

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

What are Occupational Standards(OS)?

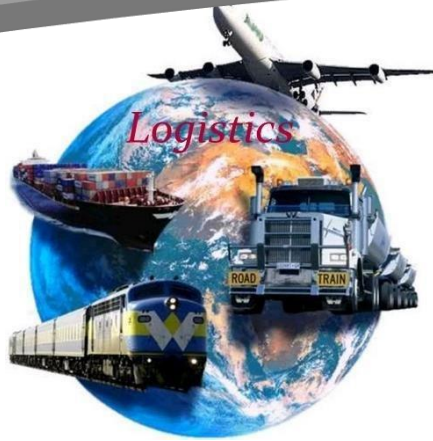
- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack – Loader/Unloader

SECTOR: LOGISTICS

SUB-SECTOR: Land Transportation

OCCUPATION: LOADER/UNLOADER

REFERENCE ID: LSC/Q1110

ALIGNED TO: NCO-2004/933.00

Brief Job Description: Loader/Unloader in the Logistics industry is also known as Loader, Transport Associate. Individuals in this role need to identify goods based on the product code, unload them from the truck onto the inbound area and move them to the staging area. A similar sequence is done for loading. Their responsibilities include identifying damaged goods and moving goods safely.

Personal Attributes: This job requires the individual to concentrate on the job at hand and complete it without any errors. The individual should also be skilled in identifying goods based on their labels and in arranging goods in the truck. The individual must be able to follow instructions provided by supervisor.

Qualifications Pack Code	LSC/Q1110		
Job Role	Loader/Unloader		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	03/12/2014
Sub-sector	Land Transportation	Last reviewed on	16/12/2014
Occupation	Loader/Unloader	Next review date	03/06/2016
NSQC Clearance on	19/05/2015		

Job Role	Loader/Unloader (Loader, Transport Associate)
Role Description	Identify goods, unload them from the truck and move them into the staging area. A similar process is to be done for loading.
NSQF level	2
Minimum Educational Qualifications*	Class VII
Maximum Educational Qualifications*	Class XII
Training (Suggested but not mandatory)	Understand the coding scheme being followed for labelling of different items. Most organizations have made this training mandatory.
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N1104 (Preparing to unload) LSC/N1105 (Perform Unloading) LSC/N1106 (Perform Post unloading activities) LSC/N1107 (Preparing to load) LSC/N1108 (Moving Goods) LSC/N1109 (Perform Post loading activities) <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.

National Occupational Standard



Overview

This unit is about getting the required information and making space to unload inbound goods.

Unit Code	LSC/N1104
Unit Title (Task)	Preparing to unload.
Description	This OS unit is about preparing to unload inbound items.
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> Obtaining information required for unloading. Gather required equipment, make space for unloading, inspection.
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Obtaining information required for unloading	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain count sheet of inbound items from supervisor. PC2. Understand the daily schedule, number of trucks to be unloaded and unloading targets from the supervisor. PC3. Find out when the trucks are expected to come in. PC4. Determine which gate or dock the required truck to unload from is to be parked at.</p>
	<p>PC5. Assess Material Handling Equipment (MHE) needed for unloading. PC6. Assess Personal Protective Equipment (PPE) required based on the goods being unloaded and the environment. PC7. Collect and wear all the necessary PPE. PC8. Move any remaining inbound items into the staging area to make space for incoming shipment in the inbound area. PC9. Move aside any goods yet to be loaded to make space for incoming goods in the inbound area. PC10. Get any MHE required for unloading and keep it ready. PC11. Perform a basic safety inspection of areas and MHE. PC12. Ensure that the staging and inbound areas are clean. Clean up any spills or breakages.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures KA2. Role and responsibilities of colleagues on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of goods being loaded KA6. Knowledge of client and products handled KA7. Knowledge of all relevant safety and security procedures KA8. Knowledge of transport logistics service providers used by the company.</p>

	<p>KA9. Knowledge of entire shop floor activities and persons in charge of each function</p> <p>KA10. Knowledge of coding system followed to label goods.</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled</p> <p>KB2. Knowledge of loading methods that can be used for different types of goods</p> <p>KB3. Ability to read labels and understand special handling requirements of goods.</p> <p>KB4. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB5. Knowledge of MHE used to load larger and heavier items.</p> <p>KB6. Arranging goods to maximize truck space.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write down notes about goods unloaded, methods used and special handling characteristics.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Ability to read and understand product labels.</p> <p>SA3. Ability to read and understand what is required from count sheet.</p> <p>SA4. Ability to read instructions/training directions in English</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly in local language or English with supervisors and peers</p> <p>SA6. Provide advice and guidance to peers & juniors</p> <p>SA7. Communicate with team members for sharing work, delays in loading/unloading.</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Balance loading and unloading work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ability to prioritize and execute tasks in an efficient manner.</p> <p>SB3. Flexibility to stretch and meet unloading targets.</p> <p>SB4. Coordinate work with team and supervisor.</p>

	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB5. Understand the customer timelines and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. Rapid identification and rectification of errors.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Ability to identify type of equipment required for unloading and moving goods. SB8. Ability to identify and group items based on product code. SB9. Ability to cross check items against count sheet.
	Critical Thinking Skills
The user/individual on the job needs to know and understand how to:	
SB10. Ability to concentrate on task at hand and complete it without errors	



NOS Version Control

NOS Code	LSC/N1104		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Land Transportation	Last reviewed on	16/12/2014
Occupation	Loader/Unloader	Next review date	03/06/2016



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National Occupational Standard



Overview

This unit is about selecting, unloading, tallying and moving goods to the staging area.

LSC/N1105

Perform unloading

National Occupational Standard

Unit Code	LSC/N1105
Unit Title (Task)	Performing unloading.
Description	This OS unit is about performing unloading of inbound items.
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Select, unload goods and segregate them. • Tally, verify and deliver goods.
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Select, unload goods and segregate them.	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Have the dispatcher check the driver's papers to confirm it is the right truck to unload.</p> <p>PC2. Read labels and identify goods in the truck based on product codes.</p> <p>PC3. Unload goods of the same category carefully onto inbound area.</p> <p>PC4. Check the condition of goods unloaded.</p> <p>PC5. Keep damaged goods aside.</p>
	<p>PC6. Tally segregated with the numbers of each item in the count sheet</p> <p>PC7. Have the goods unloaded verified and any forms required by driver to be filled out by dispatcher</p> <p>PC8. Load goods onto MHE.</p> <p>PC9. Move goods into the staging area specified by supervisor.</p> <p>PC10. Unload goods from the MHE onto the staging area.</p> <p>PC11. Keep similar goods together for easy GRN and put away.</p>
Tally, verify and deliver goods	
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures</p> <p>KA2. Role and responsibilities of colleagues on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Nature and characteristics of goods being loaded</p> <p>KA6. Knowledge of client and products handled</p> <p>KA7. Knowledge of all relevant safety and security procedures</p> <p>KA8. Knowledge of transport logistics service providers used by the company.</p> <p>KA9. Knowledge of entire shop floor activities and persons in charge of each function</p> <p>KA10. Knowledge of coding system followed to label goods.</p>

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled KB2. Knowledge of loading methods that can be used for different types of goods KB3. Ability to read labels and understand special handling requirements of goods. KB4. Types of workplace hazards that one can encounter on the job and safe operating practices. KB5. MHE used to load larger and heavier items. KB6. Arranging goods to maximize truck space.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write down notes about goods unloaded, methods used and special handling characteristics.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Ability to read and understand product labels. SA3. Ability to read and understand what is required from count sheet. SA4. Ability to read instructions/training directions in English.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly in local language or English with supervisors and peers. SA6. Provide advice and guidance to peers & juniors. SA7. Communicate with team members for sharing work, delays in loading/unloading.</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Balance loading and unloading work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ability to prioritize and execute tasks in an efficient manner. SB3. Flexibility to stretch and meet unloading targets. SB4. Coordinate work with team and supervisor.</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Understand the customer timelines and ensure that they are met.</p>

	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. Rapid identification and rectification of errors.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Ability to identify type of equipment required for unloading and moving goods. SB8. Ability to identify and group items based on product code. SB9. Ability to cross check items against count sheet.
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to:	
SB10. Ability to concentrate on task at hand and complete it without errors	



NOS Version Control

NOS Code	LSC/N1105		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Land Transportation	Last reviewed on	16/12/2014
Occupation	Loader/Unloader	Next review date	03/06/2016



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National Occupational Standard



Overview

This unit is about cleaning up, disposing damaged goods and notifying management.

LSC/N1106

Perform Post unloading activities

National Occupational Standard	Unit Code	LSC/N1106
	Unit Title (Task)	Perform Post unloading activities.
	Description	This OS unit is about post unloading activities for inbound items.
	Scope	The unit/ task covers the following: <ul style="list-style-type: none"> Carrying out Housekeeping. Reporting to management.
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Carrying out Housekeeping	To be competent, the user/individual on the job must be able to: <p>PC1. Move all the damaged goods to the quarantine area.</p> <p>PC2. Perform a quick safety inspection of the staging and inbound areas.</p> <p>PC3. Clean up any spillage to ensure that the staging and inbound areas are clean.</p> <p>PC4. Return any PPE used to the storage rack.</p> <p>PC5. Store any MHE used in storage area.</p>
	Reporting to Management	<p>PC6. Notify supervisor on the number of quarantined items and the number of replacement items required.</p> <p>PC7. Report on the condition of PPE and MHE.</p> <p>PC8. Provide feedback regarding damage if any, delays in inbound, orders which hadn't arrived, etc.</p> <p>PC9. Complete any forms as required by management.</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Knowledge of organizational procedures</p> <p>KA2. Role and responsibilities of colleagues on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Nature and characteristics of goods being loaded</p> <p>KA6. Knowledge of client and products handled</p> <p>KA7. Knowledge of all relevant safety and security procedures</p> <p>KA8. Knowledge of transport logistics service providers used by the company.</p> <p>KA9. Knowledge of entire shop floor activities and persons in charge of each function</p> <p>KA10. Knowledge of coding system followed to label goods.</p>

Perform Post unloading activities

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled KB2. Knowledge of loading methods that can be used for different types of goods KB3. Ability to read labels and understand special handling requirements of goods. KB4. Types of workplace hazards that one can encounter on the job and safe operating practices. KB5. MHE used to load larger and heavier items. KB6. Arranging goods to maximize truck space.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write down notes about goods unloaded, methods used and special handling characteristics.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Ability to read and understand product labels. SA3. Ability to read and understand what is required from the count sheet. SA4. Ability to read instructions/training directions in English.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Communicate clearly in local language or English with supervisors and peers SA5. Provide advice and guidance to peers & juniors SA6. Communicate with team members for sharing work, delays in loading/unloading.</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Balance loading and unloading work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ability to prioritize and execute tasks in an efficient manner. SB3. Flexibility to stretch and meet unloading targets. SB4. Coordinate work with team and supervisor.</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Understand the customer timelines and ensure that they are met.</p>

	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. Rapid identification and rectification of errors.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Ability to identify type of equipment required for unloading and moving goods. SB8. Ability to identify and group items based on product code. SB9. Ability to cross check items against count sheet.
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to:	
SB10. Ability to concentrate on task at hand and complete it without errors	



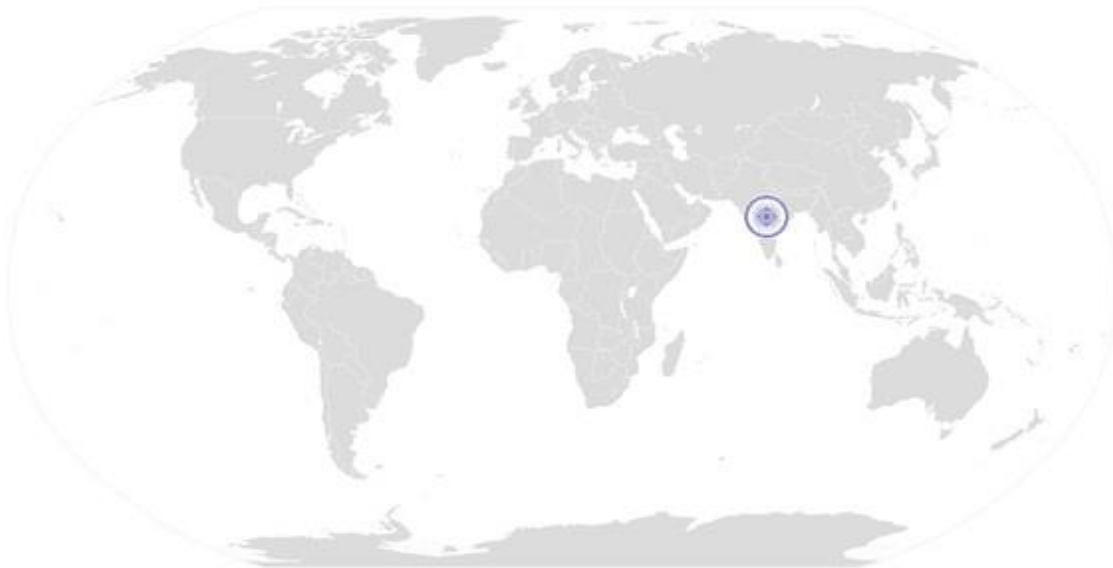
NOS Version Control

NOS Code	LSC/N1106		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Land Transportation	Last reviewed on	16/12/2014
Occupation	Loader/Unloader	Next review date	03/06/2016



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National Occupational Standard



Overview

This unit is about getting required information, equipment and making space for outbound goods.

National Occupational Standard	Unit Code	LSC/N1107
	Unit Title (Task)	Preparing to load.
	Description	This OS unit is about preparing to load outbound items.
	Scope	The unit/ task covers the following: <ul style="list-style-type: none"> Obtain information required for loading. Gather equipment, make space for loading, inspection.
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Obtain information required for loading	To be competent, the user/individual on the job must be able to: <p>PC1. Obtain pick list and order sheet for outbound items from supervisor.</p> <p>PC2. Understand the schedule and number of trucks to be loaded and loading targets from the supervisor.</p> <p>PC3. Find out when the trucks are expected to come in.</p> <p>PC4. Determine which gate or dock the required truck to load into is parked at.</p>
	Gather equipment, make space for loading, inspection.	<p>PC5. Assess Material Handling Equipment (MHE) needed for loading.</p> <p>PC6. Assess Personal Protective Equipment (PPE) required based on the goods being loaded and the environment.</p> <p>PC7. Collect and wear all the necessary PPE.</p> <p>PC8. Complete loading of any goods remaining in the outbound area.</p> <p>PC9. Move any delayed goods aside to make space for outgoing goods.</p> <p>PC10. Get any MHE required for loading and keep it ready.</p> <p>PC11. Perform a basic safety inspection of the areas and loading equipment.</p> <p>PC12. Ensure that the staging and outbound areas are clean. Clean up any spills or breakages.</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <p>KA1. Knowledge of organizational procedures</p> <p>KA2. Role and responsibilities of colleagues on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Nature and characteristics of goods being loaded</p> <p>KA6. Knowledge of client and products handled</p> <p>KA7. Knowledge of all relevant safety and security procedures</p> <p>KA8. Knowledge of transport logistics service providers used by the company.</p> <p>KA9. Knowledge of entire shop floor activities and persons in charge of each function</p> <p>KA10. Knowledge of coding system followed to label goods.</p>

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled KB2. Knowledge of loading methods that can be used for different types of goods KB3. Ability to read labels and understand special handling requirements of goods. KB4. Types of workplace hazards that one can encounter on the job and safe operating practices. KB5. MHE used to load larger and heavier items. KB6. Arranging goods to maximize truck space.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write down notes about goods loaded, methods used and special handling characteristics.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Ability to read and understand product labels. SA3. Ability to read and understand what is required from the pick list and order sheet. SA4. Ability to read instructions/training directions in English.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly in local language or English with supervisors and peers SA6. Provide advice and guidance to peers & juniors SA7. Communicate with team members for sharing work, delays in loading/unloading.</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Balance loading and unloading work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ability to prioritize and execute tasks in an efficient manner. SB3. Flexibility to stretch and meet unloading targets. SB4. Coordinate work with team and supervisor.</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Understand the customer timelines and ensure that they are met.</p>

	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. Rapid identification and rectification of errors.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Ability to identify type of equipment required for unloading and moving goods. SB8. Ability to identify and group items based on product code. SB9. Ability to cross check items against count sheet.
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to:	
SB10. Ability to concentrate on task at hand and complete it without errors	



NOS Version Control

NOS Code	LSC/N1107		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Land Transportation	Last reviewed on	16/12/2014
Occupation	Loader/Unloader	Next review date	03/06/2016



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National Occupational Standard



Overview

This unit is about grouping, sorting, counting, moving, loading and arranging goods in the truck.

Unit Code	LSC/N1108
Unit Title (Task)	Moving goods.
Description	This OS unit is about inspecting, grouping, verifying and loading outbound items.
Scope	The unit/ task covers the following: <ul style="list-style-type: none"> • Perform Primary inspection. • Group, move and verify items. • Sort, load truck, arrange and perform final count.
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Perform primary inspection	To be competent, the user/individual on the job must be able to: PC1. Check the condition of goods and tally items present with the numbers of each item in the pick list. PC2. Report to supervisor on damages, excess or shortage of required numbers. PC3. Receive replacement or missing goods and keep extra goods aside.
Group, Move and verify Items	PC4. Group items into orders based on order sheet. PC5. Get supervisor's sign off on quantity and condition to move goods. PC6. Load items onto MHE. PC7. Move goods from staging area to outbound area near the truck. PC8. Unload goods from MHE. PC9. Have goods verified by dispatcher. PC10. Have the driver's papers checked by the dispatcher and confirm that it is the right truck to load into.
Sort, load truck, arrange and perform final count	PC11. Sort all items based on size of packing case. PC12. Load goods into truck as per the shift schedule specified by Management. PC13. Arrange goods in the truck to maximize truck space. PC14. Perform final count with driver and get his signature, acknowledging receipt of goods.
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1 Knowledge of organizational procedures KA2. Role and responsibilities of colleagues on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of goods being loaded

its processes)	<p>KA6. Knowledge of client and products handled</p> <p>KA7. Knowledge of all relevant safety and security procedures</p> <p>KA8. Knowledge of transport logistics service providers used by the company.</p> <p>KA9. Knowledge of entire shop floor activities and persons in charge of each function</p> <p>KA10. Knowledge of coding system followed to label goods.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled</p> <p>KB2. Knowledge of loading methods that can be used for different types of goods</p> <p>KB3. Ability to read labels and understand special handling requirements of goods.</p> <p>KB4. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB5. MHE used to load larger and heavier items.</p> <p>KB6. Arranging goods to maximize truck space.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write down notes about goods loaded, methods used and special handling characteristics.</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Ability to read and understand product labels.</p> <p>SA3. Ability to read and understand what is required from pick list and order sheet.</p> <p>SA4. Ability to read instructions/training directions in English.</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly in local language or English with supervisors and peers</p> <p>SA6. Provide advice and guidance to peers & juniors</p> <p>SA7. Communicate with team members for sharing work, delays in loading/unloading.</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Balance loading and unloading work</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ability to prioritize and execute tasks in an efficient manner.</p> <p>SB3. Flexibility to stretch and meet unloading targets.</p> <p>SB4. Coordinate work with team and supervisor.</p>

	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB5. Understand the customer timelines and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB6. Rapid identification and rectification of errors.
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB7. Ability to identify type of equipment required for unloading and moving goods. SB8. Ability to identify and group items based on product code. SB9. Ability to cross check items against count sheet.
	Critical Thinking Skills
The user/individual on the job needs to know and understand how to:	
SB10. Ability to concentrate on task at hand and complete it without errors	



NOS Version Control

NOS Code	LSC/N1108		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Land Transportation	Last reviewed on	16/12/2014
Occupation	Loader/Unloader	Next review date	03/06/2016



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National Occupational Standard



Overview

This unit is about cleaning up, segregating, moving remaining items and providing feedback to management.

LSC/N1109

Perform Post loading activities

National Occupational Standard	Unit Code	LSC/N1109
	Unit Title (Task)	Perform post loading activities.
	Description	This OS unit is about post loading activities for outbound items.
	Scope	The unit/ task covers the following: <ul style="list-style-type: none"> Carrying out Housekeeping. Reporting to management.
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Carrying out Housekeeping	To be competent, the user/individual on the job must be able to: PC1. Move items to quarantine area or staging area based on condition of remaining goods. PC2. Perform a quick safety inspection of the staging and outbound areas. PC3. Clean up any spillage or breakage to ensure staging and outbound areas are clean. PC4. Return any PPE used to the storage rack. PC5. Store any MHE used in storage area.
		PC6. Notify supervisor on the number of quarantined items and the number of replacement items required. PC7. Provide feedback regarding damage if any, delays in outbound, inability to meet an order, etc. PC8. Complete any forms as required by management. PC9. Report on the condition of PPE and MHE
	Reporting to management	
	Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Knowledge of organizational procedures KA2. Role and responsibilities of colleagues on the shop floor KA3. Procedures for dealing with loss or damage to goods KA4. Risk and impact of not following defined procedures/work instructions KA5. Nature and characteristics of goods being loaded KA6. Knowledge of client and products handled KA7. Knowledge of all relevant safety and security procedures KA8. Knowledge of transport logistics service providers used by the company. KA9. Knowledge of entire shop floor activities and persons in charge of each function KA10. Knowledge of coding system followed to label goods. 	

Perform Post loading activities

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled including weight limits, truck capacity</p> <p>KB2. Knowledge of loading methods that can be used for different types of goods</p> <p>KB3. Ability to read labels and understand special handling requirements of goods.</p> <p>KB4. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB5. MHE used to load larger and heavier items.</p> <p>KB6. Arranging goods to maximize truck space.</p> <p>KB7. Knowledge of products and labels for different types of products</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write down notes about goods loaded, methods used and special handling characteristics.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Ability to read and understand product labels.</p> <p>SA3. Ability to read and understand what is required from pick list and order sheet.</p> <p>SA4. Ability to read instructions/training directions in English.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Communicate clearly in local language or English with supervisors and peers</p> <p>SA5. Provide advice and guidance to peers & juniors</p> <p>SA6. Communicate with team members for sharing work, delays in loading/unloading</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Balance loading and unloading work</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ability to prioritize and execute tasks in an efficient manner.</p> <p>SB3. Flexibility to stretch and meet unloading targets.</p> <p>SB4. Coordinate work with team and supervisor.</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Understand the customer timelines and ensure that they are met.</p> <p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Rapid identification and rectification of errors.</p>

	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	<p>SB7. Ability to identify type of equipment required for unloading and moving goods.</p> <p>SB8. Ability to identify and group items based on product code.</p> <p>SB9. Ability to cross check items against count sheet.</p>
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to:
	SB10. Ability to concentrate on task at hand and complete it without errors



NOS Version Control

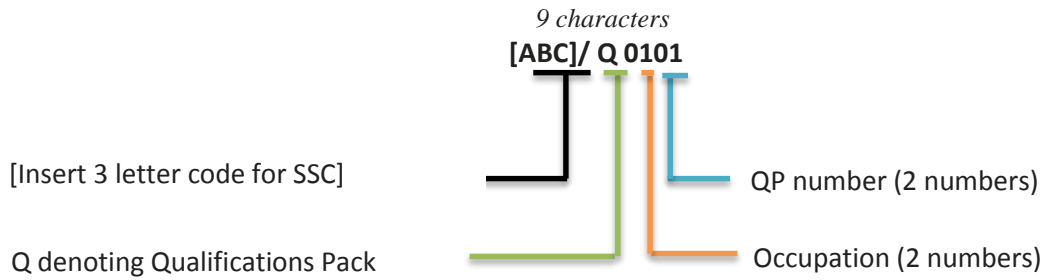
NOS Code	LSC/N1109		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Land Transportation	Last reviewed on	16/12/2014
Occupation	Loader/Unloader	Next review date	03/06/2016



Annexure

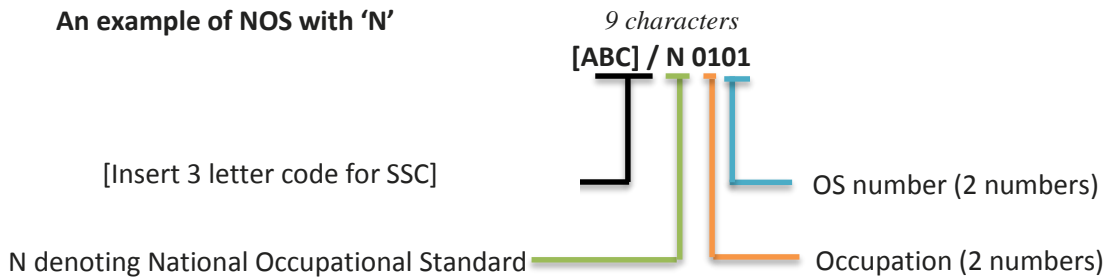
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Loader/Unloader

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

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier	30

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

Qualifications Pack for Loader/Unloader

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Loader/ Unloader

Qualification Pack: LSC/Q1110

Sector Skill Council: LSC

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/ N 1104 (Preparing to unload)	PC1. Obtain count sheet of inbound items from supervisor.	100	10	2	8
	PC2. Understand the daily schedule, number of trucks to be unloaded and unloading targets from the supervisor.		10	3	7
	PC3. Find out when the trucks are expected to come in.		10	2	8
	PC4. Determine which gate or dock the required truck to unload from is to be parked at.		10	2	8
	PC5. Assess Material Handling Equipment (MHE) needed for unloading.		5	2	3
	PC6. Assess Personal Protective Equipment (PPE) required based on the goods being unloaded and the environment.		5	2	3
	PC7. Collect and wear all the necessary PPE.		10	2	8
	PC8. Move any remaining inbound items into the staging area to make space for incoming shipment in the inbound area.		10	2	8
	PC9. Move aside any goods yet to be loaded to make space for incoming goods in the inbound area.		10	2	8
	PC10. Get any MHE required for unloading and keep it ready.		5	2	3
	PC11. Perform a basic safety inspection of areas and MHE.		5	2	3
	PC12. Ensure that the staging and inbound areas are clean. Clean up any spills or breakages.		10	2	8
		Total	100	25	75

Qualifications Pack for Loader/Unloader

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
2. LSC/N1105 (Perform Unloading)	PC1. Have the dispatcher check the driver's papers to confirm it is the right truck to unload.	100	10	2	8
	PC2. Read labels and identify goods in the truck based on product codes.		10	2	8
	PC3. Unload goods of the same category carefully onto inbound area.		10	2	8
	PC4. Check the condition of goods unloaded.		5	1	4
	PC5. Keep damaged goods aside.		10	2	8
	PC6. Tally segregated with the numbers of each item in the count sheet		10	2	8
	PC7. Have the goods unloaded verified and any forms required by driver to be filled out by dispatcher		5	1	4
	PC8. Load goods onto MHE.		10	2	8
	PC9. Move goods into the staging area specified by supervisor.		10	2	8
	PC10. Unload goods from the MHE onto the staging area.		10	2	8
	PC11. Keep similar goods together for easy GRN and put away.		10	2	8
	Total	100	20	80	
3. LSC/N1106 (Perform Post Unloading activities)	PC1. Move all the damaged goods to the quarantine area.	100	10	2	8
	PC2. Perform a quick safety inspection of the staging and inbound areas.		15	3	12
	PC3. Clean up any spillage to ensure that the staging and inbound areas are clean.		10	2	8
	PC4. Return any PPE used to the storage rack.		10	2	8
	PC5. Store any MHE used in storage area.		10	2	8
	PC6. Notify supervisor on the number of quarantined items and the number of replacement items required.		15	3	12
	PC7. Report on the condition of PPE and MHE.		10	2	8
	PC8. Provide feedback regarding damage if any, delays in inbound, orders which hadn't arrived, etc.		10	2	8
	PC9. Complete any forms as required by management.		10	2	8
	Total	100	20	80	
4. LSC/N1107 (Prepare for Loading)	PC.1 Obtain pick list and order sheet for outbound items from supervisor.	100	10	2	8
	PC2. Understand the schedule and number of trucks to be loaded and loading targets from the supervisor.		10	3	7
	PC3. Find out when the trucks are expected to come in.		10	2	8
	PC4. Determine which gate or dock the required truck to load into is parked at.		10	3	7
	PC5. Assess Material Handling Equipment (MHE) needed for loading.		5	2	3

Qualifications Pack for Loader/Unloader

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC6. Assess Personal Protective Equipment (PPE) required based on the goods being loaded and the environment.		5	2	3
	PC7. Collect and wear all the necessary PPE.		10	3	7
	PC8. Complete loading of any goods remaining in the outbound area.		10	3	7
	PC9. Move any delayed goods aside to make space for outgoing goods.		10	3	7
	PC10. Get any MHE required for loading and keep it ready.		5	2	3
	PC11. Perform a basic safety inspection of the areas and loading equipment.		5	2	3
	PC12. Ensure that the staging and outbound areas are clean. Clean up any spills or breakages.		10	3	7
		Total	100	30	70
5. LSC/N1108 (Moving Goods)	PC1. Check the condition of goods and tally items present with the numbers of each item in the pick list.	100	10	3	7
	PC2. Report to supervisor on damages, excess or shortage of required numbers.		10	2	8
	PC3. Receive replacement or missing goods and keep extra goods aside.		5	2	3
	PC4. Group items into orders based on order sheet.		10	2	8
	PC5. Get supervisor's sign off on quantity and condition to move goods.		5	2	3
	PC6. Load items onto MHE.		5	2	3
	PC7. Move goods from staging area to outbound area near the truck.		10	3	7
	PC8. Unload goods from MHE.		10	3	7
	PC9. Have goods verified by dispatcher.		5	2	3
	PC10. Sort all items based on size of packing case.		5	2	3
	PC11. Load goods into truck as per the shift schedule specified by Management.		10	3	7
	PC12. Arrange goods in the truck to maximize truck space.		5	2	3
	PC13. Perform final count with driver and get his signature, acknowledging receipt of goods.		10	2	8
		Total	100	30	70
6. LSC/N1109 (Perform Post-Loading Activities)	PC1. Move items to quarantine area or staging area based on condition of remaining goods.	100	10	3	7
	PC2. Perform a quick safety inspection of the staging and outbound areas.		15	4	11
	PC3. Clean up any spillage or breakage to ensure staging and outbound areas are clean.		10	3	7
	PC4. Return any PPE used to the storage rack.		10	3	7
	PC5. Store any MHE used in storage area.		10	3	7
	PC6. Notify supervisor on the number of quarantined items and the number of replacement items required.		15	5	10

Qualifications Pack for Loader/Unloader

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC7. Provide feedback regarding damage if any, delays in outbound, inability to meet an order, etc.		10	3	7
	PC8. Complete any forms as required by management.		10	3	7
	PC9. Report on the condition of PPE and MHE		10	3	7
		Total	100	30	70

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