those duties in accordance with workplace policy		7	2	5
	PC3.	read and understand the hazards of use and contamination mentioned on the labels of pesticides/fumigants, etc.		7	2	5
	PC4.	assess risks prior to performing manual handling jobs, and work according to currently recommended safe practices		7	2	5
	PC5.	use equipment and materials safely and correctly and return the same to designated storage when not in use		7	2	5
	PC6.	dispose off waste safely and correctly in a designated area		6	2	4
	PC7.	recognize risks to bystanders and take action to reduce risk associated with jobs in the workplace		7	2	5
	PC8.	perform work in a manner which minimizes environmental damage all procedures and ensure work instructions for controlling risks are followed closely		7	2	5
	PC9.	report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger		7	2	5
	PC10.	follow procedures for dealing with accidents, fires and emergencies, including communicating location and directions for emergency evacuation		7	2	5
	PC11.	follow emergency procedures to company standard / workplace requirements		6	2	4
	PC12.	use emergency equipment in accordance with manufacturers' specifications and workplace requirements		7	2	5
	PC13.	provide treatment appropriate to the patient's injuries in accordance with recognized first aid techniques		7	2	5
	PC14.	recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment as appropriate		6	2	4
	PC15.	report details of first aid administered in accordance with workplace procedures.		6	2	4
				100	30	70

6.AGR/N9912: Collaborate with team members and work effectively	PC1. receive instructions from reporting manager on the work to be carried out	100	6	2	4
	PC2. communicate work done/activities performed to the reporting manager as required		6	2	4
	PC3. elicit feedback on work done		6	2	4
	PC4. rectify actions/procedures based on feedback given		6	2	4
	PC5. escalate any issues and concerns to the reporting manager		6	2	4
	PC6. participate in discussions with reporting manager when required		5	1	4
	PC7. ensure clear and concise communication with the team and colleagues		6	2	4
	PC8. plan work and tasks with team members on a regular basis		6	2	4
	PC9. share knowledge of processes, techniques with the team		6	2	4
	PC10. treat team members with respect and dignity		6	1	5
	PC11. demonstrate responsible and disciplined behaviour		6	1	5
	PC12. adhere to the timeliness of work commitments made to fellow colleagues		5	2	3
	PC13. inform colleagues in advance if unable to carry out work commitments, citing reasons for the same		6	2	4
	PC14. address work related issues among the team		6	2	4
	PC15. participate in team interaction sessions/activities as and when required		6	1	5
	PC16. adhere to organization's policies and procedures for working with colleagues		6	2	4
	PC17. discuss/report any concerns to senior management		6	2	4
			100	30	70