



National Vocational Certificate level 2-4, in
(Food Processing)

Pine nut/Chillgoza Processor



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(Food Processing) “Pine nut / Chillgoza
Processor”**

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TITLE OF QUALIFICATION

- National Vocational Certificate level 2, in (Food Processing) “Pine nut / Chillgoza Processor”
- National Vocational Certificate level 3, in (Food Processing) “Pine nut / Chillgoza Processor”
- National Vocational Certificate level 4, in (Food Processing) “Pine nut / Chillgoza Processor”

INTRODUCTION

Pakistan’s exports of pine nuts / chillgoza are experiencing an increasing trend and Pakistan is ranked as the second biggest producer of pine nuts just after China. Chillgoza / pine nut is jewel of nuts species. It is found in western Himalayan forests of Pakistan and Afghanistan. Chillgoza pines have similar appearance as stone pines; featuring long slender, pointed kernels. These are famous around the globe for variety, quality taste and colour. Major importers of Pakistani pine nuts were China, US, UK, Scandinavian countries, Middle East and Europe.

The pine nuts are called piñones in Spanish and pinoli or pignoli in Italian. However, the seeds of the pinyon pines (*Pinus edulis* and *Pinus monophylla*), which produce in the south-western US and in northern Mexico, are known as pinon nuts. Moreover, several countries of the Far East, Central Asia and Russian Federation also import pine nuts in bulk quantity from Pakistan despite serious challenges of lingual and taxation barriers.

Pine trees grow in the wild cold and taiga forest regions of the northern hemisphere. Interestingly, they are huge, straight erect trees with large stem and may reach up to 75 feet in height with pyramidal or umbrella like dense foliage cover. Even then Pakistani pine nuts remain successful in attracting very good response from the local buyers than pine nuts of other countries on the basis of a peculiar taste and fragrance. Pine nut kernels are, indeed, very good source of plant derived nutrients, essential minerals, vitamins and heart friendly mono-unsaturated fatty acids that help benefit in reducing cholesterol levels in the blood.

Pine nut is an important nut in Pakistani markets as well, and generally it sells around Rs. 2500 to Rs. 3000 per kg. Since Pine nuts grows under special weather conditions and in specific region therefore regards as rear and precious commodity. One of the important reasons of loses among Pine nuts is not availability of any skill training for its harvesting/cutting, roasting and processing. The process of value addition in the same region will also boost its value and provide more benefits to the growers and processors. The locals of Waziristan Agency try to sow its seed but only

3-5 % seeds are successful during cultivation. Moreover, growers do not use appropriate techniques to cut the cones from trees and as a result a lot of damage can be done to the cones of next generation. Similarly wrong methods of extracting pine nuts from cone and while grading and packing of its nuts make it more vulnerable. Lahore is the largest Pine nuts market of Pakistan where as Bannu is the second largest, followed by Peshawar and Karachi markets. Keeping in mind these harms and damages it is mandatory to introduce comprehensive competency based trainings for Pine nut processing.

Pine nuts are famous across the world as one of the best nuts due to its unique taste and nutrition. The increasing demand have not only created a pressure to the growers but also affected the natural process of its cultivation. Under these circumstances it is mandatory to train youth of local community of FATA in general and Waziristan Agency in particular, where 20% forest comprises on Pine nut trees. FATA-Development Authority (FDA) has trained about 1200 in the Pine nuts processors in the training institute in Bannu without any curriculum. The training imparted comprised of one month duration with the support of Market Development Solutions (MDS).

Based on the above desideratum the competency based national vocational qualifications have been developed by NAVTTC to train the unskilled men and women of North and South Waziristan Agencies and FATA on the technical and entrepreneurial skills to be employed / self-employed and inevitably set sustainable impact on their lives by increase in their livelihood income.

Training in the course is based on defined competency standards, which are industry oriented. The traditional role of a trainer changes and shifts towards the facilitation of training. A trainer encourages and assists trainees to learn for themselves. Trainees are likely to work in groups (pairs) and all doing something different. Some are doing practical tasks in the workshop, some writing, some not even in the classroom or workshop but in another part of the building using specialist equipment, working on computers doing research on the Internet or the library. As trainees learn at different pace they might well be at different stages in their learning, thus learning must be tailored to suit individual needs. The following facilitation methods (teaching strategies) are generally employed:

- **Direct Instruction Method:** This might be effective when introducing a new topic to a larger group of trainees in a relative short amount of time. In most cases this method relies on one-way communication, hence there are limited opportunities to get feedback on the trainee's understanding.
- **Discussion Method:** This allows trainees to actively participate in sharing knowledge and ideas. It will help the trainer to determine whether trainees understand the content of the topic. On the other hand, there is a possibility of straying off topic under discussion and some trainees dominating others on their views.
- **Small Group Method:** Pairing trainees to help and learn from each other often results in faster knowledge/skill transfer than with the whole class. The physical arrangement of the classroom/workshop and individual assessment may be challenging. Analogy method should be in corporate.

- **Problem Solving Method:** This is a very popular teaching strategy for the training. Trainees are challenged and are usually highly motivated when they gain new knowledge and skills by solving problems (Contingency skills). Trainees develop critical thinking skills and the ability to adapt to new learning situations (Transfer skills). It might be time consuming and because trainees sometimes work individually, they may not learn all the things that they are expected to learn.
- **Research Method:** This is used for workshops and laboratory tasks, field experiments, and case studies. It encourages trainees to investigate and find answers for themselves and to critically evaluate information. It however requires a lot of time and careful planning of research projects for the trainee.

The detail of the competency standards included in these qualifications are given below:

National Vocational Certificate level 2, in (Food Processing) “Pine nut / Chillgoza Processor”

- A. Collect Pine nut cones from trees
- B. Extract Pine nuts from cones
- C. Perform handling & storage at source

National Vocational Certificate level 3, in (Food Processing) “Pine nut / Chillgoza Processor”

- A. Collect Pine nut cones from trees
- B. Extract Pine nuts from cones
- C. Perform handling & storage at source Perform roasting of Pine nuts
- D. Perform peeling of Pine nuts Kernel

National Vocational Certificate level 4, in (Food Processing) “Pine nut / Chillgoza Processor”

- A. Collect Pine nut cones from trees
- B. Extract Pine nuts from cones
- C. Perform handling & storage at source Perform roasting of Pine nuts
- D. Perform peeling of Pine nuts Kernel
- E. Perform Pine nuts marketing operations
- F. Develop Professionalism

PURPOSE OF THE QUALIFICATION

The purpose of the training is to provide skilled manpower to improve the existing Pine nut processing industry. This will improve the quality of Pine nuts/Chillgoza in terms of consumer's acceptability and willingness in local and export markets. The availability of such quality of Pine nuts in the local and international markets will ultimately bring economic benefits to the producers and processors.

MAIN OBJECTIVES OF THE QUALIFICATION

The core objective of these qualifications is to set professional standards for Pine Nuts Processors, who will serve as key elements enhancing quality of Pakistan's pine nut market. The specific objectives of developing these qualifications are as under:

- Improve the professional competence of pine nut processing
- Capacitate the local community and trainers in modern CBT trainings, methodologies and processes as envisaged under NVQF
- Provide flexible pathways and progressions in Pine nut processing sector
- Enable the trainees to perform their duties in efficient manner
- Establish a standardized and sustainable system of training Pine nut processors in Pakistan

DATE OF VALIDATION

These national vocational qualifications have been validated by the Qualifications Development Committee (QDC) on 2nd and 3rd of November 2017 and will remain in currency until December 2019

CODES OF QUALIFICATIONS

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling and analyzing cross-nationally comparable statistics on education and training. ISCED codes for these qualifications are assigned as follows:

ISCED Classification (Dry nuts Processors)

Code	Description
	National Vocational Certificate level 2, in (Food Processing) "Pine nut / Chillgoza Processor"

0721DNP01

0721DNP02

National Vocational Certificate level 3, in (Food Processing) "Pine nut / Chillgoza Processor"

0721DNP03

National Vocational Certificate level 4, in (Food Processing) "Pine nut / Chillgoza Processor"

MEMBERS OF QUALIFICATIONS DEVELOPMENT COMMITTEE

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ENTRY REQUIREMENTS

The entry qualifications for Pine nuts processor trades are given below:

Title of Qualification	Entry requirements
National Vocational Certificate level 2, in (Food Processing) “Pine nut / Chillgoza Processor” - 0721DNP01	Entry for assessment / training for this qualification is open. However, entry into formal training institutes, based on this qualification may require skills and knowledge equivalent to primary or literate with some working knowledge of this field.
National Vocational Certificate level 3, in (Food Processing) “Pine nut / Chillgoza Processor” - 0721DNP02	Entry for this qualification is person having National Vocational Certificate level 2, in (Food Processing) “Pine nut / Chillgoza Processor”.
National Vocational Certificate level 4, in (Food Processing) “Pine nut / Chillgoza Processor” - 0721DNP03	Entry for this qualification is person having National Vocational Certificate level 3, in (Food Processing) “Pine nut / Chillgoza Processor”. In addition to this the person must have matriculation with fundamental knowledge of marketing of Pine nuts (Demand and supply sides). In addition to this he/she must be computer literate and have knowledge of food standards.

REGULATIONS FOR THE QUALIFICATION

- Pine nut’s Product foods and hazards
- Product health and analysis
- Aflatoxins and its harms

- Food material good storage practices.
- ISO 9001:2008 Including core standards for health.
- Pakistan Standard and Quality Control Authority (PSQCA) Standards.
- Workplace regulations 1992 Ministry of Labour, Govt of Pakistan
- Deal with hazards in accordance with workplace instructions and legal requirements.
- The Management of Health and Safety at Work Regulations 1992 (dermatitis and asthma).
- Environment Protection Agency.
- Basic food and corporate social responsibility standards i.e.
 - Hazard Analysis and Critical Control Point HACCP
 - Global GAP
 - SA-8000

SUMMARY OF COMPETENCY STANDARDS

Code	Competency Standards	Level	Credits	Category
0721DNP01A	Collect Pine nut cones from trees	2	2	Technical
0721DNP01B	Extract Pine nuts from cones	2	2	Technical
0721DNP02A	Perform handling & storage at source	2	1	Technical
0721DNP02B	Perform roasting of Pine nuts	3	3	Technical
0721DNP02C	Perform peeling of Pine nuts Kernel	3	1	Technical
0721DNP03A	Perform Pine nuts marketing operations	4	6	Functional
0721DNP03B	Develop Professionalism	4	5	Generic
041600453	Occupational health and safety	2	3	Technical
041600455	Communicate in the workplace to support customers and team	3	6	Technical
041600459	Work effectively in a customer service - sales environment	3	7	Technical
041600460	Develop professionalism	3	3	Technical
041600461	Comply with health and safety regulations	3	2	Technical

QUALIFICATION PACKAGES

These qualifications are assigned and packages as follows:

Code	Description	Competency standards for Packages
0721DNP01	National Vocational Certificate level 2, in (Food Processing) "Pine nut / Chillgoza Processor"	0721DNP01A + 0721DNP01B
0721DNP02	National Vocational Certificate level 3, in (Food Processing) "Pine nut / Chillgoza Processor"	0721DNP01A + 0721DNP01B + 0721DNP02A + 0721DNP02B + 0721DNP02C
0721DNP03	National Vocational Certificate level 4, in (Food Processing) "Pine nut / Chillgoza Processor"	0721DNP01A + 0721DNP01B + 0721DNP02A + 0721DNP02B + 0721DNP02C + 0721DNP03A + 0721DNP03B

Competency Standard A: Collect Pine nut cones from trees

Overview

This competency standard covers the skills and knowledge required to cut Pine cones professionally from trees and sorting of Pine nuts cones according to grades (sizes) and remove the defective cones from the lots.

Competency Units	Performance Criteria
A1: Cut Pine nut cones from trees	<i>Trainee will be able to:</i> P1. Select appropriate cutting tools P2. Wash hands with soap P3. Wear proper Personal Protective Equipment (PPEs) for cutting of Pine nut cones. P4. Cut cones from Pine nut trees without damaging the immature cones (Next year) P5. Place Pine nut cones at appropriate point. P6. Wash hands with soap
A2: Sort Pine nut cones according to grades	<i>Trainee will be able to:</i> P1. Segregate Pine nut cones by sizes correctly P2. Remove defective Pine nut cones P3. Put the cones in bags P4. Place Pine nut cones at dry place in a ventilated room / shelter

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1 Harvesting season
- K2 Cones maturity and color
- K3 Proper cutting techniques
- K4 Types and uses of cutting tools
- K5 Identification of Male and Female cones
- K6 Pine nut cones storage techniques
- K7 Difference between healthy and infected cones
- K8 Harms of contamination
- K9 Health and safety

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Cut at least three cones as per standard (Colour, size, maturity) and explain reasons and method of cutting
- Used proper PPEs during cutting of Pine nut cones

Important points

- By cutting some cones from Pine nut trees one can have exact idea about right harvesting season and time.
- Cut the cones from trees with extreme competency and by using the accurate cutting tools
- Collect and store the cones as per standard defined above.
- Wash hands before and soon after cutting with soap
- Use appropriate gloves and goggles etc. while cutting



Competency Standard B: Extract Pine nuts from cones

Overview

This competency standard covers the skills and knowledge required to prepare surface for placement of pine nut cones after cutting, dry pine nut cones for extraction of Pine nuts, all kinds of Pine nuts extraction techniques and how to reduce excessive moisture and remove foreign material from the extracted Pine nuts by using adequate personal protective equipment.

Competency Units	Performance Criteria
B1. Prepare surface for placement of Pine nut cones	<p><i>Trainee will be able to:</i></p> <p>P1. Identify the appropriate place for drying</p> <p>P2. Smooth the surface with mud plaster (<i>Lippai</i>)</p> <p>P3. Dry the surface for placement of cones</p>
B2. Dry Pine nut cones for extraction	<p><i>Trainee will be able to:</i></p> <p>P1. Select proper heating/Drying method</p> <p>P2. Heat the Pine cones for extraction of Pine nuts as per SOP</p>
B3. Separate Pine nuts from cones	<p><i>Trainee will be able to:</i></p> <p>P1. Extract Pine nuts from opened cones</p> <p>P2. Spread semi opened cones at perforated surface</p> <p>P3. Beat cones with wooden stick to extract the Pine nuts</p> <p>P4. Extract rest of the Pine nuts with the help of wooden pointer / wooden hammer from semi</p>

	opened cones, one by one correctly
B4. Reduce excessive moisture from Pine nuts	<i>Trainee will be able to:</i> P1. Spread Pine nuts in open air in thin layers to reduce excessive moisture P2. Shuffle the Pine nuts on regular intervals for uniformity
B5. Remove Foreign Material from Pine nuts	<i>Trainee will be able to:</i> P1. Remove foreign material from Pine nuts with fan / blower (air treatment) P2. Remove foreign material from Pine nuts with the help of sieves P3. Manually remove foreign material from Pine nuts P4. Grade the Pine nuts according to their size and colour
B6. Adopt health and safety measures during extraction	<i>Trainee will be able to:</i> P1. Wash hands properly with soap P2. Wear PPEs as per requirements

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1 Extraction methods, techniques and related Standard Operating Procedure (SOP)
- K2 Drying techniques of Pine nuts
- K3 Harms of infected pine nuts and their preventive measures during extraction
- K4 Types and uses of Pine nuts extraction tools including mechanical extraction machinery
- K5 Health and safety guidelines for extraction (Gloves, Goggles, Masks, Socks)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Extracted Pine nuts from cones with all three methods by:
 - Hands
 - Beating with wooden stick
 - Wooden pointer / hammer
- Graded 2 Kg Pine nuts by removing foreign materials as per:
 - Size (A,B and C categories)
 - Colour (White, Brown and Black)

Important points

- Pine nuts cones normally open naturally in 6-8 days under the sun
- Use wooden hammer of small size for extracting some of the semi opened cones
- Extracted Pine nuts must be placed on a clean cloth sheet
- Extracted Pine nuts must be stored in boxes





Competency Standard C: Perform handling & storage at source

Overview

This competency standard covers the skills and knowledge required to sort Pine nuts as per grading requirements (sizes and colours), pack Pine nuts as per instructions and properly transport the packed Pine nuts.

Competency Units	Performance Criteria
C1. Sort Pine nuts as per grading	<i>Trainee will be able to:</i> P1. Sort Pine nuts according to size (A,B and C category) P2. Sort Pine nuts according to colour (White, Brown and Black) P3. Remove infected Pine nuts from the lot
C2. Pack Pine nuts as per requirements	<i>Trainee will be able to:</i> P1. Select packing material according to instructions P2. Fill the Pine nuts in the packing material
C3. Transport Pine nuts to the desired destination	<i>Trainee will be able to:</i> P1. Select suitable transport means P2. Load the Pine nuts on selected transport as per instructions P3. Despatch Pine nuts to the desired market

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1 Types of Pine nuts packaging material
- K2 Importance of packaging material for Pine nuts
- K3 Moisture levels in Pine nuts
- K4 Customers' requirements for packing of Pine nuts

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Graded 2 Kg Pine nuts by removing foreign materials as per:
 - Size (A,B and C categories)
 - Colour (White, Brown and Black)
- Packed 2 Kg Pine nuts as per instructions and explain the importance of packing materials and mark for traceability

Important points

- Pine nuts are dried in 2-3 days at 24-29 degree centigrade
- Clean the surface soon after grading



Competency Standard D: Perform roasting of Pine nuts

Overview

This competency standard covers the skills and knowledge required to roast Pine nuts as per requirements, remove infected Pine nuts after roasting and pack roasted Pine nuts, as per instructions and properly transport the packed Pine nuts to the desired destination.

Competency Units	Performance Criteria
D1: Roast Pine nuts as per requirements	<p><i>Trainee will be able to:</i></p> <p>P1. Select roasting equipment as per instructions</p> <p>P2. Roast the Pine nuts as per requirement</p> <p>P3. Clean roasting equipment after use</p> <p>P4. Place/Store roasting equipment at designated point</p>
D2: Remove infected Pine nuts	<p><i>Trainee will be able to:</i></p> <p>P1. Remove infected Pine nuts with fan / Air blower as per SOP</p> <p>P2. Remove infected Pine nuts with the help of sieves</p> <p>P3. Manually remove infected Pine nuts</p>
D3: Pack roasted Pine nuts as per requirement	<p><i>Trainee will be able to:</i></p> <p>P1. Select packing material as per requirement</p> <p>P2. Weigh-out the roasted Pine nuts for packing</p> <p>P3. Pack the Pine nuts according to requirements</p>

D4: Transport roasted Pine nuts to the desired destination *Trainee will be able to:*

nuts to the desired destination

P1. Select suitable transport means

P2. Load the Pine nuts on selected transport as per instructions

P3. Despatch Pine nuts to desired market

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1 Types and uses of Pine nuts roasting equipment
- K2 Pine nuts roasting methods and techniques

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Performed roasting of 2 Kg Pine nuts as per instructions
- Packed 2 Kg roasted Pine nuts according to guideline

Important points

- Roast the pine nuts after proper natural drying
- Hard shell pine nuts be roasted for 20-30 minutes at 50 to 75 degree centigrade
- Soft shell pine nuts be roasted for 10-20 minutes at 50 to 60 degree centigrade
- Continuously shake the pine nuts while roasting
- Use proper gloves while roasting and grading
- Place pine nuts at clean and cool place after roasting



Competency Standard E: Perform peeling of Pine nuts for Kernel

Overview

This competency standard covers the skills and knowledge required to select appropriate Pine nuts for Kernels, roast the Pine nuts and after peeling of kernels, soaking and peeling of Pine nuts, drying and removing membrane from kernels and finally perform packing of kernels.

Competency Units	Performance Criteria
E1: Roast Pine nuts for Kernel	<p><i>Trainee will be able to:</i></p> <p>P1. Select Pine nuts for roasting for kernels</p> <p>P2. Select roasting equipment for Pine nuts</p> <p>P3. Roast the Pine nuts, as per requirement</p> <p>P4. Clean the roasting equipment</p> <p>P5. Store the roasting equipment at designated point</p>
E2: Perform peeling of Pine nuts for Kernels extractions	<p><i>Trainee will be able to:</i></p> <p>P1. Soak roasted Pine nuts in warm water as per requirements</p> <p>P2. Remove shells (Peeling) of soaked Pine nuts correctly</p> <p>P3. Spread peeled Kernels on appropriate surface as per requirements to reduce moisture</p>
E3: Dry Kernels for removing membrane	<p><i>Trainee will be able to:</i></p> <p>P1. Spread the Kernels for drying to remove Kernel membrane</p> <p>P2. Remove Kernel membrane by rubbing gently with a neat cloth</p>

<p>E4: Sort Kernels as per requirements</p>	<p>P3. Remove Kernel membrane by the help of blower</p> <p>Trainee will be able to:</p> <p>P1. Sort Kernels with the help of sieves for grading</p> <p>P2. Separate the unhealthy Kernels manually</p>
<p>E5: Perform Packing of Kernels</p>	<p>Trainee will be able to:</p> <p>P1. Select the packing material as per requirement</p> <p>P2. Pack the Kernels as per instructions</p>

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1 Pine nuts roasting techniques for Kernel
- K2 Peeling techniques
- K3 Types and uses of personal protective equipment

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Performed roasting of 1 Kg Pine nuts for Kernels, as per instructions
- Performed peeling of 50 Pine nuts

Important points

- Peeling must be performed by hands after properly washing by hands
- For attaining quality put the kernels in boxes for appropriate time
- Clean the surface before and after peeling
- Remove the thin membrane from kernels with clean cloth after soaking
- Use the most suitable fresh and attractive packing material



Competency Standard F: Perform basic Marketing Operations

Overview

This competency standard covers the skills and knowledge required to analyse Pine nut market trends (both demand and supply sides), prepare most feasible and beneficial market plan and execute that plan.

Competency Units	Performance Criteria
F1: Analyse Pine nuts market trends	<i>Trainee will be able to:</i> P1. Identify market demands for Pine nuts P2. Study Pine nuts supply side of the market P3. Make a contacts list of Traders / Agents / Brokers of the Pine nuts market
F2: Prepare Marketing Plan for sale of Pine nuts	<i>Trainee will be able to:</i> P1. Plan product supply as per various markets requirements P2. Set price(s) according to various market requirements P3. Select target market(s) P4. Select promotional means, according to target market(s)
F3: Execute Marketing Plan	<i>Trainee will be able to:</i> P1. Pack Pine nuts (grade wise) as per requirement P2. Finalize the business deal P3. Apply label (mark) on the packed bags P4. Adopt correct means of transportation P5. Despatch finished product to the market

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1 Basic concepts of marketing
- K2 Trends of markets (Demand and supply etc.)
- K3 Knowledge of 4Ps

- Product
- Price
- Promotion
- Placement

- K1 Pine nut's Product knowledge
- K2 Product health and analysis
- K3 Basic Food standards i.e. HACCP, Global GAP, SA-8000 etc.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Performed role playing properly as Buyer and Seller and they will negotiate to finalize a realistic business deal

Important points

- Packed material must be kept on wooden racks 6-9 inches higher than ground surface
- Use proper amount of Aluminium Phosphate to protect food from insects
- Collective marketing strategy should be adopted in collaboration with Pine nuts marketing association
- There must be proper negotiation among buyers and sellers
- If the cost will be reduced the profit will be higher
- If we grade all production simultaneously it will reduce the cost tremendously
- Products from the same region must be reached collectively to the processors dealers and whole sellers
- The right combination of all 4Ps of the market must be used



Competency Standard G: Develop Professionalism

Overview

This competency standard covers the skills and knowledge required to develop professional attitude and follow environmental health and safety rules strictly.

Competency Units	Performance Criteria
G1. Develop professional attitude.	<i>Trainee will be able to:</i> P1. Analyse upcoming market trends. P2. Develop Professional network. P3. Demonstrate behavioural skills. P4. Develop sound interpersonal skills P5. Develop communication skills.
G2. Follow Environmental, Health and Safety Rules.	<i>Trainee will be able to:</i> P1. Follow Health and Safety Rules P2. Ensure Personal Safety P3. Ensure Machine Safety P4. Ensure Work Place Safety P5. Ensure safety while operating irons. P6. Store all flammables in a safe area.

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

- K1 Professionalism (meaning, attitude, output, timely delivery, networking)
- K2 Behavioral skills.
- K3 Importance of trends and market research.

- K4 Interpersonal skills
- K5 Communication skills
- K6 Market norms
- K7 Significance of personal hygiene
- K8 Types of Hazards in the Workplace
- K9 Various Parts of Machine while troubleshooting.
- K10 Handling of Sewing Machines.
- K11 Significance of workplace cleanliness.
- K12 Handling of Electric Supply and Appliances
- K13 Organizational Health and Safety Rules
- K14 Process to handle emergency situations.
- K15 Types of materials which can catch fire.

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Make a list of material which can catch fire
- Explain the importance of health and safety
- Brief about types of hazards at workplace

Important points

- Must be conscious about health and safety measures at work place
- Can communicate professionally with outsiders and within organisation



Occupational health and safety

Purpose

It is for the safety of persons working in that environment.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
I1. Identify and implement safe working practices	You must be able to: P1. Study of facility layout design and operations P2. Implement the health and safety measures	You must know and understand: K1. Knowledge of health and safety precautions

Communicate in the workplace to support customers and team

Purpose

This Competency standard identifies the competencies required to communicate in the workplace to support customers and team as per organization's approved guidelines and procedures. You will be expected to communicate face-to-face with customers, use technology to communicate with customers, communicate with customers and colleagues from diverse backgrounds, work in a team, ask appropriate probing / questioning from customers and provide continuous feedback to customers / colleagues. Your underpinning knowledge about basic communication tools and correspondence tactics will be sufficient for you to provide the basics of the work.

Classification ISCED

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
B1. Communicate face-to-face with customers.	You must be able to: P1. Maintain welcoming customer environment that reflects company branding and market position and is in line with the company policy and procedures. P2. Greet customer warmly according to company policy and procedures. P3. Create effective service environment through verbal	You must be able to: K1. Explain different techniques that can be applied when communicate with customer face to face K2. Describe types of customer behavior and dealings K3. Explain different communication skills and techniques K4. Explain the basic key elements of the

	<p>and non-verbal interaction according to company policy and procedures.</p> <p>P4. Use questioning and active listening to determine customer needs.</p> <p>P5. Use positive and inclusive language.</p> <p>P6. Recognize personal factors impact on customer service delivery</p>	<p>communication process.</p> <p>K5. Describe a range of communication methods that can be used to effectively communicate with customers and identify the most appropriate to use in different situations.</p> <p>K6. Explain how 'body language' impacts on the communication process.</p>
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B2. Use technology to communicate with customers.

You must be able to:

- P1. Answer telephone according to the company procedures.
- P2. Questioning and active listening to identify caller and establish and confirm requirements.
- P3. Use telephone system functions according to instructions.
- P4. Use email, social networking sites and other technologies to receive and process information and customer requests in line with company policy and procedures.
- P5. Record and promptly pass on messages or information.
- P6. Inform customer of any problems and relevant action being taken.
- P7. Perform follow-up action as necessary.

You must be able to:

- K1. Identify the recognized principles of communicating electronically, by telephone and in writing.
- K2. Describe the different methods of collecting customer feedback on telephone.
- K3. Explain the importance of collecting customer feedback and how this can be used to improve customer service.
- K4. Describe how technology can affect and enhance the service delivery process.

B3. Communicate with customers and colleagues from diverse backgrounds.

You must be able to:

- P1. Treat customers and colleagues from diverse backgrounds with respect and sensitivity.
- P2. Consider cultural differences in verbal and non-verbal communication.
- P3. Use gestures or simple words to communicate where

You must be able to:

- K1. Identify the barriers to effective communication that can arise and how best to deal with these.
- K2. Identify and explain when it is necessary to seek advice or assistance from colleagues and when to take own initiative.

	<p>language barriers exist.</p> <p>P4. Obtain assistance from colleagues or supervisors when required to facilitate communications.</p>	<p>K3. Describe different types of dealings techniques with different types of behaviors</p>
<p>B4. Work in a team.</p>	<p>You must be able to:</p> <p>P1. Display a courteous and helpful manner at all times.</p> <p>P2. Complete allocated tasks willingly, according to set timeframes.</p> <p>P3. Actively seek or provide assistance by approaching other team members when difficulties arise.</p> <p>P4. Identify and use lines of communication with supervisors and peers according to company policy.</p> <p>P5. Encourage, acknowledge and act upon constructive feedback provided by other team members.</p> <p>P6. Use questioning to minimise misunderstandings.</p> <p>P7. Identify signs of potential workplace conflict wherever possible and take action to resolve the situation using open and respectful communication.</p> <p>P8. Participate in team problem solving.</p> <p>P9. Interpret organization's goals and objectives and translate them into individual targets</p> <p>P10. Prepare plan of action to achieve individual as well as team goals</p>	<p>You must be able to:</p> <p>K1. Define team work.</p> <p>K2. Explain the importance of team work.</p> <p>K3. Define company goals and objectives as well as SOPs of the company</p> <p>K4. Explain different concepts and techniques of problem solving</p> <p>K5. Describe systematic decision making process</p> <p>K6. Describe characteristics of a successful teamwork experience.</p>
<p>B5. Ask appropriate probing / questioning from customers</p>	<p>You must be able to:</p> <p>P1. Use different types of questions when appropriate.</p> <p>P2. Allow the other person to answer freely.</p> <p>P3. Collect facts, information and data about the other person's</p>	<p>You must be able to:</p> <p>K1. Explain:</p> <ul style="list-style-type: none"> • Open-ended questions • Close-ended questions • High gain questions • Mirror questions • Probing questions

	<p>situation.</p> <p>P4. Focus on the necessary information (information that links directly to product or service)</p>	<ul style="list-style-type: none"> • Situation questions
<p>B6. Provide continuous feed-back</p>	<p>You must be able to:</p> <p>P1. Give and receive feed-back with customers.</p> <p>P2. Apply appropriate body language and read customers body language.</p> <p>P3. Give and receive feed-back with internal departments.</p> <p>P4. Design a communication system / process and share information.</p> <p>P5. Gain commitment from others to work together in the interest of the customers.</p> <p>P6. Conduct meetings.</p> <p>P7. Utilize the feed-back to identify opportunities for product / service improvement.</p>	<p>You must be able to:</p> <p>K1. Explain how to use customer feed-back to improve your business</p> <p>K2. Define importance of body language.</p> <p>K3. Explain communication ethics.</p> <p>K4. Define organizational Jargon.</p>

Work effectively in a customer service/ sales environment

Purpose

This Competency standard identifies the competencies required Work Effectively in a Customer Service/Sales Environment as per Organization's approved guidelines and procedures. You will be expected to work within organizational requirements, support the work team, maintain personal presentation, develop effective work habits, portray ethical behaviour and acquire up to date product / service knowledge. Your underpinning knowledge about Work Effectively in a Customer Service/Sales Environment will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
F1. Work within organizational requirements.	You must be able to: P1. Identify and read organisation's requirements and responsibilities and seek advice from appropriate people where necessary. P2. Interpret staff rosters and provide sufficient notice of unavailability	You must be able to: K1. Define industry awards and agreements that relate to personal job role and terms and conditions of employment. K2. Differentiate between employer and employee responsibilities. K3. Explain different relevant legislation and statutory requirements.

for rostered hours according to workplace policy and procedures.

- P3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities.
- P4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.
- P5. Identify roles and responsibilities of colleagues and immediate supervisors.
- P6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.
- P7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.

F2.Support the work team.

You must be able to:

- P1. Display courteous and helpful behaviour at all times.
- P2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace timeframes.
- P3. Complete allocated tasks as required.
- P4. Seek assistance when

You must be able to:

- K1. Explain the importance of team work
- K2. Define workplace relations
- K3. Explain workplace policies, plans and procedures, including:
 - Dealing with grievances
 - Discriminatory behavior
 - Equal opportunity issues.
 - Staff rosters and notification of shift
 - Availability or non-attendance

- difficulties arise.
- P5. Use questioning techniques to clarify instructions or responsibilities.
- P6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.

- Providing customer service to colleagues and customers.

<p>F3. Maintain personal presentation.</p>	<p>You must be able to:</p> <p>P1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</p> <p>P2. Follow personal hygiene procedures according to organisational policy and relevant legislation.</p>	<p>You must be able to:</p> <p>K1. Explain hygiene and personal presentation</p> <p>K2. Explain the importance of workplace ethics</p>
<p>F4. Develop effective work habits.</p>	<p>You must be able to:</p> <p>P1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.</p> <p>P2. Ask questions to seek and clarify workplace information.</p> <p>P3. Plan and organise daily work routine within the scope of the job role.</p> <p>P4. Prioritise and complete tasks according to required timeframes.</p> <p>P5. Identify work and personal priorities and achieve a balance between competing priorities</p>	<p>You must be able to:</p> <p>K1. Explain staff counseling and disciplinary procedures</p> <p>K2. Describe workplace organizational structure.</p>

F5. Portray ethical behavior	You must be able to: P1. Follow ethical code of conduct. P2. Understand your customer's code of ethics. P3. Declare conflict of interest. P4. Maintain confidentiality. P5. Honour your commitments (timeframe, deliverables etc.) P6. Use internet for business only on company time.	You must be able to: K1. Explain the importance of ethical behavior. K2. Explain the importance of commitment in sales and customer services.
F6. Acquire up to date product / service knowledge	You must be able to: P1. Gather information about your product / services. P2. Identify the components of your product and services. P3. Recognize the essential selling features of your products and services. P4. Translate all essential features of your product and services. P5. Analyze product success. P6. Identify your market position. P7. Familiar with all product promotions, sales manuals and product literature. P8. Keep information of latest technology advances and seek ways to use these technologies in your work.	You must be able to: K1. Explain: <ul style="list-style-type: none"> • Price per product. • Profit per product / service. • Price flection • Product strengths • Product weaknesses. • Warranty / guarantee policies. • Packaging facilities and potential. K2. Explain how your product/service fits into your customers overall operations, business plan, sales success, operation cost etc.

Develop professionalism

Purpose

This Competency standard identifies the competencies required to Develop Professionalism as per Organization's approved guidelines and procedures. You will be expected to create a personal vision / mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review. Your underpinning knowledge about Develop Professionalism will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
G1. Create a personal vision / mission	You must be able to: P1. Clarify / prioritize self-values and consider the value of others. P2. Clarify expectations of yourself and expectations others have of you. P3. Identify what you need to do to be successful (personal standards, targets, goals, principals) P4. Set specific short and long term goals. P5. Translate the vision into	You must be able to: K1. Explain long and short term goals. K2. Explain why personal vision and mission is important for success. K3. Describe the advantages of personal vision and mission.

	<p>actionable steps.</p> <p>P6. Integrate the vision into daily practice.</p> <p>P7. Recount frequently with your vision and change accordingly.</p>	
G2. Manage your attitude.	<p>You must be able to:</p> <p>P1. Challenge yourself, break old habits, and move out of your comfort zone.</p> <p>P2. Practice innovative techniques for out of the box creative thinking.</p> <p>P3. Seek out support and feedback from others on the team, in the organization / community etc.</p> <p>P4. Identify daily, weekly accomplishments.</p> <p>P5. Read inspirational material, audiotapes etc.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of personal and professional motivation</p> <p>K2. Identify your positive attitude.</p> <p>K3. Explain the advantages of innovative ideas and techniques during job.</p>
G3. Practice self-discipline	<p>You must be able to:</p> <p>P1. Accountable for your performance.</p> <p>P2. Identify what you need to do to be successful.</p> <p>P3. Communicate your priorities to others.</p> <p>P4. Make and honour appointments with yourself and others.</p> <p>P5. Practice relaxation and energizing techniques.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of communication.</p> <p>K2. Explain the advantages of self-discipline.</p>
G4. Manage time	<p>You must be able to:</p> <p>P1. Isolate key success activities and prioritize them.</p> <p>P2. Breakdown large tasks down into manageable action steps (set time frame).</p> <p>P3. Create or adopt action plans and follow it.</p> <p>P4. Set aside appropriate blocks of time for goal-related activities.</p>	<p>You must be able to:</p> <p>K1. Explain the importance of time management to achieve different tasks.</p>

P5. Make the best possible use of support people / recourses to accomplish tasks.

<p>G5.Manage your professional development</p>	<p>You must be able to: P1. Take inventory of your personal interests, abilities, skills, knowledge etc. P2. Identify and prioritize the strengths and gaps. P3. Use available assessment tools. P4. Create a personal growth strategy / career path. P5. Set personal goals and timeframe for achieving them. P6. Learn from your mistakes.</p>	<p>You must be able to: K1. Explain the importance and need of professional development.</p>
<p>G6.Participate in trainings and performance review</p>	<p>You must be able to: P1. Analyse, evaluate and improve performance, and report significant issues/problems to senior management P2. Demonstrate to-do attitude in profession P3. Demonstrate understanding of skills requirements P4. Use the competences acquired in trainings</p>	<p>You must be able to: K1. Define concept about performance standards. K2. Explain policies, procedures and regulations regarding human resources of the organization. K3. Explain self-planning and management techniques K4. Define goals and strategies of self- development. K5. Explain relevant knowledge about training / job requirements</p>

Comply with health and safety regulations

Purpose

This Competency standard identifies the competencies required to comply with health and Safety Regulations as per Organization's approved guidelines and procedures. You will be expected to interpret health and safety regulations, apply basic safety procedures and apply basic emergency procedures. Your underpinning knowledge about comply with health and safety regulations will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

Unit of Competency	Performance Criteria	Knowledge
H1. Interpret health and safety regulations, standards and guidelines of an organization.	You must be able to: P1. Identify, understand and apply health and safety regulations at workplace P2. Assess risk of injury and equipment damages in common work situations and report to department concerned for timely response P3. Participate in quality enhancement of products or services of the	You must be able to: K1. Explain concepts and principles of health, safety, quality and environment regulations. K2. Define types of risk of injuring and equipment damages. K3. Describe types of risk and injury at workplace. K4. Explain the procedure of dealing with risk and injury situation.

	<p>organization</p> <p>P4. Comply with quality and safety standards effectively</p> <p>P5. Handle toxic and hazardous material and product with caution</p> <p>P6. Assess risk of injuries and accidents and report it to senior management for avoiding serious injuries</p>	<p>K5. Explain health and safety policies and guidelines of the organization.</p> <p>K6. define characteristics and types of toxic and hazardous material or products offered by company and their impact on environment.</p>
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H2. Apply basic safety procedures.

You must be able to:

- P1. Follow safety procedures to achieve a safe work environment, according to all relevant WHS legislation, including codes of practice relating to particular hazards in the industry or workplace.
- P2. Identify and report unsafe work practices, including faulty plant and equipment according to company policy and procedures
- P3. Manage dangerous goods and substances according to company policy and relevant legislation.
- P4. Identify potential manual handling risks and manage manual handling tasks according to company policy.
- P5. Report work-related incidents and accidents to designated personnel.
- P6. Participate in consultative processes and procedures for WHS.

You must be able to:

- K1. Explain appropriate use of personal protective clothing.
- K2. Explain the procedure to eliminating hazards.
- K3. Explain first aid procedures.

<p>H3. Apply basic emergency procedures.</p>	<p>You must be able to:</p> <ul style="list-style-type: none"> P1. Follow fire and emergency procedures, including evacuation, according to company policy and legislation. P2. Identify designated personnel responsible for first aid and evacuation procedures. P3. Accurately identifies safety alarms. 	<p>You must be able to:</p> <ul style="list-style-type: none"> K1. Define fire, chemical and electrical hazards K2. Explain slip, trips and falls K3. Explain the procedure of storage of dangerous goods and hazardous substances and waste. K4. Define communication and consultation processes. K5. Explain manual handling procedures.
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COMPLETE LIST OF TOOLS AND EQUIPMENT

Sr. #	Description	Quantity
1.	Pine nuts cone cutters with baskets	5
2.	Gloves	25 pairs
3.	Wooden hammer for extraction	5
4.	Wooden Pointer for extraction	5
5.	Heating Pit	2
6.	Air blower	2
7.	Generator	1
8.	Pallets	3
9.	Jute / Cotton bags (Air ventilation)	5
10.	White Board	1
11.	Multimedia	1
12.	Dry roaster (Proto type)	1
13.	Moisture meter	5
14.	Stitching bag machine	2
15.	Pedal sealers	1

16. Sieves (3 different sizes) 5 each

17.	Computer	1
18.	Printer	1
19.	Goggles	25
20.	Ladder	5
21.	Safety harness for tree climbing	5
22.	First Aid Box	1
23.	Aprons	25
24.	Weighing scale (up-to 5 kg)	1
25.	Weighing scale (up-to 100 kg)	1