



National Vocational Qualification level – 5 "Soil, Water and Fertilizer Testing Lab Technician"



(Curriculum)

National Vocational and Technical Training Commission (NAVTTC)

Government of Pakistan





Table of Contents

Introduction	5
Purpose of the training program:	5
Competencies to be gained after completion of course:	
Entry level of trainees:	9
Minimum qualification of trainer/instructor:	
Recommended trainer: trainee ratio	9
Medium of instruction i.e. language of instruction:	9
Duration of the course (Total time, Theory & Practical time):	
Description and structure of the course	11
Module 1: Handling of sophisticated level Equipment 2	
Module 2: Perform Ammonical Nitrogen In Solid, Liquid and Mixed Fertilizer By Kjeldahl Method	19
Module 3: Perform Nitrate-N In solid, liquid and mixed fertilizer by Kjeldahl method	23
Module 4: Perform Uric/Urease Nitrogen (N) In Solid, Liquid And Mixed Fertilizer By Kjeldahl Method	27
Module 5: Perform Potassium (K) in Solid, Liquid and Mixed Fertilizer by Flame Photometery Method	32
	Purpose of the training program: Overall objectives of training program: Competencies to be gained after completion of course: Entry level of trainees: Minimum qualification of trainer/instructor: Recommended trainer: trainee ratio Medium of instruction i.e. language of instruction: Duration of the course (Total time, Theory & Practical time): Description and structure of the course Module 1: Handling of sophisticated level Equipment 2 Module 2: Perform Ammonical Nitrogen In Solid, Liquid and Mixed Fertilizer By Kjeldahl Method. Module 3: Perform Uric/Urease Nitrogen (N) In Solid, Liquid And Mixed Fertilizer By Kjeldahl Method





Module 6: Perform water soluble micronutrients (Zn, Fe, Mn etc) in Fertilizers through Atomic Absorption Spectrometer (AAS) Method	36
Module 7: Perform Soil Micronutrient Test	40
Module 8: Perform Standard Test Method (STM) for Zinc chelated percentage	44
Module 9: Perform Standard Test Method (STM) to evaluate Gypsum Requirement in soil	48
Module 10: Generate test report	51
Module 11: Ensure Test Quality	54
Module 1: Develop Entrepreneurial Skills	57
Module 2: Maintain Business Resources	
Module 3: Develop A Sales Plan	63
Module 4: Plan And Implement Business-To-Business Marketing	
Module 5: Address Customer Needs	71
Module 6: Solve Problems Which Jeopardize Safety And Security	76
Module 7: Apply problem solving techniques in the workplace using critical thinking	82
Module 8: Manage Personal Finances	85
Module 9: Coordinate a Work Team	89
Module 10: Lead Small Teams	94
Module 11: Manage Human Resource Services	99
List of Tool & Equipment:	104
1. Members of the Curriculum Development Committee	109
2. Members of the Qualification Validation Committee	110









Introduction

The Technical and Vocational is a profession that is increasingly getting attention in Pakistan, not only among the youth seeking to enter the industry but also among adults who wish to polish their skills to develop a career out of it.

Soil and water are essential natural resources for our domesticated food production systems. Fertilizers are used to supplement soil nutrient stocks with minerals that can be easily absorbed and used by crops. Without fertilizers, agricultural production would be significantly reduced. Soil, water and fertilizer are intertwined in agriculture and are closely related to agricultural production and food security. Soil is a vital part of successful agriculture and a key source of crop nutrients. Irrigation water dissolves nutrients and other substances, transporting them from soil to plant. Irrigation water helps successful crop cultivation. Water scarcity along with quality limits crop production and can dramatically affect the survival of humans and living organisms on this planet.

In fact, no sphere in agriculture can be identified without the contribution of soil, water and fertilizer. The important knowledge regarding soil, water and fertilizer quality through the latest analysis protocols makes this diploma very valuable not only in agriculture but also enhance its usefulness in all areas of our daily life. Market demand for qualified workers in this qualification is a need of time and is very crucial for sustainable development of agriculture sector. This demand can only be addressed by developing specific skills standards in partnership with all stakeholders and industry experts. Recognizing this fact, the National Vocational and Technical Training Commission (NAVTTC) has developed the National Vocational Qualifications Framework (NVQF) for Soil, Water and Fertilizer Testing Lab Technician qualifications. These competency standards have been developed by the Qualifications Development Committee (QDC) and validated by the Qualifications Validation Committee (QVC) with representation from the country's leading departments (Soil Fertility Research Institute Punjab, UVAS, PCSIR, FMC and Cereal Crops Research Institute, Pirsabak Nowshera).

Purpose of the training program:

The qualifications mainly cover competencies along with related knowledge and professional attitude which is essential for getting a job or self-employed.





The qualifications are also in line with the vision of Pakistan's National Skills Strategy (NSS), National TVET Policy and National Vocational Qualification Framework (NVQF). This provides policy directions, support and an enabling environment to the public and private sectors to impart training for skills development to enhance social and economic profile. The National Vocational & Technical Training Commission (NAVTTC) has approved the Qualification Development Committee (QDC) for Soil, Water and Fertilizer Testing Lab Technician. The QDC consists experts from the relevant industries from different geographical locations across Pakistan and academicians who were consulted during the development process to ensure input and ownership of all the stakeholders. The National Competency Standards could be used as a referral document for the development of curricula to be used by training institutions.

The purpose of the training is to provide skilled manpower to improve the quality of value-added products of industrial sector. This training will provide the basic skills to the trainees in the field of Agricultural and convert it into value added product which is acceptable by International market reducing the line losses and fit-in a skilled graduate into National Vocational Qualification Framework for his / her vertical career progression and qualification equivalencies at par with acceptable international standards.

Furthermore, the aim of this qualifications is to set high and applicable professional standards for all stake holders in agriculture sector. The basic goals of establishing these credentials are as follows:

- 1. Equip with the latest knowledge and skill regarding soil, water and fertilizer.
- 2. Assess soil fertility, water and fertilizer quality using appropriate laboratory techniques.
- 3. Macro and micronutrient status assessment and survey of farmers' fields
- 4. Improve trainees' professional competence
- 5. Provide opportunities for recognition of non-formal or informal skills
- 6. Raise standard and efficacy of scientific training and assessment
- 7. Improve crop production through soil, water and fertilizer test results
- 8. Application of site-specific fertilizers as needed by the crop contributes to lower costs and environmental impacts





- 9. Enable existing workforce to learn new technologies and methods
- 10. Enable the skilled person of this qualification to validate test method attributes

Overall objectives of training program:

The main objectives of the **Soil**, **Water and Fertilizer Testing Lab Technician** (Level-5) are as follows:

- 1. Handling of sophisticated level Equipment 2
- 2. Perform Ammonical Nitrogen In Solid, Liquid and Mixed Fertilizer By Kjeldahl Method
- 3. Nitrate-N In solid, liquid and mixed fertilizer by kjeldahl method
- 4. Perform Uric/Urease nitrogen (n) in solid, liquid and mixed fertilizer by Kjeldahl method
- 5. Perform Potassium (K) in Solid, Liquid and Mixed Fertilizer by Flame Photometery Method
- 6. Perform water soluble micronutrients (Zn, Fe, Mn etc) in Fertilizers through AAS Method
- 7. Perform Soil Micronutrient Test
- 8. Perform Standard Test Method (STM) for Zinc chelated percentage
- 9. Generate test report
- 10. Ensure Test Quality
- 11. Develop Entrepreneurial Skills
- 12. Maintain Business Resources
- 13. Develop A Sales Plan
- 14. Plan And Implement Business-To-Business Marketing
- 15. Address Customer Needs





- 16. Solve Problems Which Jeopardize Safety And Security
- 17. Apply problem solving techniques in the workplace using critical thinking
- 18. Manage Personal Finances
- 19. Coordinate A Work Team
- 20. Lead Small Teams
- 21. Manage Human Resource Services

• Competencies to be gained after completion of course:

At the end of the course, the trainee has attained the following core competencies:

- 1. Handling of sophisticated level Equipment 2
- 2. Perform Ammonical Nitrogen In Solid, Liquid and Mixed Fertilizer By Kjeldahl Method
- 3. Nitrate-N In Solid, liquid and mixed fertilizer by Kjeldahl method
- 4. Perform Uric/Urease nitrogen (n) in Solid, liquid and mixed fertilizer by Kjeldahl method
- 5. Perform Potassium (K) in Solid, Liquid and Mixed Fertilizer by Flame Photometery Method
- 6. Perform water soluble micronutrients (Zn, Fe, Mn etc) in Fertilizers through AAS Method
- 7. Perform Soil Micronutrient Test
- B. Perform Standard Test Method (STM) for Zinc chelated percentage
- 9. Generate test report
- 10. Ensure Test Quality





The entry for National Vocational Certificate level 5, in "Soil, Water and Fertilizer Testing Lab Technician" are given below:

Entry level of trainees:

Title	Entry requirements
	Entry for assessment for this qualification is open. However, entry into formal training institutes, based
National Vocational Certificate level 5, in Soil, Water	on this qualification is candidate having Matric / equivalent Certificate with Science
and Fertilizer Testing Lab Technician	AND
	National Vocational Certificate level 4, in Soil, Water and Fertilizer Testing Lab Assistant

Minimum qualification of trainer/instructor:

- Must be a holder of BS (4 years) in Agriculture Sciences with specialization in Soil
- Sciences or Chemistry
- Must be able to communicate effectively both orally and in written form.
- Must be able to perform all competences, given in Soil, Water and Fertilizer Testing Lab Technician

Recommended trainer: trainee ratio

The recommended maximum trainer: trainee ratio for this program is 1 trainer for 20 to 25 trainees.

Medium of instruction i.e. language of instruction:

Instructions will be in Urdu/ English/ Local language.





• Duration of the course (Total time, Theory & Practical time):

The distribution of contact hours is given below:

Total - 1200 hours

Theory - 480 hours (40%)

Practical - 720 hours (60%)





Description and structure of the course

Following is the structure of the course:

	Level-5								
1	Handling of sophisticated level Equipment 2		Level 5	Technical	40	60	100	10	
2	Perform Ammonical Nitrogen In Solid, Liquid and Mixed Fertilizer By Kjeldahl Method		Level 5	Technical	40	60	100	10	
3	Nitrate-N In solid, liquid and mixed fertilizer by Kjeldahl method		Level 5	Technical	48	72	120	12	
4	Perform Uric/Urease nitrogen (n) in solid, liquid and mixed fertilizer by Kjeldahl method	Lab Technician	Level 5	Technical	48	72	120	12	
5	Perform Potassium (K) in Solid, Liquid and Mixed Fertilizer by Flame Photometery Method		Level 5	Technical	32	48	80	8	
6	Perform water soluble micronutrients (Zn, Fe, Mn etc) in Fertilizers through AAS Method		Level 5	Technical	60	90	150	15	
7	Perform Soil Micronutrient Test		Level 5	Technical	24	36	60	6	
8	Perform Standard Test Method (STM) for Zinc chelated percentage		Level 5	Technical	32	48	80	8	





9	Perform Standard Test Method (STM) to evaluate Gypsum Requirement in soil		Level 5	Technical	32	48	80	8
1 0	Generate test report		Level 5	Technical	4	6	10	1
1	Ensure Test Quality		Level 5	Technical	8	12	20	2
	Occupation Total Hours				368	552	920	92
	Develop Entrepreneur Skills							
1	Develop Entrepreneurial Skills		Level 5	Generic	12	18	30	3
2	Maintain Business Resources		Level 5	Functional	12	18	30	3
3	Develop A Sales Plan		Level 5	Functional	12	18	30	3
4	Plan And Implement Business-To-Business Marketing	Entrepreneur	Level 5	Functional	12	18	30	3
5	Address Customer Needs		Level 5	Generic	8	12	20	2
6	Solve Problems Which Jeopardize Safety And Security		Level 5	Generic	12	18	30	3
7	Apply problem solving techniques in the workplace using critical thinking		Level 5	Functional	12	18	30	3
8	Manage Personal Finances		Level 5	Functional	8	12	20	2





9	Coordinate A Work Team		Level 5	Functiona	al 8	12	20	2
1 0	Lead Small Teams		Level 5	Functiona	al 8	12	20	2
1	Manage Human Resource Services		Level 5	Functiona	al 8	12	20	2
	Occupation Total Hours					168	280	28
	LEVEL-5 TOTAL HOUR					720	1200	120





Level 5 (Technical Competencies)

Module 1: Handling of sophisticated level Equipment 2

Objective: After the completion of this module, the Trainee will be able to develop skill and competence required to use sophisticated equipment's that are used in different laboratory techniques for analysis of soil, water and fertilizer samples.

Duration: 100 Hrs. Theory: 40 Hrs. Practice: 60 Hrs. Credit Hrs.: 10

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Maintain sophisticated level equipment 2	 Ensure cleanliness of equipment before and after use Ensure availability of standard operating procedure for every equipment. Maintain 'Repair and Maintenance history sheet' for each specific equipment as per given standard Avoid self-repairing and adjustments of equipment 	 application. Describe Safety guidelines of Flame Photo meter 	Theory- 10 Hrs. Practical- 15 Hrs. Total- 25 Hrs.	 Atomic Absorption spectrophotometer Spectrophotometer Flame Photo meter Kjeldahl Unit Flow injection analyser Laminar flow 	Classroom Lab Visit





	 without informing in-charge Ensure proper placing of equipment after use as per lab protocols Maintain list of sophisticated level of equipment by following prescribed format Periodically verify and update maintenance list according to plan Follow safety guidelines as per equipment manual 	equipment Practical Activity: Demonstrate the use of sophisticated Equipment			
LU2. Operate sophisticated level equipment's.	 Follow SOPs for operating specific equipment as given in manuals Inspect equipment properly before and after use Operate sophisticated level of equipments only under presence of In-charge Perform intermediate checks of equipment according to set instructions before use as per requirement Inspect complete function of equipment After completing standard 	 Knowledge questions: Define the operating procedure and analysis mechanism in detail of given equipment. Explain intermediate checks of given equipment. 	Practical- 15 Hrs.	 Atomic Absorption spectrophotometer Spectrophotometer Flame Photo meter Kjeldahl Unit Operation manual Equipment Software Logbook Operation checklist 	Classroom Lab Visit





	procedure switch off all equipments as instructed • Follow safety guidelines while operating equipments	 Describe the standard operating procedure of atomic absorption spectrophotometer Explain the application of atomic absorption spectrophotometer in various industry. Practical Activity: Demonstrate safety guidelines required for operation of Kjeldahl Unit 			
LU3.	Trainee will be able to learn	Knowledge based			
Perform troubleshooting	 Monitor all errors and record data as instructed Perform basic troubleshoot as prescribed Follow safety guideline during troubleshooting Report in-charge immediately 	 questions: Define errors and record Explain troubleshooting procedure in detail for given equipment. 	Theory- 10 Hrs. Practical- 15 Hrs. Total- 25 Hrs.	 Atomic Absorption spectrophotometer Spectrophotometer Flame Photo meter Kjeldahl Unit Troubleshooting kit Software 	Classroom Lab Visit





	 as instructed Maintain troubleshoot history sheet as instructed 	 Explain the safety procedure required during troubleshooting Practical Activity: Prepare troubleshooting history sheet of equipment 			
Calibrate lab equipment	 Prepare document for calibrating equipments as instructed Maintain reference standard record as instructed Calibrate instruments as per given procedures in manuals Manage calibrations from authorized service provider if required as per given standard Distinguish calibrated and non calibrated instruments with labels as instructed 	 Knowledge questions: Define the calibration procedure Explain the calibration goal Explain reference standard record Practical Activity: Perform calibration of Atomic Absorption spectrophotometer 	Theory- 10 Hrs. Practical- 15 Hrs. Total- 25 Hrs.	 Atomic Absorption spectrophotometer Spectrophotometer Flame Photo meter Kjeldahl Unit Certified reference materials for calibration 	Classroom Lab Visit









Module 2: Perform Ammonical Nitrogen In Solid, Liquid and Mixed Fertilizer By Kjeldahl Method

Objective: After the completion of this module, the Trainee will be able to develop the knowledge required to preparation of samples for testing, test procedures, Quality Control Checks, results calculation, safety precautions and record data.

Duration: 100 Hrs. Theory: 40 Hrs. Practice: 60 Hrs. Credit Hrs.: 10

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Perform Prerequisites for testing	 Check sample label for required test. Maintain the Laboratory room temperature as per requirement. Check for availability of N standard as per requirement. Set up Kjeldahl apparatus and reagents in accordance with the standard work instructions. Conduct pre-use and safety checks. 	Explain principle of Kjeldahl Method Describe role of Ammonical Nitrogen as fertilizer. Practical Activity:	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Digestion tubes Kjeldhal's distillation apparatus Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Measuring Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic burette Automatic Stirrer H₂SO₄. NaOH. potassium hydrogen phthalate 	Classroom Lab Visit





				 Boric acid bromocresol green methyl red indicator ethyl alcohol digestion block distilled water reagent bottles titration flask 	
Perform test Procedure on samples	 Weigh accurately required amount of sample as required. Place distillation tube on distillation apparatus and distillate Collect distillate on receiving end in volumetric flask containing boric acid as par standard method Titrate against standardized acid solution as per standard testing method. Analyze in three replicates along with standard reference material. 	 Explain standardization procedure for sulfuric acid. Discuss digestion procedure of given test. Describe role of boric acid for determination of Ammonical Nitrogen. Practical Activity: 	Theory- 10 Hrs. Practical- 15	 Digestion tubes Kjeldhal's distillation apparatus Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Measuring Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic burette Automatic Stirrer digestion block distilled water reagent bottles titration flask 	Classroom Lab Visit





LU3. Perform Quality Control Checks	 Trainee will be able to learn Calibrate equipment as per lab quality assurance plan. Run blank sample accordingly. Run Laboratory Control samples as per standard. Perform replicate/re-testing as per lab standards. Record quality control data as per lab procedure. 	preparation of standard sample. • Define role of blank	Theory- 10 Hrs. Practical- 15 Hrs	 Kjeldhal's distillation apparatus Conical flasks, 500 ml Automatic burette Automatic Stirrer digestion block distilled water reagent bottles titration flask 	Classroom Lab Visit
LU4 Record the results	 Trainee will be able to learn Calculate and Note down the Results on analyst workbook. Submit the results to lab Incharge Clear and restore work area. 	Knowledge based question Describe analyst workbook. Explain calibration goal. Practical Activity: Perform calculation for determination of	Theory- 10 Hrs. Practical- 12 Hrs. Total- 22 Hrs.	 Kjeldhal's distillation apparatus Conical flasks, 500 ml Automatic burette Automatic Stirrer digestion block distilled water reagent bottles titration flask 	Classroom Lab Visit





LU5	Trainee will be able to learn	Ammoniacal Nitrogen and record results. Knowledge based question		Kjeldhal's distillation	
Adopt precautions during work	 Ensure calibration of equipment as per standard requirement. Handle distillation unit as per SOP. Ensure sample digestion in fume hood as per standard requirement. Dispose-off waste as per SOP. Handle acids as per MSDS. Ensure safety protocols as per standard requirement. 	 Explain risk assessment and management of acid handling. Describe safety protocols of given test. Practical Activity: Prepare list of safety 	Theory- 6 Hrs. Practical- 12 Hrs. Total- 18 Hrs.	 Apparatus Conical flasks, 500 ml Automatic burette Automatic Stirrer digestion block distilled water reagent bottles titration flask 	Classroom Lab Visit





Module 3: Perform Nitrate-N In solid, liquid and mixed fertilizer by Kjeldahl method

Objective: This competency standard covers the skill and knowledge required to Preparation samples for testing, test procedures, Quality Control Checks, results calculation, safety precautions and record data

Duration: 120 Hrs. Theory: 48 Hrs. Practice: 72 Hrs. Credit Hrs.: 12

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Perform Prerequisites for testing	 Check sample label for required test. Maintain the Laboratory room temperature as per requirement. Check for availability of N standard as per requirement. Set up KJELDAHL apparatus and reagents in accordance with the standard work instructions. Conduct pre-use and safety checks. 	 fertilizer Explain basic principle of Nitrate-N measurement. Describe safety checks required in given test. Explain standardization 	Theory- 8 Hrs. Practical- 12 Hrs. Total- 20 Hrs.	 Digestion tubes Kjeldhal's distillation apparatus Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic burette Automatic Stirrer H₂SO₄. NaOH. potassium hydrogen phthalate Boric acid bromocresol green methyl red indicator 	Classroom Lab Visit





LU2.	Trainee will be able to learn	Knowledge based question	 ethyl alcohol Devarda's alloy (50% Cu, 45% Al, 5% Zn) digestion block distilled water reagent bottles titration flask Digestion tubes Kjeldhal's distillation 	Classroom
Perform test Procedure on samples	 Weigh accurately required amount of sample as required. Digest sample on digestion block and make volume as per standard procedure. Process sample as per standard distillation method. Process sample as per standard titration method. Analyze three replicates as per standard requirement. Perform calculations according to SOP. Store unused reagents and dispose of wastes as required by relevant regulations and codes. Clean and store equipment. 	 Describe the digestion procedure of soil sample. Explain the titration procedure in given test. Practical Activity: Prepare Boric Acid solution 	 apparatus Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic burette Automatic Stirrer H₂SO₄. NaOH. potassium hydrogen phthalate Boric acid bromocresol green methyl red indicator ethyl alcohol Devarda's alloy (50% Cu, 45% Al, 5% Zn) digestion block 	Lab Visit





LU3. Perform Quality Control Checks	Frainee will be able to learn Calibrate equipment as per lab quality assurance plan. Run blank sample accordingly. Run Laboratory Control samples as per standard. Perform replicate/re-testing as per lab standards. Record quality control data as per lab procedure.	sample.	Theory- 12 Hrs. Practical- 18 Hrs. Total- 30 Hrs.	 Digestion tubes Kjeldhal's distillation apparatus Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic burette Automatic Stirrer distilled water reagent bottles titration flask 	Classroom Lab Visit
LU4 Record the results	Calculate and Note down the Results on analyst workbook.	 Knowledge based question Describe calculation involve in given test. 	Theory- 8 Hrs. Practical- 12 Hrs.	 Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Cylinder, 50 ml 	Classroom
Record the results		• Describe Calculation		•	Lab





	Clear and restore work area.	protocol for record keeping Practical Activity: Demonstrate results using standard formula		 Wash bottle Automatic burette Automatic Stirrer distilled water reagent bottles titration flask 	
Adopt precautions during work	 Ensure calibration of equipment as per standard requirement. Handle distillation unit as per SOP. Ensure sample digestion in fume hood as per standard requirement. Dispose-off waste as per SOP. Handle acids as per MSDS. Ensure safety protocols as per standard requirement. 	 Define MSDS Explain the role of fume hood in lab during digestion of sample. Describe safety protocols of given test. Practical Activity: 	Theory- 8 Hrs.	 Kjeldhal's distillation apparatus Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic burette Automatic Stirrer distilled water reagent bottles titration flask 	Classroom Lab Visit





Module 4: Perform Uric/Urease Nitrogen (N) In Solid, Liquid And Mixed Fertilizer By Kjeldahl Method

Objective: This competency standard covers the skill and knowledge required to Preparation samples for testing, test procedures, Quality Control Checks, results calculation, safety precautions and record data.

Duration: 120 Hrs. Theory: 48 Hrs. Practice: 72 Hrs. Credit Hrs.: 12

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Perform Prerequisites for testing	 Check sample label for required test. Maintain Laboratory room temperature as per requirement. Check for availability of N standard as per requirement. Set up KJELDAHL apparatus and reagents in accordance with the standard work instructions. Conduct pre-use and safety checks. 	 Explain the Role of uric/urease as nitrogen fertilizer. Describe use of nitrogen standard in given test. Practical Activity:		 Digestion tubes Kjeldhal's distillation apparatus Digestion block Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic burette Automatic Stirrer H₂SO₄ NaOH. potassium 	





			hydrogen phthalate Boric acid bromocresol green methyl red indicator ethyl alcohol digestion block distilled water reagent bottles titration flask
LU2.	Trainee will be able to learn	Knowledge based	Digestion tubesKjeldhal'sClassroom
Perform te Procedure samples	 amount of sample as required Digest sample on digestion block and make volume as perstandard procedure. Process sample as perstandard distillation method. 	 Define digestion block. Describe digestion process of solid samples. Explain the use of digestion block Discuss importance of replicates in titration. Theory- 12 Hr Practical- 18 Hrs. Total- 30 Hrs	distillation s. apparatus Digestion block Conical flasks, 500 ml Pipette,1ml, 5ml,





	 Perform calculations according to SOP. Store unused reagents and dispose of wastes as required by relevant regulations and codes. Clean and store equipment. 	reagents by following standard method.		 Automatic Stirrer H₂SO₄ NaOH. potassium hydrogen phthalate Boric acid bromocresol green methyl red indicator ethyl alcohol digestion block distilled water reagent bottles titration flask
LU3. Perform Quality Control Checks	 Trainee will be able to learn calibrate equipment as per lab quality assurance plan. Run blank sample accordingly. Run Laboratory Control samples as per standard. Perform replicate/re-testing as per lab standards. Record quality control data as per lab procedure. 	 Define lab quality assurance. Explain purpose of blank and control samples 	Theory- 12 Hrs. Practical- 18 Hrs. Total- 30 Hrs.	 Digestion tubes Kjeldhal's distillation apparatus Digestion block Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic





LU4	Trainee will be able to learn	Knowledge based	•	burette Automatic Stirrer	
Record the results	 Calculate and Note down the Results on analyst workbook. Submit the results to lab Incharge Clear and restore work area. 	questions:Explain the formula used	•	Digestion tubes Kjeldhal's distillation apparatus Digestion block Conical flasks, 500 ml Pipette,1ml, 5ml, 10 ml (Bulb type) Cylinder, 50 ml Beaker glass 500 ml, 1000 ml Wash bottle Automatic burette Automatic Stirrer	Classroom Lab Visit





Adopt precautions during work	 Ensure calibration of equipment as per standard requirement. Handle distillation unit as per SOP. Ensure sample digestion in fume hood as per standard requirement. Dispose-off waste as per SOP. Handle acids as per MSDS. Ensure safety protocols as per standard requirement. 	 Discuss the importance of 	ml, 1000 ml - 12 • Wash bottle s. • Automatic burette





Module 5: Perform Potassium (K) in Solid, Liquid and Mixed Fertilizer by Flame Photometery Method

Objective: This competency standard covers the skill and knowledge required to prepare samples for laboratory testing, testing procedure for testing Potassium in Water, Quality checks, calculation of results and precautions adopted for performing test.

Duration: 80 Hrs. Theory: 32 Hrs. Practice: 48 Hrs. Credit Hrs.: 8

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Perform Prerequisites for testing	 Trainee will be able to learn Check sample label for required test. Maintain Laboratory room temperature as per requirement. Check for availability of K standard as per requirement. Set up equipments in accordance with the standard work instructions. Conduct pre-use and safety checks 	 fertilizer Describe basic principle of Flame photometer. Explain working of Flame photometer. 	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Flame-photometer Auto Pipette 10 ml Potassium Standard (5 &-10 ppm) Deionized water Glass Beakers (Class A) Volumetric Flasks 100 ml Reagent bottles Glass rod Filter paper Glass funnel 	Classroom Lab Visit





requirement. Process sample as per standard testing method. Analyze sample using flame photometer as per SOP. Perform calculations as per standard procedure Store unused reagents and dispose of wastes as required.	photometer during operation. Described the steps required for calibration of Flame photometer.	Theory- 8 Hrs. Practical- 12 Hrs.	 Flame-photometer Auto Pipette 10 ml Potassium Standard (5 &-10 ppm) Deionized water Glass Beakers (Class A) Volumetric Flasks 100 ml Reagent bottles Glass rod Filter paper Glass funnel 	Classroom Lab Visit
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LU3. Perform Quality Control Checks	 Ensure use of fresh working Standards as per SOP. Run blank sample accordingly. Run Laboratory Control samples as per standard. Perform replicate/re-testing as per lab standards. Record quality control data as per lab procedure. 	checks Explain procedure for preparation of standard solution. Describe Quality Control Checks required for potassium analysis. Practical Activity: Draw quality control of given test.	Theory- 8 Hrs. Practical- 12 Hrs. Total- 20 Hrs.	 Flame-photometer Auto Pipette 10 ml Potassium Standard (5 &-10 ppm) Deionized water Glass Beakers (Class A) Volumetric Flasks 100 ml Reagent bottles Glass rod Filter paper Glass funnel 	Classroom Lab Visit
LU4 Record the results/ Finalize work	 Note down the Results on analyst workbook. Submit the results to lab Incharge Clear and restore work area. 	 Knowledge based question Describe dilution factor. Explain impact of dilution on results. Practical Activity: Calculate test results 	Theory- 8 Hrs. Practical- 12 Hrs. Total- 20 Hrs.	 Flame-photometer Auto Pipette 10 ml Potassium Standard (5 &-10 ppm) Deionized water Glass Beakers (Class A) Volumetric Flasks 100 ml Reagent bottles Glass rod Filter paper 	Classroom Lab Visit





LU5 Adopt precautions during work	 Ensure calibration of required equipment as per standard testing method. Perform dilutions in case of liquid sample before running any batch sample Dispose-off waste as per SOP. Ensure safety protocols as per standard requirement. 	 Define deionized water. Explain effect of deionized water in potassium determination. 	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Glass funnel Flame-photometer Auto Pipette 10 ml Potassium Standard (5 &-10 ppm) Deionized water Glass Beakers (Class A) Volumetric Flasks 100 ml Reagent bottles Glass rod Filter paper Glass funnel 	Classroom Lab Visit





Module 6: Perform water soluble micronutrients (Zn, Fe, Mn etc) in Fertilizers through Atomic Absorption Spectrometer (AAS) Method

Objective: This competency standard covers the skill and knowledge required to Preparation samples for testing, test procedures, Quality Control Checks, results calculation, safety precautions and record data.

Duration: 150 Hrs. Theory: 60 Hrs. Practice: 90 Hrs. Credit Hrs.: 15

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Perform Prerequisites for testing	 Check sample label for required test. Maintain Laboratory room temperature as per requirement. Keep the sample at room temperature for few minutes. Set up equipment and reagents in accordance with the standard work instructions. Conduct pre-use and safety checks. 	 micronutrients. Explain role of Zn, Fe, Mn as Fertilizers. Explain safety checks required to operate Atomic Absorption Spectrophotometer 		 Wash bottle Atomic Absorption Spectrophotometer Volumetric flask Funnel Filter Paper Pipette Standard solutions/ certified reference material (CRM) of desired micronutrient 	Classroom Lab Visit





LU2.	Trainee will be able to learn	Knowledge based question		Wash bottle	 Classroom
Perform test Procedure on samples	 Prepare sample according to test requirement Weight sample according to test requirement Take required aliquot from filtered sample as per STM. Prepare standards solutions for micronutrient according to range. Use relevant atomic lamp as per requirement. Aspire standard working solutions of micronutrient in AAS as per SOP. 	Define the operating procedure of Atomic Absorption Spectrophotometer. Describe sample preparation of soil and water for determination of micronutrient. Discuss the application of Atomic Absorption Spectrophotometer in industry. Practical Activity:	Theory- 24 Hrs. Practical- 36 Hrs. Total- 60 Hrs.	 Atomic Absorption Spectrophotometer Volumetric flask Funnel Filter Paper Pipette Standard solutions/ certified reference material (CRM) of desired micronutrient 	Lab Visit





LU3. Perform Quality Control Checks	 Run Laboratory Control samples as per standard. Perform replicate/re-testing as per lab standards. Record quality control data as per lab procedure. Prepare quality control charts of quality assurance activities according to lab procedure Always used valid standards 	 Define quality control charts. Describe validity of standards. 	Theory- 12 Hrs. Practical- 18 Hrs. Total- 30 Hrs.	 Wash bottle Atomic Absorption Spectrophotometer Volumetric flask Funnel Filter Paper Pipette Standard solutions/ certified reference material (CRM) of desired micronutrient 	 Classroom Lab Visit
LU4 Record the results	 Calculate and Note down the Results on analyst workbook. Perform detail calculations Submit the results to lab Incharge 	Differentiate between ppm	Theory- 12 Hrs. Practical- 18 Hrs. Total- 30 Hrs.	 Wash bottle Atomic Absorption Spectrophotometer Volumetric flask Funnel Filter Paper Pipette 	Class RoomLab Visit





	Clear and restore work area.	 Describe dilution factor. Practical Activity: Prepare 1, 2 and 4 ppm solution of Zn 		Standard solutions/ certified reference material (CRM) of desired micronutrient	
Adopt precautions during work	 Ensure before taking any measurement that instrument has been calibrated. Perform dilutions if required Always use perform pre and post acid washing 	 Explain safety precaution required to operate AAS 	Theory- 6 Hrs. Practical- 9 Hrs.	 Wash bottle Atomic Absorption Spectrophotometer Volumetric flask Funnel Filter Paper Pipette Standard solutions/ certified reference material (CRM) of desired micronutrient 	 Classroom Lab Visit





Module 7: Perform Soil Micronutrient Test

Objective: This competency standard covers the skill and knowledge required to Preparation samples for testing, test procedures, Quality Control Checks, results calculation, safety precautions and record data.

Duration: 60 Hrs. Theory: 24 Hrs. Practice: 36 Hrs. Credit Hrs.: 6

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Perform Prerequisites for testing	 Check the sample label for the required test. Maintain the Laboratory room temperature as per requirement. Arrange equipment and safety requirements as per standard method. Set up equipment in accordance with the standard work instructions. Conduct pre-use and safety checks. 	 Differentiate between micro and macronutrients Describe the role of Fe Explain basic principles of soil micronutrients determination. Practical Activity: Preparation of soil samples for micronutrient 	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Analytical Balance Atomic Absorption Spectrophotometer. Extraction/Reagent Bottles conical flasks Filter Paper DPTA, Calcium chloride, Triethanolamine (TEA). Deionized water 	 Lab Visit





LU2. Perform test Procedure on	Trainee will be able to learn Take required amount of soil as per recommended			 Analytical Balance Atomic Absorption Spectrophotometer. Extraction/Reagent 	Class RoomLab Visit
samples	 Add recommended amount of extracting solution and allow shaking as per standard method. Filter solution to obtain clean filtrate as per standard procedure. Prepare micronutrients (Zn, Cu, Fe, Mn) standards as per requirement. Observe reading separately for each parameter on Atomic Absorption Spectrophotometer as per standard method. 	 Discuss the role of micronutrients (Zn, Cu, Mn) in soil Explain the principle and working of Atomic Absorption Spectrophotometer Practical Activity: Preparation of Mn standards as per SOP. 	Theory- 8 Hrs. Practical- 12 Hrs. Total-20 Hrs.	 Extraction/Reagent Bottles conical flasks Filter Paper DPTA, Calcium chloride, Triethanolamine (TEA). Deionized water 	





LU3. Perform Quality Control Checks	 Trainee will be able to learn Turn on instrument as per operating manual. Run blank sample accordingly. Run Laboratory Control samples as per standard. Perform replicate/re-testing as per lab standards. Record quality control data as per lab procedure. Calibrate instrument using metal standards as per procedure. 	 Define quality control test. Explain intermediate check of Atomic Absorption Spectrophotometer 	Theory- 6 Hrs. Practical- 9 Hrs. Total- 15 Hrs.	 Analytical Balance Atomic Absorption Spectrophotometer. Extraction/Reagent Bottles conical flasks Filter Paper DPTA, Calcium chloride, Triethanolamine (TEA). Deionized water 	 Lab Visit
LU4 Record the results	 Calculate soil micronutrients using standard formula. Submit the results to lab Incharge Clear and restore work area. 	 Knowledge based questions Explain the guidelines for reporting accurate and relevant results. Describe the standard formula for calculation of soil micronutrients. Practical Activity: 	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Analytical Balance Atomic Absorption Spectrophotometer. Extraction/Reagent Bottles conical flasks Filter Paper DPTA, Calcium chloride, Triethanolamine (TEA). Deionized water 	 Lab Visit





LU5	Trainee will be able to learn	Draw calibration curve Knowledge based guestions:		Analytical BalanceAtomic Absorption	Class Room
Adopt precautions during work	 Ensure calibration of equipment as per standard method. Use clean and good quality glassware as per standard method Always prepare fresh working standards for accurate results. Ensure safety protocols as per standard method. 	 Describe the safety guidelines for efficient working of given instrument. 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Spectrophotometer. Extraction/Reagent Bottles conical flasks Filter Paper 	 Lab Visit





Module 8: Perform Standard Test Method (STM) for Zinc chelated percentage

Objective: This competency standard covers the skill and knowledge required to Preparation samples for testing, test procedures, Quality Control Checks, results calculation, safety precautions and record data.

Duration: 80 Hrs. Theory: 32 Hrs. Practice: 48 Hrs. Credit Hrs.: 8

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Prepare samples for testing	 Check the sample label as per requirement of test Keep the sample at room temperature Prepare the sample as per test procedure Ensure the availability of reagents/media as per test requirement Arrange related equipment as per protocol Ensure safe calibration of equipment as per requirement Ensure safety requirements as 	Sample.	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Analytical Balance HPLC Atomic Absorption spectrophotometer Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnels Reference standard material 	Class RoomLab Visit





LU2. Perform test Procedure	Trainee will be able to learn • Weigh specific amount of sample as per requirement • Perform the test as per lab protocol • Calculate results as per prescribed formula • Analyze in three replicates • Store unused reagents • Dispose of wastes as required • Clean and store equipment.	 Knowledge duestions: Discuss types of Zinc chelation. Describe the benefits of chelated zinc. Describe reagents for extraction. Practical Activity: Prepare standard solutions of Zinc ions. 	Theory- 8 Hrs. Practical- 12 Hrs. Total- 20 Hrs.	 Analytical Balance HPLC Atomic Absorption spectrophotometer Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnels Reference standard material 	Class RoomLab Visit
LU3. Perform Quality Control Checks	 Trainee will be able to learn Run blank sample accordingly. Turn on equipment as per standard manual Run Laboratory Control samples as per standard. 	chelated zinc	Theory- 8 Hrs. Practical- 12 Hrs. Total- 20 Hrs.	 Analytical Balance HPLC Atomic Absorption spectrophotometer Volumetric and conical flask 	Class roomLab Visit





	 Perform replicate/re-testing as per lab standards. Record quality control data as per lab procedure. Ensure standardization of solution and reagents as per standard method 	Practical Activity: • Draw QC chart of Zn Standard.		 Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnels Reference standard material 	
Record the results/Finalize work	 Calculate as per standard formula. Submit the results to lab Incharge Clear and restore work area. 	 Explain the formula for 	Hrs.	 Analytical Balance HPLC Atomic Absorption spectrophotometer Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnels Reference standard material 	Class RoomLab Visit





Adopt precautions during work	 Use clean and good quality glassware as per standard method Always prepare fresh working standards for accurate results. Ensure safety protocols as per standard method. Ensure calibration as per standard requirements 	 Discuss the safety protocols as per standard method. Explain the importance of calibration 		 Analytical Balance HPLC Atomic Absorption spectrophotometer Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnels Reference standard material 	 Classroom Lab Visit
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Module 9: Perform Standard Test Method (STM) to evaluate Gypsum Requirement in soil

Objective: This competency standard will enable the trainee to Determination of Gypsum Requirement of saline sodic and sodic soil

Duration: 80 Hrs. Theory: 32 Hrs. Practice: 48 Hrs. Credit Hrs.: 8

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. CU1. Prepare samples for testing	 Check the sample label as per requirement of test Keep the sample at room temperature Prepare the sample as per test procedure Ensure the availability of reagents/media as per test requirement Arrange related equipment as per protocol Ensure safe calibration of equipment as per requirement Ensure safety requirements as per protocol 		Practical- 6 Hrs.	 Analytical Balance Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnel with stand 	 Class Room Lab Visit





LU2.	Trainee will be able to learn	Knowledge based		Analytical Balance	Class Room
Perform test Procedure	 Weigh specific amount of soil as per requirement Perform the test as per lab protocol Calculate as per prescribed formula Analyze in three replicates Convert the readings according to standard units Store unused reagents Dispose of wastes as required Clean and store equipment. 	 questions: Discuss Soil bulk density. Describe the benefits of gypsum in soil Practical Activity: Prepare extraction of soil sample as per STM. 	Theory- 8 Hrs. Practical- 12 Hrs. Total- 20 Hrs.	 Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnel with stand 	• Lab Visit
LU3. Perform Quality Control Checks	 Run blank sample accordingly. Run Laboratory Control samples as per standard. Perform replicate/re-testing as per lab standards. Record quality control data as per lab procedure. Ensure standardization of solution and reagents as per standard method 	principle of mechanical	Theory- 8 Hrs. Practical- 12 Hrs. Total- 20 Hrs.	 Analytical Balance Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnel with stand 	Class roomLab Visit





LU4 Record the results/Finalize work	 Calculate as per standard formula. Submit the results to lab Incharge Clear and restore work area. 	 Knowledge duestions: Explain the formula for estimation of gypsum percentage. Practical Activity: Estimate the percentage saliently in given sample 	Theory- 8 Hrs. Practical- 12 Hrs. Total- 20 Hrs.	 Analytical Balance Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnel with stand 	Class RoomLab Visit
Adopt precautions during work	 Use clean and good quality glassware as per standard method Always prepare fresh working standards for accurate results. Ensure safety protocols as per standard method. 	 Discuss the safety protocols as per standard method 	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Analytical Balance Volumetric and conical flask Extraction/Reagent Bottles, conical flasks Mechanical shaker Pipette Burette Funnel with stand 	ClassroomLab Visit





Module 10: Generate test report

Objective: This competency standard will provide skills and knowledge related to preparation of test report as per international standards. This will also help in development of communication skills required for preparation of test report and communicate test results to the customer.

Duration: 10 Hrs. **Theory:** 4 Hrs. **Practice:** 6 Hrs. **Credit Hrs.:** 1

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Calculate results	 Trainee will be able to learn Write entries as per Data log sheet. Enter the data in computer systems Name the parameters accurately and explain abbreviation Use appropriate formula as per procedure Use software as per requirement 	 Knowledge based questions: Define and describe Basic formatting toolbar of MS Word. Explain the importance of using appropriate units. Explain Footnotes. Describe the use of MS Word and Excel for reporting test results. 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	RegisterComputerCalculator	• Classroom





LU2.	Transfer the output in Performa as per results of each test Trainee will be able to learn			Printer	Classroom
Prepare report	 Cross check the results Use proper unit of expression for results Provide reference range of each parameter as per requirement Specify Lab environment as per test report format Mention sample ID and description as per test report format Mention test method reference as test report format Report Conformity statement as per lab policy 	 questions: Define sample ID. Explain the Test report format Describe the reference standard range. Explain sample description. Explain significance of traceability of results. Practical Activity: Prepare a results report. 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Register Computer Calculator 	





Ensure traceability to test		
sample, sampling details, lab		
detail and analyst as per lab		
policy.		
Date of test performed as		
per test report Format.		
Sign the test report.		





Module 11: Ensure Test Quality

Objective: This competency standard will provide skills and knowledge related to preparation of test report as per international standards. This will also help in development of communication skills required for preparation of test report and communicate test results to the customer.

Duration: 20 Hrs. Theory: 8 Hrs. Practice: 12 Hrs. Credit Hrs.: 2

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Supervise test activity	 Ensure required temperature of the test as per test method. Ensure the placement of all the equipment and instruments as per standard Ensure the proper functioning of equipment Ensure the availability of all the stock and working solutions Ensure the quality assurance of all stock and working 	 Knowledge questions: Describe the impact of temperature and humidity on performance of equipment. Explain the importance of lab manuals Explain laboratory layouts. Practical Activity: Prepare instrument logbook. 	Theory-2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Printer Register Computer Calculator Thermometer Thermo-hygrometer Equipment manual Chemicals as per quality assurance plan Apparatus as per quality assurance plan 	• Classroom





	 Implement safety parameters applicable for each test. 				
LU2.	Trainee will be able to learn	Knowledge based		Printer	 Classroom
Supervise Subordinates	 Assign task to subordinates as per requirement. Train subordinates as per lab training plan. Evaluate subordinated for task performed as per lab evaluation criteria, Monitor the assigned activities as per requirement. Prepare related records of evaluation and monitoring as per lab procedure. Submit the records to the supervisor. 	 e Explain training plan for lab staff. e Explain JDs for working staff. e Discuss the importance of daily performance report, Practical Activity: e Prepare evaluation Performa for subordinates. 	Theory- 4 Hrs.	 Register Computer Calculator 	





LU3.	Trainee will be able to learn:	Knowledge based		Printer	• Classroom
Perform quality Check	 Plan activity as per lab quality assurance plan Perform Quality assurance activity as per plan Check the acceptance criteria as per lab standard protocol. Employ statistical techniques (relative standard deviation, standard deviation, average/mean) as per lab procedure. Prepare quality control charts following lab procedures. Report deviations or outliers observed to the supervisor. 	 questions: Define Relative standard deviation. Explain average and mean value. Describe uncertainty. Explain acceptance criteria as per lab standard protocol. Practical Activity: Calculate following from given data standard deviation Uncertainty 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Register Computer Calculator Thermometer Thermo-hygrometer Equipment manual Chemicals as per quality assurance plan Apparatus as per 	





Level 5 (Generic Competencies)

Module 1: Develop Entrepreneurial Skills

Objective:

After the completion of this competency standard, the Trainee will be expected to develop a business plan, collect information regarding funding sources, develop a marketing plan and develop basic business communication skills. Trainee's underpinning knowledge regarding entrepreneurial skills will be sufficient to provide you the basis for your work.

Duration: 30 Hours Theory: 12 Hours Practice: 18 Hours Credit Hours: 3

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Develop a business plan	Conduct a market survey to collect following information: i. Customer /demand ii. Tools, equipment, machinery and furniture with rates	 Main elements of business plan Filling the business plan format Enlist specific business terms used in the industry 	Theory- 3 Hrs. Practical- 3 Hrs. Total – 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	 iii. Raw material iv. Supplier v. Credit / funding sources vi. Marketing strategy vii. Market trends viii. Overall expenses ix. Profit margin Select the best option in terms of cost, service, quality, sales, profit margin, overall expenses Compile the information collected through the market survey, in the business plan format 	Describe 7Cs of business communication			
LU2. Collect information regarding funding sources	 Identify the available funding sources based on their terms and conditions, maximum loan limit, payback time, interest rate Choose the best available option according to investment requirement Prepare documents according to the loan agreement requirement Include the information of funding sources in the business plan 	 Enlist the available funding sources Explain how to get loan to start a new business Explain market survey and its tools e.g.: questionnaire, interview, observation etc 	Theory- 3 Hrs. Practical- 3 Hrs. Total – 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





LU3. Develop a marketing plan	 Make a marketing plan for the business including product, price, placement, promotion, people, packaging and positioning Include the information of marketing plan in the business plan 	 7ps of marketing including product, price, placement, promotion, people, packaging and positioning 	Theory- 3 Hrs. Practical- 6 Hrs. Total – 9 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU4. Develop basic business communication skills	 Communicate with internal customers e.g.: labor, partners and external customers e.g.: suppliers, customers etc., using effective communication skills Use different modes of communication to communicate internally and externally e.g.: presentation, speaking, writing, listening, visual representation, reading etc. Use specific business terms used in the market 	 Description of the market trends for specific product offering Different modes of communication and their application in the industry 	Theory- 3 Hrs. Practical- 6 Hrs. Total – 9 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





Module 2: Maintain Business Resources

Objective:

After the completion of this competency standard, the Trainee will be able to determine, administer and maintain resources and equipment to complete a variety of tasks. It applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgment using appropriate theoretical knowledge of business resources and their basic maintenance to provide technical advice and support to a team.

Duration: 30 Hours Theory: 12 Hours Practice: 18 Hours Credit Hours: 3

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Advise on resource requirements	 Calculate estimates of future and present business resource needs in accordance with organizational requirements Ensure advice is clear, concise and relevant to achieve organizational requirements. 	Knowledge based questions:	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	 Provide information on the most economical and effective choice of equipment, materials and suppliers. Identify resource shortages and possible impact on operations 				
LU2. Monitor resource usage and maintenance	 Ensure resource handling is in accordance with established organizational requirements including occupational health and safety requirements. Use business technology to monitor and identify the effective use of resources. Use consultation with individuals and teams to facilitate effective decision making on the appropriate allocation of resources. Identify and adhere to relevant policies regarding resource use in the performance of operational tasks. 	Knowledge based questions:	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	Routinely monitor and compare resource usage with estimated requirements in budget plans				
LU3. Acquire resources	 Ensure acquisition and storage of resources is in accordance with organizational requirements, is cost effective, and consistent with organizational timelines. Acquire resources within available timelines to meet identified requirements. Review resource acquisition processes to identify improvements in future resource acquisitions 	Knowledge based questions:	Theory- 4 Hrs. Practical- 6 Hrs. Total- 10 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





Module 3: Develop A Sales Plan

Objective:

After the completion of this competency standard, the Trainee will be able to develop a sales plan for a product or service for a team covering a specified sales territory based on strategic objectives and in accordance with established performance targets. It applies to individuals working in a supervisory or managerial sales role who develop a sales plan for a product or service.

Duration: 30 Hours Theory: 12 Hours Practice: 18 Hours Credit Hours: 3

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Identify organizational strategic direction	 Trainee will be able to: Obtain and analyze assessment of market needs and strategic planning documents Review previous sales performance and successful approaches to identify factors affecting performance Analyze information on 	 Assessment of market needs and strategic planning documents preparation Knowledge of business opportunities, customer profiles and decision 	Theory- 2 Hrs. Practical- 3 Hrs. Total – 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	market needs, new opportunities, customer profiles and requirements as a basis for decision making	making			
LU2. Establish performance targets	 Trainee will be able to: Determine practical and achievable sales targets Establish realistic time lines for achieving targets Determine measures to allow for monitoring of performance Ensure objectives of the sales plan and style of the campaign are consistent with organizational strategic objectives and corporate image 	tatistical techniques for analyzing sales and market trends	Theory- 2 Hrs. Practical- 3 Hrs. Total – 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU3. Develop a sales plan for a product	 Trainee will be able to: Determine approaches to be used to meet sales objectives Identify additional expertise requirements and allocate budgetary resources 	 Knowledge based questions: Principles and techniques for selling Sources of internal and external information Identification of organizational strategic 	Theory- 3 Hrs. Practical- 6 Hrs. Total – 9 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	 accordingly Identify risks and develop risk controls Develop advertising and promotional strategy for product Identify appropriate distribution channels for product Prepare a budget for the sales plan Present documented sales plan to appropriate personnel for approval 	direction and developing a product sales plan • Preparation of sales plan and its approval			
LU4. Identify support requirements	 Identify and acquire staff resources to implement sales plan Develop an appropriate selling approach Train staff in the selling approach selected Develop and assess staff knowledge of product to be sold 	 Knowledge based questions: Resources requirement for sales plan 	Theory- 2 Hrs. Practical- 3 Hrs. Total – 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	Trainee will be able to:	Knowledge based questions:		• Internet	Classroom
LU5. Monitor and review sales plan	 Monitor implementation of the sales plan Record data measuring performance versus sales targets Make adjustments to sales plan as required to ensure required results are obtained 	Principles, monitoring and techniques for selling Sources of internal and external information	Theory- 3 Hrs. Practical- 3 Hrs. Total – 6 Hrs.	 Laptop/Computer White board Projector screen Multimedia projector 	Olassiooni





Module 4: Plan And Implement Business-To-Business Marketing

Objective:

After the completion of this competency standard, the Trainee will be able to plan and implement business-to-business (B2B) marketing. It applies to individuals who work in a supervisory capacity in a team environment, who possess a sound theoretical knowledge base and demonstrate a range of managerial skills to ensure business activities are conducted effectively. In this role, individuals may work in small, medium or large enterprises across a variety of industries.

Duration: 30 Hours Theory: 12 Hours Practice: 18 Hours Credit Hours: 3

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Identify and evaluate business -to-business marketing strategies	 Trainee will be able to: Identify B2B markets in an industry context Research characteristics of business markets in an industry context Identify and analyze factors influencing business buyers in an industry context Analyze the business buying 	 Knowledge based questions: Identification of Business to Business markets 	Theory- 3 Hrs	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	process and its implications in the industry context Research and analyze a range of B2B marketing strategies appropriate for the organization Identify key personnel in buying decision process in the organization s			
LU2. Select business-to business marketing strategies	 business markets Trainee will be able to: Analyze trends within business markets and identify B2B marketing opportunities for the organization Identify and analyze success of the organization s previous B2B marketing strategies Select most appropriate B2B marketing strategies and activities that fit with organization s strategic & marketing plans 	Theory- 3 Hrs. Practical- 6 Hrs. Total – 9 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





LU3. Plan and develop business-to-business marketing activities	 Trainee will be able to: Record B2B marketing objectives and purpose Calculate costs of B2B marketing activities with assistance of appropriate personnel Select methods to report and measure effectiveness of B2B marketing activities Assign responsibilities to team members for B2B marketing activities Record B2B marketing plan and present to relevant stakeholders Assemble required resources to implement B2B marketing plan 		Theory- 3 Hrs. Practical- 6 Hrs. Total – 9 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU4. Implement and monitor business-to business marketing plan	element, according to lead times required and	 Trends in B2B marketing, corporate sector and business sector and preparation of plans 	Theory- 3 Hrs. Practical- 3 Hrs. Total – 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	and ethical requirements		
	Plan implementation of B2B		
	marketing activities		
	according to marketing		
	plan		
1	Identify & use evaluation		
	criteria and evaluation		
1	methods to determine		
	effectiveness of marketing		
	plan		
	•		
l I	Analyze success indictors of		
	B2B marketing plan and		
	record performance		
	according to organizational		
	reporting requirements		





Module 5: Address Customer Needs

Objective:

After the completion of this competency standard, the Trainee will be able to manage an ongoing relationship with a customer over a period of time. This includes helping customers articulate their needs and managing networks to ensure customer needs are addressed. It applies to individuals who are expected to have detailed product knowledge in order to recommend customized solutions. In this role, individuals would be expected to apply organizational procedures and be aware of, and apply as appropriate, broader factors involving ethics, industry practice and relevant government policies and regulations.

Duration: 20 Hours Theory: 8 Hours Practice: 12 Hours Credit Hours: 2

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Assist customer to articulate needs	 Ensure customer needs are fully explored, understood and agreed Explain and match available services and products to customer needs Identify and communicate rights and responsibilities of 	 Knowledge based questions: Explain organizational procedures and standards for establishing and maintaining customer service relationships. Explain consumer rights 	Theory- 2 Hrs. Practical- 3 Hrs. Total – 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	customers to the customer as appropriate	and responsibilities			
LU2. Satisfy complex customer needs	 Explain possibilities for meeting customer needs Assist customers to evaluate service and/or product options to satisfy their needs Determine and prioritize preferred actions Identify potential areas of difficulty in customer service delivery and take appropriate actions in a positive manner 	 Describe ways to establish effective regular communication with customers Variations within a limited product and service range. 	Theory- 2 Hrs. Practical- 3 Hrs. Total – 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU3. Manage networks to ensure customer needs are addressed	 Trainee will be able to: Establish effective regular communication with customers Establish, maintain and expand relevant networks to ensure appropriate referral of customers to products and services from 	Outline details of products or services including with reference to possible alternative products and services	Theory- 2 Hrs. Practical- 3 Hrs. Total – 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	within and outside the organization • Ensure procedures are in place to ensure that decisions about targeting of customer services are based on up-to-date information about the customer and the products and services available • Ensure procedures are put in place to ensure that referrals are based on the matching of the assessment of customer needs and availability of products and services • Maintain records of customer interaction in accordance				
	•				
LU4. Convert customer enquiries into sales	 Use information provided by customers or accessed from customer relationship management (CRM) system to identify any need 	Organizational standards for maintaining customer relationships to convert convincing sales pitches to customers need	Theory- 2 Hrs. Practical- 3 Hrs. Total – 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





•	Identify suitable products		
	/services to meet needs		
1	Make convincing sales		
	pitches to customers		
	following standard scripts		
	Handle customer queries,		
	objections and rebuttals		
	following standard scripts		
	Adapt your approach and		
	style to customer		
	preferences, within limits of		
	your competence and		
	authority		
1	Refer issues outside your		
	area of competence and		
	authority to appropriate		
	people, following your		
	organization's procedures		
1	Identify and act on		
	opportunities to up-sell or		
	cross-sell other		
	products/services to		
	customers		
1	Confirm customer wishes		
	and needs in order to close		
	sales		
1	Obtain required financial		
	information from customers,		
	following your		
	organization's procedures		





Complete your organization's post-sales procedures in order to complete/fulfill sales Comply with relevant		
standards, policies, procedures and guidelines when converting customer enquiries into sales		





Module 6: Solve Problems Which Jeopardize Safety And Security

Objective:

After the completion of this competency standard, the Trainee will be able to understand the complex negotiation in critical incidents and the development of strategic responses designed to resolve threatening incidents.

Duration: 30 Hours Theory: 12 Hours Practice: 18 Hours Credit Hours: 3

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Identify a problem	 Trainee will be able to: Form a problem statement and analyze root cause. Take initiative in tackling problems rather than relying solely on directives Follow logic steps in understanding root cause and analyzing potential solutions. 	Explain organization's policies, guidelines and procedures related to control and surveillance, safety and preventing and responding to incidents and breaches of orders covered in the range of variables.	Theory- 3 Hrs. Practical- 3 Hrs. Total- 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	Traines will be able to:	A norgan who		- Internet	
LU2. Determine strategies for a required solution	 Analyze all aspects of the incident for degree of hazard, priorities, optional outcomes and appropriate strategies Analyze and determine strategies and priorities on the incident sought from a range of sources Assess long term objectives against resources and priorities Apply a range of communication techniques to make and maintain contact with the key people Provide clear and factual information to enable an honest and realistic assessment of the interests of the key people and their positions Resolve the conflict and express their likely consequences clearly and do an analysis of the benefits Reassess points of 	A person who demonstrates competency in this unit must be able to provide evidence of the ability to resolve problems which jeopardize safety and security.	Theory- 3 Hrs. Practical- 3 Hrs. Total- 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	disagreements for common positive Positions				
LU3. Coordinate support services	 Assess the need for support services in terms of the determined strategies and priorities Negotiate the resources of support services according to established procedures and availability Provide information on strategies to support services and maintain the communication Delegate roles and responsibilities according to expertise and resources 	 Explain organization's management and accountability systems Outline the guidelines for use of equipment and technology Explain code of conduct 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU4. Restore order	 Assess the incidents for degree of risk and take appropriate action to reduce and remove the impact of the incident and 	 Describe teamwork principles and strategies Outline the principles of effective communication 	Theory- 3 Hrs. Practical- 6 Hrs. Total- 9 Hrs.	InternetLaptop/ComputerWhite boardProjector screenMultimedia projector	Classroom





	1	
restore order Take action designed to		
minimize risk and the preserve the safety and		
security of all involved Take action to prevent the		
escalation of the incident appropriate to the		
circumstances and agreed procedures.		
 Carry out the use of force fo 		
the restoration of control and the maintenance of security		
in the least restrictive manner.		
 Complete reports accurately and clearly provided to the 		
appropriate authority promptly		
Review, evaluate and analyze the incident and the		
organizational response		
to it and report it promptly and accurately.		





LU5. Provide leadership. direction and guidance to the work group	 Link between the function of the group and the goals of the organization Participate in decision making routinely to develop, implement and review work of the group and to allocate responsibilities where appropriate Give opportunities and encouragement to others to develop new and innovative work practices and strategies Identify conflict and resolve with minimum disruption to work group function Provide staff with the support and supervision necessary to perform work safely and without risk to health Allocate tasks within the competence of staff and support with appropriate 	 Integration of employability skills with workplace tasks and job roles Verification of competency to be transferred to other circumstances and environments 	Theory- 1 Hrs. Practical- 3 Hrs. Total- 4 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





situations account to of individ	priorities and s and takes into the different needs luals and the ents of the task		





Module 7: Apply problem solving techniques in the workplace using critical thinking

Objective: After the completion of this competency standard, the Trainee will be able to apply the process of problem solving for problems beyond those associated directly with the process unit.

Duration: 30 Hours Theory: 12 Hours Practice: 18 Hours Credit Hours: 3

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Analyze the problem	 Evaluate issues/concerns are evaluated based on data gathered. Identify possible causes of problem are identified within the area of responsibility as based on experience and the use of problem solving tools/analytical techniques. Develop possible cause statements based on 	 Explain Analytical skills and broad knowledge of diagnostic tools Explain broad knowledge of the client business domain Elaborate broad understanding of organizational systems and functions Outline communication skills according to the type of audience Explain the methods of questioning and active 	Theory- 3 Hrs. Practical- 3 Hrs. Total- 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	 findings. Use analogies to support reasoning. Identify cause and effects are identified based on the criteria or information provided to support reasoning. 	listening employed to clarify general information			
LU2. Identify possible solutions	 Consider all possible options for solution of the problem in accordance with safety and operating procedures. Determine strengths and weaknesses of possible options. Take corrective action to solve the problem and determine its possible future causes. Analyze past experience Provide samples to support generalization. Implement simulations as needed. 	 Describe the ways to develop critical thinking Explain methods and techniques for decision making within a limited range of options Describe general customer service skills 	Theory- 3 Hrs. Practical- 3 Hrs. Total- 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





LU3. Recommend solution to higher management	 Trainee will be able to: Prepare report or documentation. Present recommendations to appropriate personnel. Follow up recommendations, if required. 	Explain the ways to improve teamwork in reference to personal responsibility	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU4. Implement solution	 Trainee will be able to: Identify measurable objectives Identify resource needs Prepare timelines in accordance with plan. 	Develop teams and individuals and ask for individual feedback	Theory- 3 Hrs. Practical- 6 Hrs. Total- 9 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU5. Evaluate / monitor results and outcome	 Identify processes and improvements based on evaluative assessment of problem. Prepare recommendations and submit to superiors 	The evidence should integrate employability skills with workplace tasks and job roles and verify competency is able to be transferred to other situations	Theory- 1 Hr Practical- 3 Hrs. Total- 4 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





Module 8: Manage Personal Finances

Objective:

After the completion of this competency standard, the Trainee will be able to develop, implement and monitor a personal budget in order to plan regular savings and manage debt effectively.

Duration: 20 Hours Theory: 8 Hours Practice: 12 Hours Credit Hours: 2

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Develop a personal budget	 Calculate current living expenses using available information to prepare a personal budget. Keep a record of all income and expenses for a short period of time to help estimate ongoing expenses. Subtract total expenses from total income to determine a surplus or deficit budget for the specified period. 	 Preparing cash flow statement Basic concepts of Time value of money Understanding of current and fixed assets Understanding of elements of equity and liabilities (long term and short term) Identification of available 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	 Find reasons for a deficit budget and ways to reduce expenditure identified. Identify ways to increase income, if possible 	 financial resources Step by step budget plan preparation Budget review techniques 			
LU2. Develop longer term personal budget	 Analyze income and expenditure and set longer term personal, work and financial goals. Develop a longer-term budget based on the outcomes of short-term budgeting, and adjust to meet living, work and future career requirements. Identify obstacles that might affect finances such as job loss, sickness or unexpected expenses contingency savings Formulate a regular savings plan based on budget, using secure savings products and services. Monitor expenditure against budget and identify areas of 	 Develop a personal budget based on analysis of expenditure and income Monitor expenditure for a period of up to 2 weeks. 	Theory- 3 Hrs. Practical- 6 Hrs. Total- 9 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	possible expenditure saving				
LU3. Identify ways to maximize future finances	 Trainee will be able to: Determine sources and ways to maximize personal income, including from work, investments or available government payments/allowances. Get further education or training to maintain or improve future income. Identify the need for debt to finance living and other expenses, and determine the appropriate levels of debt and repayment. Consolidate existing debt, where possible, to minimize interest costs and fees. Seek professional money management services, where available, to ensure financial plans are 	Formulate goals and identify financial contingency plans	Theory- 3 Hrs. Practical- 3 Hrs. Total- 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





effective and achievable		





Module 9: Coordinate a Work Team

Objective:

After the completion of this competency standard, the Trainee will be able to achieve operational outcomes and effective working relationships through managing and developing individuals and teams.

Duration: 20 Hours Theory: 8 Hours Practice: 12 Hours Credit Hours: 2

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Develop and maintain a cooperative work group	 Work contributions and suggestions from staff are continually sought and encouraged Contributions to work group operations are acknowledged and suggestions are dealt with constructively Develop staff skills according to work requirements 	 Explain the principles of effective team operation Explain the principles of human resource management Describe the training delivery processes in the workplace 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	 Implement new work practices Address conflict between staff members in accordance with current personnel practices. 				
LU2. Communicate objectives and required standards	 Inform the staff of the objectives and standards required Commit to objectives and standards Practices of safe, fair and participative work principals are and promote to staff 	 Ability to coordinate a work team Evidence of integration of employability skills with workplace tasks and job roles 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU3. Provide feedback on performance	 Give constructive feedback on all aspects of work performance provided to individuals and team Access and address performance in a fair and timely manner in accordance with relevant guidelines, procedures and natural justice 	Outline the industry assessment guidelines	Theory- 1 Hr Total- 1 Hr	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





LU4. Support and participate in development activities	 Trainee will be able to: Assess training needs of all staff, implemented and promoted Devise an action plan to meet individual and group training and development needs is collaboratively developed, agreed to and implemented Identify specific training needs of individuals Encourage staff in applying skills and knowledge in the workplace Provide training to the required standard on the job Support and encourage staff to attend training courses and to take up other development opportunities. 	 Employee feedback development procedures Employee performance and development activities feedback Mechanism for taking actions after the performance appraisals 	Theory- 1 Hr Practical- 3 Hrs. Total- 4 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU5. Provide leadership. direction and guidance to the work group	 Trainee will be able to: Link between the function of the group and the goals of the organization Participate in decision 	 Designing the training modules Scheduling of trainings & allocation of trainers Allocation of supportive resources 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	InternetLaptop/ComputerWhite boardProjector screenMultimedia projector	Classroom





	making routinely to develop,		•	
	implement and review			
	work of the group and to			
	allocate responsibilities			
	where appropriate			
1	Give opportunities and			
	encouragement to others to			
	develop new and			
	innovative work practices			
	and strategies			
1	Identify conflict and resolve			
	with minimum disruption to			
	work group			
	function			
I.	Provide staff with the support			
	and supervision necessary			
	to perform work			
	safely and without risk to			
	health			
	Allocate tasks within the			
I I'				
	competence of staff and			
	support with			
	appropriate authority,			
	autonomy and training			
1	Supervise appropriately the			
	changing priorities and			
	situations and takes			
	into account the different			
	needs of individuals and the			
	requirements of			





the task		





Module 10: Lead Small Teams

Objective:

After the completion of this competency standard, the Trainee will be able to lead small teams including setting and maintaining team and individual performance standards.

Duration: 20 Hours Theory: 8 Hours Practice: 12 Hours Credit Hours: 2

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Facilitate team development	 Identify work requirements, standards and purpose to team members. Assist team to develop objectives, targets and key performance indicators relevant its purpose and workplace goals. Allocate duties regard to the skills required to properly 	 Explain team dynamics and facilitation processes Describe methods of monitoring performance Outline the relevant legal requirements. Outline strategies for dealing effectively with team member complaints or grievances 	Theory- 3 Hrs. Practical- 3 Hrs. Total- 6 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	 undertake the assigned task and according to company policy. Identify roles, responsibilities and expectations of each team member. Disseminate and discuss performance expectations to individual team members. 				
LU2. Motivate and build the team	 Develop positive and constructive relationships with and between team members Facilitate team communication processes Involve team members in the process of examining risks and options and making decisions, to ensure acceptance and support. Encourage individual and team efforts and contributions. Strengths and weaknesses of team members are 	 A person who demonstrates competency in this unit must be able to provide evidence of the ability to lead small teams. State workplace policies and procedures 	Theory- 3 Hrs. Practical- 6 Hrs. Total- 9 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





	determined and sharing of work tasks is promoted to up skill team members. Recognize team members' queries and discuss and deal with it.				
LU3. Facilitate and monitor team effectiveness	 Monitor the implementation of work plan and team and individual performance against agreed strategies, targets and standards, according to workplace policies and procedures. Monitor performance against defined performance criteria and/or assignment instructions and corrective action taken if required. Support team in identifying and resolving problems that may impede performance and to suggest improvements in team Performance. Consult team members in 	 styles Evidence of integration of employability skills with workplace tasks and job roles and verify competency is able to be transfer 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





-	
	any review and revision of
	team objectives and goals.
	Address performance issues
	which cannot be rectified
	within the team to
	appropriate personnel
	according to employer
	policy.
	Refer concerns of a team
	and individual are referred to
	next level of
	management or appropriate
	specialist and conduct
	negotiations on
	their behalf.
	Keep team members inform
	of any changes in the priority
	allocated to
	assignments, or tasks which
	might impact on
	client/customer needs
	and satisfaction.
	Monitor team operations to
	ensure that internal or
	external employer/client
	needs and requirements are
	met.
	Provide follow-up
	communication on all issues
	affecting the team





 Conduct team meetings to review work operations and address issues according to workplace policies and procedures. Support team in identifying and resolving problems that may impede performance and to suggest improvements in team performance. Consult team members in any review and revision of team objectives and goals. Raise any inappropriate values and standards 		
exhibited in the workplace with the person concerned.		





Module 11: Manage Human Resource Services

Objective: After the completion of this competency standard, the Trainee will be able to plan, manage and evaluate delivery of human resource services, integrating business ethics. It applies to individuals with responsibility for coordinating a range of human resource services across an organization. They may have staff reporting to them.

Duration: 20 Hours Theory: 8 Hours Practice: 12 Hours Credit Hours: 2

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
LU1. Determine strategies for delivery of human resource services	 Trainee will be able to: Analyze business strategy and operational plans to determine human resource requirements. Review external business environment and likely impact on organization's human resource requirements. 	 Identify the key provisions of legal and compliance requirements that apply to managing human resources Summarize the organization's code of conduct 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom





LU2. Manage the delivery of	 their areas. Review organization's requirements for diversity in the workforce. Develop options for delivery of human resource services that comply with legislative requirements, organizational policies and business goals. Develop and agree on strategies and action plans for delivery of human resource services. Agree and document roles and responsibilities of human resource team, line managers, and external contractors Trainee will be able to: Develop and communicate 	Fundamentals of recruitment and selection process i.e.	Theory- 2 Hrs.	 Internet Laptop/Computer White board 	Classroom
human resource services	information about human resource strategies and services to internal and external stakeholders.	searching, screening, evaluation and control Types of recruitment processes	Practical- 3 Hrs. Total- 5 Hrs.	Projector screenMultimedia projector	





	lop and negotiate	as per business	 	
servi	ce agreements between	requirement		
the h	uman resource team,			
servi	ce providers and client			
group	os.			
• Docu	ment and communicate			
servi	ce specifications,			
	rmance			
stanc	lards and timeframes.			
• Docu	ment and communicate			
servi	ce specifications,			
	rmance			
	lards and timeframes.			
_	e on, and arrange			
moni	toring of quality			
	rance processes.			
	re that services are			
	ered by appropriate			
	ders, according to			
	ce agreements and			
	ational plans.			
	ify and rectify			
	rperformance of human			
	irce team or service			
provi				
	ify appropriate return on			
	tment of providing			
huma	an resource services.			





LU3. Evaluate human resource service delivery	 Establish systems for gathering and storing information needed to provide human resource services. Survey clients to determine level of satisfaction. Analyze feedback and surveys and recommend changes to service delivery. Capture ongoing client feedback for the review processes. Obtain approvals to variations in service delivery from appropriate managers. Support agreed change processes across the organization. 	Explain human resource strategies and planning processes and their relationship to business and operational plans	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	 Internet Laptop/Computer White board Projector screen Multimedia projector 	Classroom
LU4. Manage integration of business ethics in human resource practices	 Trainee will be able to: Ensure personal behavior is consistently ethical and reflects values of the organization. 	 Describe performance and contract management Explain how feedback is used to modify the delivery of human resources. 	Theory- 2 Hrs. Practical- 3 Hrs. Total- 5 Hrs.	InternetLaptop/ComputerWhite boardProjector screenMultimedia projector	Classroom





 Ensure code of cobserved across organization, and expectations are incorporated in home resource policies practices. Observe confidence requirements in coall human resour information. Deal promptly wi 	the I its uman and ntiality Idealing with		
	th unethical		
Ensure all person responsible for hard resource function understand requirements requirements required behavior.	uman is		





• List of Tool & Equipment:

- Buckets
- Cardboard box
- First Aid Kit
- Flow meter
- GPS device
- Hygrometer
- Ice box
- Marker
- Measuring tape
- Metal ring
- Personal protective equipment (PPE)
- Plastic bags
- Preservatives
- Sacks
- Sampling bottles
- Shovel
- Stainless steel Auger
- Sterilized containers





- Stop watch
- Tags for labelling
- Thermometer
- Thread
- Un-galvanized Auger

Processing Tools

- Crusher (Manual and mechanical)
- Different mesh sieves
- Pestle and mortar
- Sample Storage containers
- Sample Splitter
- Spatula
- Registers
- Filtration assembly
- Labelling materials
- Trowel
- Oven
- Vacuum extraction pump

Analytical Tools and glass wares





- Beaker
- Burette
- China Dish
- Conical flask
- Crucible
- Cylinder (From 10 ml to 1L)
- Dropper
- Filter Paper
- Funnel
- Indicator dropper
- Measuring Flask
- Petri dishes
- Pipette
- PPE
- Stirring rod
- Test Tube racks
- Test Tubes
- Tong
- Wash bottles
- Wash dishes





Equipment

- Atomic Absorption spectrophotometer
- Analytical Balance
- Auto clave
- Block digestion
- Dispenser
- EC meter
- Exhaust hood
- Flame Photo meter
- Flow injection analyser
- Freezer
- Hot Plate
- Hot water bath tub
- Hydrometer
- Incubator
- Kjeldahl Unit
- Laminar flow
- Muffle Furnace





- Oven
- PH meter
- Reciprocating Shakers
- Refrigerator
- Shaker
- Shaker
- Spectro Photometer
- Vortex mixer
- Water Distillation Unit

PPE

- Lab coat
- Goggle
- Gloves
- Dust mask
- Full face shield
- Safety Shoes





11. Members of the Curriculum Development Committee

S#	Name	Designation		
1	Mr. Muhammad Saeed Ahmed	Agriculture Officer, UVAS Pattoki		
2	Dr. Asma Saeed	Principal Scientific Officer, PCSIR Labs. Complex Lahore		
3	Dr. Amina Mumtaz	Sr. Scientific Officer, PCSIR Labs. Complex Lahore		
4	Dr. Naeem Abbas	Sr. Scientific Officer, PCSIR Labs. Complex Lahore		
5	Ms. Saadia Syed	DACUM Expert GCTW, Lahore		
6	Ms. Mahnoor Atique	MPhil Scholar, UET Lahore		





7	Ms. Iqra Haider Khan	PhD Scholar, PU
8	Ms. Shagufta Perveen	PhD Scholar, PU
9	Engr. Aijaz Ahmed Zia	DACUM Facilitator
10	Mr. Muhammad Yasir	Deputy Director/ Coordinator – (Skills Standards and Curricula) NAVTTC HQ

12. Members of the Qualification Validation Committee

S#	Name	Designation
1	Ms. Saadia Syed	DACUM Expert, PTEVTA Lahore
2	Mr. Muhammad Hashim	Training & Development officer, Agrilla Seeds Faisalabad
3	Dr. Sumaira Maqsood	Associate professor, Punjab University, Lahore





4	Ms. Hina Ashraf	Phd Scholar , Punjab University Lahore
5	Mr. Muhammad Saeed Ahmed	Agriculture Officer, UVAS, Pattoki
6	Mr Abid Mahmood	Scientific Officer, Agriculture Department, KPK Peshawar
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12	Engr. Liaqat Ali jamhroo	Director, Academics, STEVTA
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