

Qualification Pack



Zoo Animal Keeper- Small Captive animals

QP Code: AGR/Q4607

Version: 1.0

NSQF Level: 4

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AGR/Q4607: Zoo Animal Keeper- Small Captive animals

Brief Job Description

A Zoo Animal Keeper -Small Captive Animals is responsible for the daily care, management, and well-being of small captive animals and their habitats. The role involves feeding the animals, cleaning and maintaining their enclosures, and monitoring their health, eating patterns, and behavior on a regular basis. The keeper is also responsible for grooming, bathing, and ensuring the animals receive adequate exercise to Page 3 of 44 remain healthy and active, while always prioritizing personal and animal safety. Additionally, the keeper supports veterinarians in health checks, treatments, and medical care.

Personal Attributes

A Zoo Animal Keeper- small captive animals, should have patience, empathy and commitment towards ones job. The person should be physically fit and mentally alert. The Keeper should be a keen observer and able to follow safety protocols meticulously.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AGR/N4613: Assess the characteristics and behavior of the Small Captive animal](#)
2. [AGR/N4614: Manage small captive animals and their habitat](#)
3. [AGR/N4615: Assist in maintaining health of the small Captive animals](#)
4. [AGR/N9919: Ensure resource optimization and occupational health and safety in animal facilities](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Captive and Small Animals Management
Country	India
NSQF Level	4
Credits	16

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Aligned to NCO/ISCO/ISIC Code	NCO-2015/3240.0300
Minimum Educational Qualification & Experience	12th grade Pass (or equivalent) OR 10th grade pass with 3 Years of experience relevant experience in animal welfare OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience relevant experience in animal welfare OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant experience in animal welfare
Minimum Level of Education for Training in School	10th Class
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	1.0
Reference code on NQR	QG-04-AG-04460-2025-V1-ASCI
NQR Version	1

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AGR/N4613: Assess the characteristics and behavior of the Small Captive animal

Description

This unit is about assessing the characteristics and behavior of the small captive animals.

Scope

The scope covers the following :

- Assess the characteristics of the Small Captive animals
- Assess the behavior of the Small captive animals

Elements and Performance Criteria

Assess the characteristics of the zoo animals

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

- PC1.** identify different categories and types of Small captive animals
- PC2.** distinguish between the traits of different animals in the zoo
- PC3.** analyze the habitat requirement of the animals
- PC4.** comprehend the food habits of the animals
- PC5.** assess the compatibility between the animals

Assess the behavior of the zoo animals

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

- PC6.** interpret animals' normal and abnormal behavior
- PC7.** identify situations that affect the animals
- PC8.** assess the seasonal, biological and behavioral changes in the animals
- PC9.** follow safety protocol for self, visitors and animals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** applicable legislation, standards, policies and procedures for work
- KU2.** daily schedule of work
- KU3.** role & responsibilities pertaining to the work
- KU4.** reporting procedures
- KU5.** importance of adhering to the occupational health & safety, hygiene and quality standards at work
- KU6.** work-related documentation
- KU7.** different categories and types of the zoo animals
- KU8.** animal-specific characteristics

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- KU9.** animal-specific normal and abnormal behaviors
- KU10.** animal-specific behavioral changes
- KU11.** animal and season-specific habitat requirement
- KU12.** food habits of different types of animals
- KU13.** situations that affect the animals
- KU14.** restraining techniques for the animals
- KU15.** applicable animal welfare best practices
- KU16.** aspects of personal, visitors and animal safety protocol

Generic Skills (GS)

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

- GS1.** write the plan of work
- GS2.** read instructions received from the seniors
- GS3.** read health and safety instructions
- GS4.** communicate clearly and effectively with the stakeholders
- GS5.** communicate effectively with the animals
- GS6.** comprehend information shared by the senior
- GS7.** take decisions pertaining to the concerned area of work
- GS8.** identify problems and the corrective actions to be taken
- GS9.** organise work in the animal enclosure and surrounding
- GS10.** plan for the proper waste disposal
- GS11.** plan and maintain workplace safety
- GS12.** evaluate the information gathered from observation, experience, reasoning or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assess the characteristics of the zoo animals</i>	15	10	-	5
PC1. identify different categories and types of Small captive animals	-	-	-	-
PC2. distinguish between the traits of different animals in the zoo	-	-	-	-
PC3. analyze the habitat requirement of the animals	-	-	-	-
PC4. comprehend the food habits of the animals	-	-	-	-
PC5. assess the compatibility between the animals	-	-	-	-
<i>Assess the behavior of the zoo animals</i>	15	10	-	5
PC6. interpret animals' normal and abnormal behavior	-	-	-	-
PC7. identify situations that affect the animals	-	-	-	-
PC8. assess the seasonal, biological and behavioral changes in the animals	-	-	-	-
PC9. follow safety protocol for self, visitors and animals	-	-	-	-
NOS Total	30	20	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4613
NOS Name	Assess the characteristics and behavior of the Small Captive animal
Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Captive and Small Animals Management
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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AGR/N4614: Manage small captive animals and their habitat

Description

This unit is about housing, feeding and grooming of the Small captive animals.

Scope

The scope covers the following :

- House the animals in their habitat
- Feed the animals
- Groom the animals

Elements and Performance Criteria

House the animals in their habitat

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

- PC1.** identify habitat requirement of different types and category of small captive animals
- PC2.** provide specific habitat to the animals
- PC3.** clean animal pen/ enclosure and the surroundings as per the procedure
- PC4.** check the enclosure and fencing for safety
- PC5.** dispose-off the waste (hospital/food/biological, etc) as per the procedure
- PC6.** follow safety protocol for self, visitors and animals

Feed the animals

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

- PC7.** identify the food habits of different types and categories of small captive animals
- PC8.** clean the food and water troughs as per the procedure
- PC9.** prepare feed for the small captive animal
- PC10.** refill the food and water troughs
- PC11.** feed the small captive animals as per as per the diet plan
- PC12.** document the feed uptake of the small captive animals as per the procedure

Groom the animals

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

- PC13.** handle different categories of small captive animals as per the procedure
- PC14.** check the animal for any external wounds, injuries, secretions, etc.
- PC15.** give first aid, or report to the veterinarian, if required
- PC16.** rubdown the animal as per the Standard Operating Procedure (SOP)
- PC17.** make the small captive animal exercise as per the SOP
- PC18.** bathe and dry the small captive animal as per the SOP
- PC19.** use and maintain the grooming tools
- PC20.** ensure recommended personal inoculation

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** applicable legislation, standards, policies and procedures for work
- KU2.** daily schedule of work
- KU3.** role & responsibilities pertaining to the work
- KU4.** reporting procedures
- KU5.** importance of adhering to the occupational health & safety, hygiene and quality standards at work
- KU6.** work-related documentation
- KU7.** natural and weather-specific habitats of the animals
- KU8.** food habits of the animals
- KU9.** feed preparation for different categories of the animals
- KU10.** method of feeding the animals
- KU11.** grooming and exercise requirement of the animals
- KU12.** normal and abnormal behavior of the animals
- KU13.** applicable animal welfare best practices
- KU14.** disposal of waste as per the procedure
- KU15.** safety protocol for self, visitors and animals

Generic Skills (GS)

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

- GS1.** write plan of work
- GS2.** read the instructions received from the seniors
- GS3.** read health and safety instructions
- GS4.** communicate clearly and effectively with the stakeholders
- GS5.** comprehend information shared by the senior
- GS6.** report to the senior
- GS7.** take decisions pertaining to the concerned area of work
- GS8.** identify problems and the corrective actions to be taken
- GS9.** organise work in the animal enclosure and surrounding
- GS10.** plan and maintain workplace safety

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>House the animals in their habitat</i>	10	10	-	5
PC1. identify habitat requirement of different types and category of small captive animals	-	-	-	-
PC2. provide specific habitat to the animals	-	-	-	-
PC3. clean animal pen/ enclosure and the surroundings as per the procedure	-	-	-	-
PC4. check the enclosure and fencing for safety	-	-	-	-
PC5. dispose-off the waste (hospital/food/biological, etc) as per the procedure	-	-	-	-
PC6. follow safety protocol for self, visitors and animals	-	-	-	-
<i>Feed the animals</i>	10	20	-	7
PC7. identify the food habits of different types and categories of small captive animals	-	-	-	-
PC8. clean the food and water troughs as per the procedure	-	-	-	-
PC9. prepare feed for the small captive animal	-	-	-	-
PC10. refill the food and water troughs	-	-	-	-
PC11. feed the small captive animals as per as per the diet plan	-	-	-	-
PC12. document the feed uptake of the small captive animals as per the procedure	-	-	-	-
<i>Groom the animals</i>	10	20	-	8
PC13. handle different categories of small captive animals as per the procedure	-	-	-	-
PC14. check the animal for any external wounds, injuries, secretions, etc.	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. give first aid, or report to the veterinarian, if required	-	-	-	-
PC16. rubdown the animal as per the Standard Operating Procedure (SOP)	-	-	-	-
PC17. make the small captive animal exercise as per the SOP	-	-	-	-
PC18. bathe and dry the small captive animal as per the SOP	-	-	-	-
PC19. use and maintain the grooming tools	-	-	-	-
PC20. ensure recommended personal inoculation	-	-	-	-
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4614
NOS Name	Manage small captive animals and their habitat
Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Captive and Small Animals Management
NSQF Level	4
Credits	4.5
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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AGR/N4615: Assist in maintaining health of the small Captive animals

Description

This unit is about assisting a veterinarian in maintaining health of the Small captive animals.

Scope

The scope covers the following :

- Maintain health of small captive animals

Elements and Performance Criteria

Maintain health of the animals

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

- PC1.** follow the inoculation and de-worming schedule of the animals, as recommended by the vet
- PC2.** identify abnormal signs in the animals
- PC3.** inform the vet/take the animals to the veterinarian for the check-up and treatment
- PC4.** feed animals as per the approved diet plan
- PC5.** tend to the sick and injured animals, if advised
- PC6.** report behavioral changes in the animals to the veterinarian
- PC7.** assist the vet for conservation breeding, if required, in case the zoo is having the provision
- PC8.** take care of the young ones, as instructed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** applicable legislation, standards, policies and procedures for work
- KU2.** daily schedule of work
- KU3.** role & responsibilities pertaining to the work
- KU4.** reporting procedures
- KU5.** importance of adhering to the occupational health & safety, hygiene and quality standards at work
- KU6.** work-related documentation
- KU7.** normal and abnormal behavior of the animals
- KU8.** inoculation schedule of the animals
- KU9.** de-worming schedule of the animals
- KU10.** food habits of the animals
- KU11.** diet plan for the animals
- KU12.** symptoms of heat in animals
- KU13.** mating process of animals

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- KU14.** birthing process of animals
- KU15.** applicable animal welfare best practices
- KU16.** disposal of waste as per the procedure
- KU17.** safety protocol for self, visitors and animals

Generic Skills (GS)

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

- GS1.** write the plan of work
- GS2.** read the instructions received from the seniors
- GS3.** read health and safety instructions
- GS4.** communicate clearly and effectively with the stakeholders
- GS5.** communicate effectively with animals
- GS6.** comprehend the information shared by senior
- GS7.** take decisions pertaining to the concerned area of work
- GS8.** identify problems and the corrective actions to be taken
- GS9.** organise work in the animal enclosure and surrounding
- GS10.** plan and organize feeding of the animals
- GS11.** schedule visit of animals to the veterinarian
- GS12.** plan and maintain workplace safety
- GS13.** report to the senior
- GS14.** monitor the material and equipment required for the animal and its enclosure
- GS15.** evaluate the information gathered from observation, experience, reasoning or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health of the animals</i>	20	20	-	10
PC1. follow the inoculation and de-worming schedule of the animals, as recommended by the vet	-	-	-	-
PC2. identify abnormal signs in the animals	-	-	-	-
PC3. inform the vet/take the animals to the veterinarian for the check-up and treatment	-	-	-	-
PC4. feed animals as per the approved diet plan	-	-	-	-
PC5. tend to the sick and injured animals, if advised	-	-	-	-
PC6. report behavioral changes in the animals to the veterinarian	-	-	-	-
PC7. assist the vet for conservation breeding, if required, in case the zoo is having the provision	-	-	-	-
PC8. take care of the young ones, as instructed	-	-	-	-
NOS Total	20	20	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	AGR/N4615
NOS Name	Assist in maintaining health of the small Captive animals
Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Captive and Small Animals Management
NSQF Level	4
Credits	4.5
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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AGR/N9919: Ensure resource optimization and occupational health and safety in animal facilities

Description

This unit is about ensuring resource optimisation and occupational health & safety in animal facilities.

Scope

The scope covers the following :

- Optimise resource utilisation
- Ensure effective waste management
- Maintain a safe workplace
- Carry out emergency procedures

Elements and Performance Criteria

Optimise resource utilisation

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

- PC1.** optimise use of resources including water and electricity at the workplace
- PC2.** follow environment friendly work practices
- PC3.** explain environment friendly workplace practices to co-workers/subordinates

Ensure effective waste management

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

- PC4.** identify recyclable, non-recyclable and hazardous waste at the workplace
- PC5.** segregate waste as per the procedure
- PC6.** recycle the waste
- PC7.** dispose-off the waste as per the procedure

Maintain a safe workplace

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

- PC8.** follow organizational health & safety and emergency procedures at the workplace
- PC9.** assess possible risks and hazards to self, co-workers and the animals at the workplace
- PC10.** carry out basic safety checks of the workplace, equipment/machinery
- PC11.** take recommended personal inoculations periodically
- PC12.** get animals vaccinated/dewormed, as per the schedule, periodically
- PC13.** store equipment and materials safely and correctly
- PC14.** use equipment and materials safely and correctly
- PC15.** assess the behavior of the animals before approaching them
- PC16.** restrain animals as per the procedure/instruction
- PC17.** use recommended PPE
- PC18.** report accidents and incidents as per the procedure

Carry out emergency procedures

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

- PC19.** follow laid down procedures while dealing with accidents, fire and other emergencies
- PC20.** use emergency equipment effectively and safely
- PC21.** ensure regular servicing of emergency equipment and the PPE
- PC22.** provide basic first aid to personnel and animals, if required
- PC23.** evacuate affected personnel and animals, if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** relevant legislation, standards, policies and procedures at the workplace
- KU2.** organizational occupational health & safety procedure for the workplace
- KU3.** organizational procedure for resource optimisation and waste management
- KU4.** necessary documentation and reporting procedure
- KU5.** risk assessment and measures for risk mitigation
- KU6.** safe working practices
- KU7.** safe waste disposal practices
- KU8.** waste recycle practices
- KU9.** use of the equipment to deal with fire and emergency
- KU10.** use of equipment for resource optimisation
- KU11.** basic first aid procedure for personnel and animals
- KU12.** casualty evacuation procedure
- KU13.** incident reporting procedure

Generic Skills (GS)

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

- GS1.** maintain necessary records
- GS2.** report risk and threats at workplace
- GS3.** report accidents/ incidents to the senior
- GS4.** read organizational procedure on health and safety
- GS5.** read organizational procedure on resource utilisation
- GS6.** read organizational procedure on waste management
- GS7.** read user manuals for the tools and equipment
- GS8.** communicate clearly and effectively with the stakeholders
- GS9.** disseminate information shared by senior
- GS10.** respond to emergency situation using available equipment
- GS11.** optimise resources and curb wastages through efficient work practices
- GS12.** schedule daily activities as per the priorities
- GS13.** plan and organize emergency response training of self and co-workers

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- GS14.** assess the requirement of material, equipment and assistance from co-workers.
- GS15.** think through possible options to tackle a problem and opt for the most practical and logical option
- GS16.** assess situation and identify appropriate control measures
- GS17.** apply, analyze and evaluate the information gathered from observation, experience, reasoning or communication, as a guide to thought and action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Optimise resource utilisation</i>	4	5	-	5
PC1. optimise use of resources including water and electricity at the workplace	-	-	-	-
PC2. follow environment friendly work practices	-	-	-	-
PC3. explain environment friendly workplace practices to co-workers/subordinates	-	-	-	-
<i>Ensure effective waste management</i>	6	5	-	5
PC4. identify recyclable, non-recyclable and hazardous waste at the workplace	-	-	-	-
PC5. segregate waste as per the procedure	-	-	-	-
PC6. recycle the waste	-	-	-	-
PC7. dispose-off the waste as per the procedure	-	-	-	-
<i>Maintain a safe workplace</i>	10	15	-	10
PC8. follow organizational health & safety and emergency procedures at the workplace	-	-	-	-
PC9. assess possible risks and hazards to self, co-workers and the animals at the workplace	-	-	-	-
PC10. carry out basic safety checks of the workplace, equipment/machinery	-	-	-	-
PC11. take recommended personal inoculations periodically	-	-	-	-
PC12. get animals vaccinated/dewormed, as per the schedule, periodically	-	-	-	-
PC13. store equipment and materials safely and correctly	-	-	-	-
PC14. use equipment and materials safely and correctly	-	-	-	-
PC15. assess the behavior of the animals before approaching them	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. restrain animals as per the procedure/instruction	-	-	-	-
PC17. use recommended PPE	-	-	-	-
PC18. report accidents and incidents as per the procedure	-	-	-	-
<i>Carry out emergency procedures</i>	10	15	-	10
PC19. follow laid down procedures while dealing with accidents, fire and other emergencies	-	-	-	-
PC20. use emergency equipment effectively and safely	-	-	-	-
PC21. ensure regular servicing of emergency equipment and the PPE	-	-	-	-
PC22. provide basic first aid to personnel and animals, if required	-	-	-	-
PC23. evacuate affected personnel and animals, if required	-	-	-	-
NOS Total	30	40	-	30

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National Occupational Standards (NOS) Parameters

NOS Code	AGR/N9919
NOS Name	Ensure resource optimization and occupational health and safety in animal facilities
Sector	Agriculture
Sub-Sector	Animal Husbandry
Occupation	Generic
NSQF Level	4
Credits	3
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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

Career Development & Goal Setting

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

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

Communication Skills

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

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

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

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

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

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

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

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

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

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

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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/optional set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
AGR/N4613. Assess the characteristics and behavior of the Small Captive animal	30	20	0	10	60	15
AGR/N4614. Manage small captive animals and their habitat	30	50	0	20	100	30
AGR/N4615. Assist in maintaining health of the small Captive animals	20	20	0	10	50	30
AGR/N9919. Ensure resource optimization and occupational health and safety in animal facilities	30	40	-	30	100	15
DGT/VSQ/N0102. Employability Skills (60 Hours)	20	30	-	-	50	10
Total	130	160	0	70	360	100

Qualification Pack

Acronyms

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

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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.

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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.