

# QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

## What are Occupational Standards(OS)?

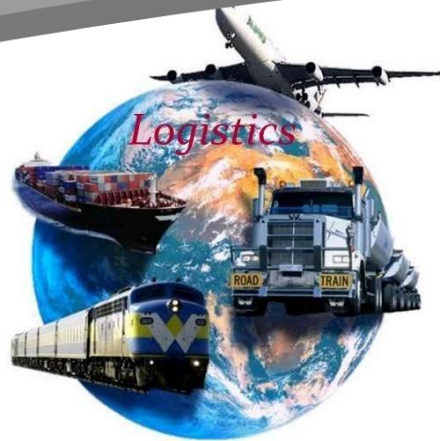
- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

### Contact Us:

**LOGISTICS SKILLS COUNCIL**  
IIT Madras Research Park  
Unit "E", 10th floor  
Kanagam road  
Taramani  
Chennai- 600113

Email:

[headnos@lsc-india.com](mailto:headnos@lsc-india.com)



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## Introduction

### Qualifications Pack – Pallet Maker (Air Cargo)

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Air Cargo Operation

**OCCUPATION:** Ground Operation

**REFERENCE ID:** LSC/Q6102

**ALIGNED TO:** NCO-2004/NIL

**Brief Job Description:** Pallet maker (Air Cargo) is involved in building a pallet of air cargo to be transported through flight. He / She is responsible for arranging the pallet base, stacking the cargo as per procedure, securing the cargo and following the regulatory compliance standards.

**Personal Attributes:** This job requires the individual to have: good eyesight, hand stability, ability to work for long hours in sitting & standing position, communication skills, logical thinking and attention to details. The individual should be able to maintain high concentrate on levels throughout his/her shift.

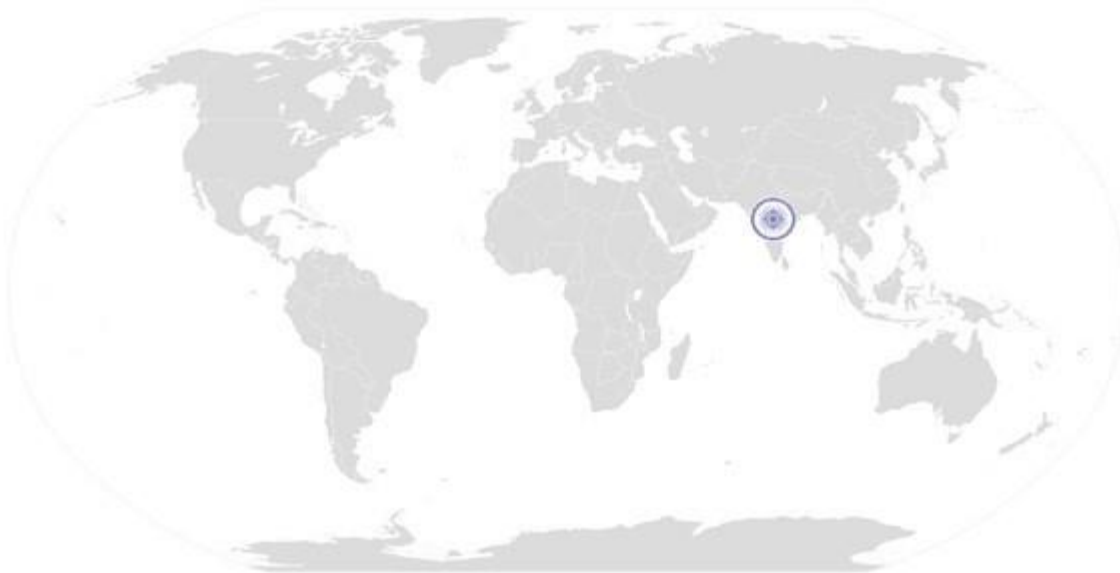
<b>Qualifications Pack Code</b>	<b>LSC/Q6102</b>		
<b>Job Role</b>	<b>Pallet Maker (Air Cargo)</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/11/2015</b>
<b>Sub-sector</b>	<b>Air Cargo Operation</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Ground Operation</b>	<b>Next review date</b>	
<b>NSQC Clearance On</b>	<b>TBD</b>		

<b>Job Role</b>	<b>Pallet Maker (Air Cargo)</b>
<b>Role Description</b>	building a pallet of air cargo to be transported through flight; responsible for arranging the pallet base, stacking the cargo as per procedure, securing the cargo and following the regulatory compliance standards;
<b>NSQF level</b>	2
<b>Minimum Educational Qualifications*</b>	10 <sup>th</sup> Standard Pass
<b>Maximum Educational Qualifications*</b>	NA
<b>Training</b> (Suggested but not mandatory)	Not applicable
<b>Minimum Job Entry Age</b>	Above 18 years
<b>Experience</b>	Not applicable
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">LSC/N6104 Prepare for Palletisation of cargo</a></li> <li><a href="#">LSC/N6105 Receive cargo details and information for palletizing the cargo</a></li> <li><a href="#">LSC/N6106 Load the cargo in the pallet as per procedure</a></li> <li><a href="#">LSC/N9603 Maintain health, safety and security procedures in the air cargo operation</a></li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units

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.

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# National Occupational Standard



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## Overview

This unit is about preparing for palletizing the air cargo and ensure that all preparatory works are carried upon. It also includes examining the cargo for loading and ensuring regulatory compliance process.

National Occupational Standard	<b>Unit Code</b>	LSC/N6104
	<b>Unit Title (Task)</b>	Prepare for Palletisation of cargo
	<b>Description</b>	This unit is about preparing for palletizing the air cargo and ensure that all preparatory works are carried upon. It also includes examining the cargo for loading and ensuring regulatory compliance process.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Interact and obtain information on the work requirement</li> <li>• Obtain necessary information on regulatory requirement to be followed</li> <li>• Perform necessary checks before pallet building</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Interact and obtain information on the work requirement</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. interact with the supervisor and take down the work requirement for the day</p> <p>PC2. obtain information on area of loading, time schedule, etc</p> <p>PC3. receive information on the nature and quantity of cargo that is expected to be handled for the day</p> <p>PC4. ensure that all necessary tools and equipment required for the specific cargo handling is available</p> <p>PC5. obtain other materials such as nets, plastic wraps required for palletising the cargo</p> <p>PC6. make note of and follow all the regulatory compliance as per Directorate General of Civil Aviation (DGCA), Bureau of Civil Aviation Security of India and International Air Transport Association (IATA)</p>
	<b>Obtain necessary information on regulatory requirement to be followed</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. obtain information on type of pallet to be used as per regulatory compliance</p> <p>PC8. receive operating and handling procedures to handle special cargo such as live cargo, perishables, etc</p> <p>PC9. attend training on handling dangerous goods and precautions to be taken</p> <p>PC10. make note of areas that are accessible and are restricted for material and people movement</p> <p>PC11. follow all mandatory and regulatory compliance processes and document them as required</p> <p>PC12. carry the identity cards and access cards issued by the airport authority and produce them whenever required for security purpose</p> <p>PC13. adhere all security processes followed in the airport</p>
	<b>Perform necessary checks before pallet building</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. ensure that the pallets used are as per standards and regulatory requirement</p>

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**Prepare for Palletisation of cargo**

	<p>PC15. ensure the dimension of pallet used and ensure it suits the current work requirement</p> <p>PC16. check the pallets used for operation and ensure it is fit for use</p> <p>PC17. clean the pallet and ensure it is dry while stacking the cargo</p> <p>PC18. receive details of cargo being handled and arrange for material handling equipment accordingly</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required before handling cargo</p> <p>KA3. risk and impact of not following defined procedures/work instructions</p> <p>KA4. organisation policy on type of cargo handled</p> <p>KA5. organisation system and processes</p> <p>KA6. organization hierarchy</p> <p>KA7. organization policy of data maintenance, recording and handling</p> <p>KA8. department hierarchy</p> <p>KA9. company's material movement policy</p> <p>KA10. all relevant safety and security procedures</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. common problems and solutions for the same</p> <p>KB2. documentation process and requirement with air cargo operation</p> <p>KB3. reasons to reject the cargo from loading / transportation</p> <p>KB4. standard pallets to be used and their specification</p> <p>KB5. pallet loading procedure and procedure</p> <p>KB6. different types of pallets with different dimensions and acceptable pallets in the destination country</p> <p>KB7. type of material used in the pallet and its suitability for the cargo loaded</p> <p>KB8. checking the condition of the pallet</p> <p>KB9. coordinating with weight and balance staff to obtain information on stacking plan and procedure</p> <p>KB10. determining air-worthiness of air cargo</p> <p>KB11. interpretation of cargo details based on standard codes and category</p> <p>KB12. procedure to handle special cargo such as live animals, perishable goods, etc</p> <p>KB13. cargo and material handling procedures for different type of cargo</p> <p>KB14. documents related to custom clearance of cargo</p> <p>KB15. precautions to be taken while handling dangerous / hazardous goods</p> <p>KB16. safety and Security requirement for different types of cargo</p> <p>KB17. regulatory procedures and compliance of IATA, DGCA, BCS guidelines</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p>

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**Prepare for Palletisation of cargo**

	SA1. fill any forms related to movement of air cargo and as per regulatory requirement
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. read the schedule and plan for cargo movement SA3. infer the details of the cargo and the customer shipping the cargo SA4. read instructions and regulatory requirement with reference to air cargo movement
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA5. communicate clearly with supervisors and peers and clarify for any issues SA6. communicate with buyer, shipper, forwarding agents as per requirement SA7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly SA8. share best practices with peers and juniors
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. decide on air-worthiness of the cargo SB2. decide on procedures to be deployed while handling dangerous goods SB3. decide on the stacking plan on handling different goods in a pallet
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB4. estimate time required for each activity SB5. make realistic day plans for each activity SB6. monitor smooth functioning of all activities SB7. prioritize and execute tasks in within the scheduled time limits
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB8. ensure that the customer is satisfied with reference to the cargo handling and other requirement SB9. ensure all customer special requirements are met while handling the air cargo
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB10. identify trends / common causes for errors and suggest possible solutions to the supervisor / management SB11. ability to identify and correct errors
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB12. notice common accidents and suggest safety measures to prevent the same
	<b>Critical Thinking Skills</b>
The user/individual on the job needs to know and understand how to: SB13. ability to concentrate on task at hand and complete it without errors	

## NOS Version Control

<b>NOS Code</b>	<b>LSC/N6104</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/11/2015</b>
<b>Industry Sub-sector</b>	<b>Air Cargo Operation</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Ground Operation</b>	<b>Next review date</b>	



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# National Occupational Standard



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## Overview

**This unit is about receiving and preparing the cargo for transportation. It includes sorting the cargo, ensuring all regulatory requirement on documentation, security check and screening of cargo and transferred to palletise the cargo.**

National Occupational Standard	<b>Unit Code</b>	LSC/N6105
	<b>Unit Title (Task)</b>	Receive cargo details and information for palletizing the cargo
	<b>Description</b>	This unit is about obtaining information and details required for palletisation of the air cargo. It also includes obtaining instructions for handling dangerous goods and planning for stacking the cargo in the pallets.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Receive cargo details for palletisation</li> <li>• Receive details and instructions for pallet building</li> <li>• Receive details for handling dangerous goods</li> <li>• Plan for stacking the cargo as per procedure</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Receive cargo details for palletisation</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain the details of the cargo including type of cargo, volume and weight specifications</p> <p>PC2. ensure that Airway Bill No. is placed on each cargo</p> <p>PC3. obtain complete knowledge of the exact places where the cargo has to be stacked / placed</p> <p>PC4. make note of special instructions to be followed for special cargo such as live cargo, perishables, etc</p>
	<b>Receive details and instructions for pallet building</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. receive details of the palletisation as per the specification of the flight carrying the cargo</p> <p>PC6. ascertain the height of cargo to be stacked in a pallet, dimension and weight of a unit of pallet to be built</p> <p>PC7. make note of number of stacking allowed</p> <p>PC8. obtain details of destination and special requirement to be followed (example: usage of specific type of pallet acceptable in the country)</p>
	<b>Receive details for handling dangerous goods</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. make note of any dangerous / hazardous cargo to be handled</p> <p>PC10. obtain details of the hazardous cargo and the category of the cargo as per IATA and regulatory standards it falls under</p> <p>PC11. take adequate precautions before handling the cargo</p> <p>PC12. follow standard and recommended material handling procedures as defined for different categories of dangerous goods</p> <p>PC13. ensure the cargo has all documents and signage relating to dangerous goods</p>

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**Receive cargo details and information for palletizing the cargo**

	<p>PC14. follow standard netting / packing procedures to avoid any spillage / pilferage of the dangerous cargo</p>
<p><b>Plan for stacking the cargo as per procedure</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. receive any special instructions and stacking procedures to be followed from the supervisor</p> <p>PC16. receive the cargo to be stacked and sort them based on nature of cargo, volume, weight and destination</p> <p>PC17. ensure that the cargo of different destination is not mixed up (example: transshipment cargo to be stacked separately)</p> <p>PC18. make note of cargo which should be done on a separate pallet, the height requirement, strength of pallet to hold the cargo, etc</p> <p>PC19. receive details of the netting and lashing to be used to secure cargo in the pallet</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required before handling cargo</p> <p>KA3. risk and impact of not following defined procedures/work instructions</p> <p>KA4. organisation policy on type of cargo handled</p> <p>KA5. organisation system and processes</p> <p>KA6. organization hierarchy</p> <p>KA7. organization policy of data maintenance, recording and handling</p> <p>KA8. department hierarchy</p> <p>KA9. company's material movement policy</p> <p>KA10. all relevant safety and security procedures</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. common problems and solutions for the same</p> <p>KB2. procedure for stacking the cargo</p> <p>KB3. determining air-worthiness of air cargo</p> <p>KB4. usage and purpose of different tools and equipment used for palletizing the cargo</p> <p>KB5. determining the type of pallet to be used based on nature of cargo, destination, etc</p> <p>KB6. determining the weight and dimension of the cargo to stack as per procedure</p> <p>KB7. logic of stacking the cargo (what types of goods should be places below / above, etc)</p> <p>KB8. acceptable netting / lashing material and procedures</p> <p>KB9. sorting of goods based on destination, nature of cargo</p> <p>KB10. procedure to handle special cargo such as live animals, perishable goods, etc</p>

LSC/N6105

**Receive cargo details and information for palletizing the cargo**

	<p>KB11. cargo and material handling procedures for different type of cargo</p> <p>KB12. sorting procedures based on type of cargo (nature of cargo, dangerous goods, bulk goods, etc)</p> <p>KB13. precautions to be taken while handling dangerous / hazardous goods</p> <p>KB14. safety and Security requirement for different types of cargo</p> <p>KB15. regulatory procedures and compliance of IATA, DGCA, BCS guidelines</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill any forms related to movement of air cargo and as per regulatory requirement</p>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read the schedule and plan for cargo movement</p> <p>SA3. infer the details of the cargo and the customer shipping the cargo</p> <p>SA4. read instructions and regulatory requirement with reference to air cargo movement</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. communicate clearly with supervisors and peers and clarify for any issues</p> <p>SA6. communicate with buyer, shipper, forwarding agents as per requirement</p> <p>SA7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA8. share best practices with peers and juniors</p>	
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on air-worthiness of the cargo</p> <p>SB2. decide on procedures to be deployed while handling dangerous goods</p> <p>SB3. decide on the stacking plan on handling different goods in a pallet</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. estimate time required for each activity</p> <p>SB5. make realistic day plans for each activity</p> <p>SB6. monitor smooth functioning of all activities</p> <p>SB7. prioritize and execute tasks in within the scheduled time limits</p>
	<p><b>Customer Centricity</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. ensure that the customer is satisfied with reference to the cargo handling and other requirement</p> <p>SB9. ensure all customer special requirements are met while handling the air cargo</p>	

**LSC/N6105**

**Receive cargo details and information for palletizing the cargo**

	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB10. identify trends / common causes for errors and suggest possible solutions to the supervisor / management SB11. ability to identify and correct errors
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB12. notice common accidents and suggest safety measures to prevent the same
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to: SB13. ability to concentrate on task at hand and complete it without errors

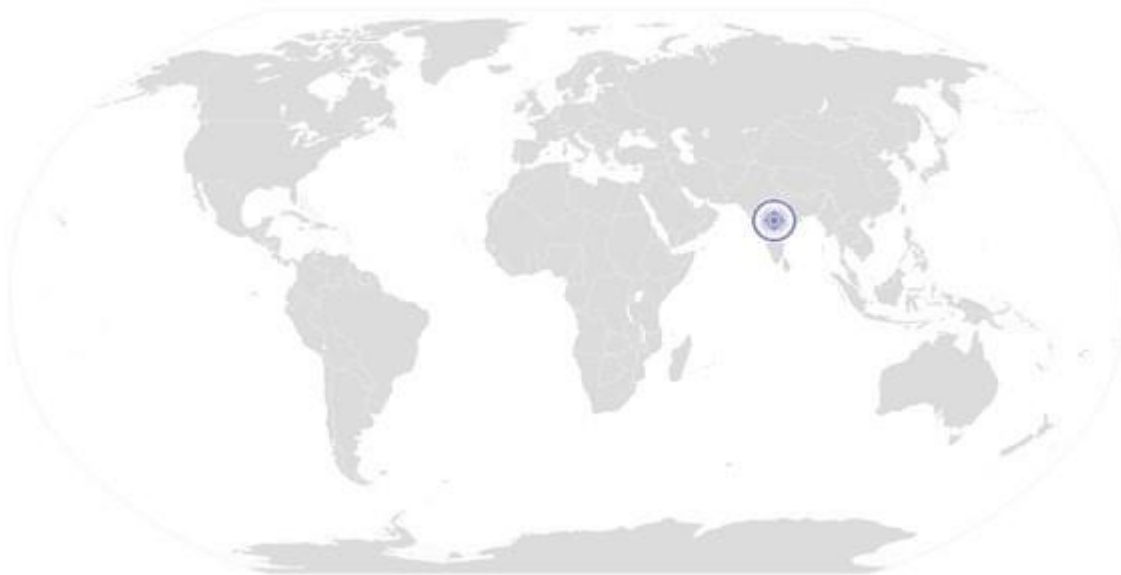


## NOS Version Control

<b>NOS Code</b>	<b>LSC/N6105</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
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<b>Industry Sub-sector</b>	<b>Air Cargo Operation</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Ground Operation</b>	<b>Next review date</b>	



# National Occupational Standard



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## Overview

This OS units is about loading the air cargo in the pallets for transfer. It also includes following appropriate loading & material handling procedure, lashing the cargo for protection and ensure all quality and regulatory standards are followed in the operation.

<b>Unit Code</b>	<b>LSC/N6106</b>
<b>Unit Title (Task)</b>	<b>Load the cargo in the pallet as per procedure</b>
<b>Description</b>	This OS units is about loading the air cargo in the pallets for transfer. It also includes following appropriate loading & material handling procedure, lashing the cargo for protection and ensure all quality and regulatory standards are followed in the operation.
<b>Scope</b>	<p>This OS unit/task covers the following</p> <ul style="list-style-type: none"> <li>Stack and load the cargo in the pallet as per process</li> <li>Ensure to protect cargo using lashing / netting</li> <li>Follow all standards and regulatory procedures</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Stack and load the cargo in the pallet as per process</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. place the pallets on dollies / roller equipped loading form while building the pallets</p> <p>PC2. stack the cargo as per procedure and handle them as per standard material handling procedure</p> <p>PC3. refer to pallet building / loading sheet while loading cargo</p> <p>PC4. ensure that the pallet load is shaped in a way that is suits the compartment cross section</p> <p>PC5. ensure that the dimension of the pallet load is as per the instructions</p> <p>PC6. coordinate with forklift operator and other material handling equipment operator for loading the cargo in pallets</p>
<b>Ensure to protect cargo using lashing / netting</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. use standard material for securing the pallet load (example: nets are used for general cargo)</p> <p>PC8. ensure that the net could secure the cargo in all directions</p> <p>PC9. use straps / ropes to lash the individual cargo as per requirement</p> <p>PC10. secure the cargo using appropriate method for fragile / brittle cargo and ensure its safety during transit</p> <p>PC11. cover the pallets using plastic foil (to avoid damage caused by water, etc to the load)</p> <p>PC12. follow special instructions to protect special cargo (example: do not cover by plastic foils while handling live animals, flowers, etc)</p> <p>PC13. attach the nets, straps / ropes to attachment point in the edge rail of pallet to secure the cargo</p>



LSC/N6106

**Load the cargo in the pallet as per procedure**

<p><b>Follow all standards and regulatory procedures</b></p>	<p>PC14. weigh the cargo after pallet building for preparation of load sheet</p> <p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. ensure that the cargo has necessary documents (airway bill no., details of cargo, dangerous goods related documents, etc) while building the pallet</p> <p>PC16. use only recommended and approved materials (pallets, nets, straps, etc) for pallet building</p> <p>PC17. ensure that the cargo is safe and secure and all regulatory procedure is followed</p> <p>PC18. inform supervisor if there is deviation from regulatory procedure and standards</p> <p>PC19. complete all documentation and submit to supervisor after completion of pallet building</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required before handling cargo</p> <p>KA3. risk and impact of not following defined procedures/work instructions</p> <p>KA4. organisation policy on type of cargo handled</p> <p>KA5. organisation system and processes</p> <p>KA6. organization hierarchy</p> <p>KA7. organization policy of data maintenance, recording and handling</p> <p>KA8. department hierarchy</p> <p>KA9. company's material movement policy</p> <p>KA10. all relevant safety and security procedures</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. common problems and solutions for the same</p> <p>KB2. interpretation of cargo details based on standard codes and category</p> <p>KB3. sorting of goods based on destination, nature of cargo</p> <p>KB4. preparation of documents related to dispatch of air cargo</p> <p>KB5. procedure to handle special cargo such as live animals, perishable goods, etc</p> <p>KB6. cargo and material handling procedures for different type of cargo</p> <p>KB7. type of pallets used for different type of cargo</p> <p>KB8. dimension and material of pallet used and its suitability with the cargo handled</p> <p>KB9. interpretation of the loading sheet</p> <p>KB10. lashing procedure and tools used</p> <p>KB11. different types of lashing material and its suitability with type of cargo</p> <p>KB12. type of protection required</p> <p>KB13. storage requirements of different cargo</p>

LSC/N6106

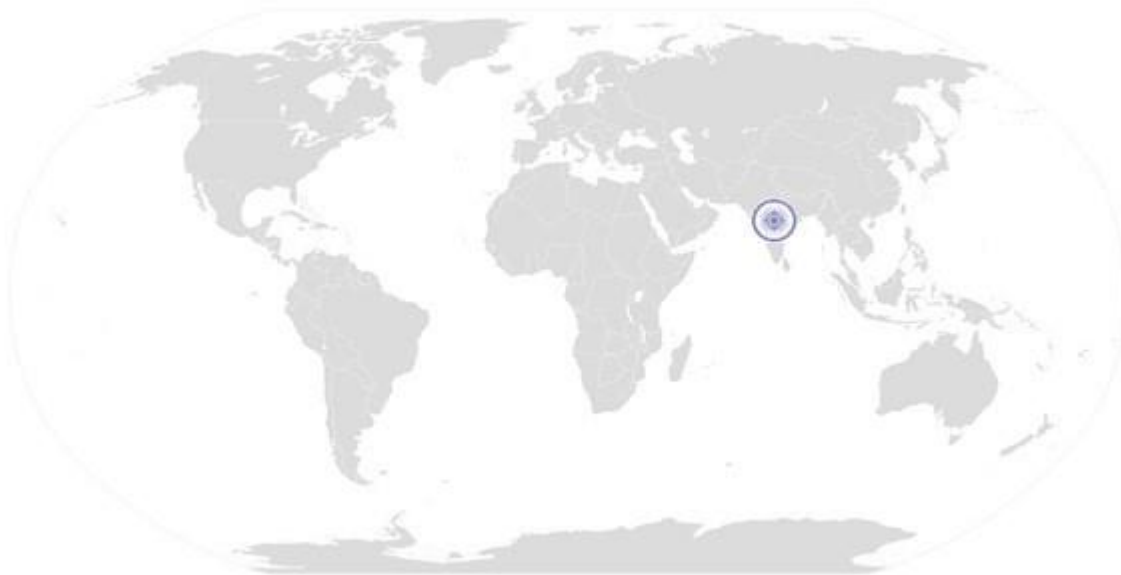
**Load the cargo in the pallet as per procedure**

	<p>KB14. precautions to be taken while handling dangerous / hazardous goods</p> <p>KB15. safety and security requirement for different types of cargo</p> <p>KB16. regulatory procedures and compliance of IATA, DGCA, BCS guidelines</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. fill any forms related to movement of air cargo and as per regulatory requirement
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. read the schedule and plan for cargo movement SA3. infer the details of the cargo and the customer shipping the cargo SA4. read instructions and regulatory requirement with reference to air cargo movement
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA5. communicate clearly with supervisors and peers and clarify for any issues SA6. communicate with buyer, shipper, forwarding agents as per requirement SA7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly SA8. share best practices with peers and juniors
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. decide on air-worthiness of the cargo SB2. decide on procedures to be deployed while handling dangerous goods SB3. decide on the stacking plan on handling different goods in a pallet
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB4. estimate time required for each activity SB5. make realistic day plans for each activity SB6. monitor smooth functioning of all activities SB7. prioritize and execute tasks in within the scheduled time limits
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB8. ensure that the customer is satisfied with reference to the cargo handling and other requirement SB9. ensure all customer special requirements are met while handling the air cargo
	<b>Problem Solving</b>

LSC/N6106

**Load the cargo in the pallet as per procedure**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. identify trends / common causes for errors and suggest possible solutions to the supervisor / management</p> <p>SB11. ability to identify and correct errors</p>
	<p><b>Analytical Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. notice common accidents and suggest safety measures to prevent the same</p>
	<p><b>Critical Thinking Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. ability to concentrate on task at hand and complete it without errors</p>



## NOS Version Control

<b>NOS Code</b>	<b>LSC/N6106</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/11/2015</b>
<b>Industry Sub-sector</b>	<b>Air Cargo Operation</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Ground Operation</b>	<b>Next review date</b>	



# National Occupational Standard



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## Overview

**This unit is about maintaining and following health, safety and security standards during air cargo handling operations in the work place**

**Maintain health, safety and security procedures in the air cargo operation**

<b>National Occupational Standard</b>	<b>Unit Code</b>	<b>LSC/N9603</b>
	<b>Unit Title (Task)</b>	<b>Maintain health, safety and security procedures in the Air Cargo Operation</b>
	<b>Description</b>	This unit is about maintaining and following health, safety and security standards during air cargo handling operations in the work place.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Follow healthy work practices and maintain personal health</li> <li>• Take precautions and follow safety processes in the workplace</li> <li>• Ensure security procedures of the airport are followed</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>	
<b>Follow healthy work practices and maintain personal health</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. make note of all activities which will lead to health issues and take necessary precautions</p> <p>PC2. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>PC3. wear all personal protective equipment (PPE) such as goggles, masks, ear plugs, shoes, etc. as applicable in the cargo movement area</p> <p>PC4. perform basic first aid in case of any accidents</p> <p>PC5. undertake periodical preventive health checkups</p>	
<b>Take precautions and follow safety processes in the workplace</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. make note of all safety processes in different location of the airport (cargo loading area, ramp operation area, etc) with reference to area of operation</p> <p>PC7. follow all safety procedures including walking only in the designated pathway, using hard hats, etc</p> <p>PC8. instruct / follow recommended and standard material handling procedure while handling cargo and avoid any damage to the goods</p> <p>PC9. follow standard procedures and precautions while handling dangerous goods</p> <p>PC10. identify safety related signage in the cargo handling area and follow instructions accordingly</p> <p>PC11. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo</p>	

LSC/N9603

**Maintain health, safety and security procedures in the air cargo operation**

	<p>PC12. ensure all the people follow safety process and report to supervisor in case of any deviation</p>
<p><b>Ensure safety of the material handled</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. make note of condition of the cargo handled</p> <p>PC14. check for air-worthiness of the cargo and inform supervisor based on observation</p> <p>PC15. ensure all the safety and security related tags, labels and signage are placed in the cargo</p> <p>PC16. ensure all the cargo passes through security and screening check</p>
<p><b>Ensure security the procedures of airport are followed</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC17. follow all security procedures while entering and exiting the airport (eg: displaying the id card issued by competent authority) as per the procedure</p> <p>PC18. carry / wear the identity card / access pass during all time in the customs area</p> <p>PC19. ensure all cargo handled have passed security checks and report in case of any violation</p> <p>PC20. ensure that air worthiness of the cargo is checked and does not damage the goods or the flight</p> <p>PC21. follow all security procedures with reference to cargo and manpower movement</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required to access and move across in different locations in the airport</p> <p>KA3. all relevant safety and security procedures</p> <p>KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different locations and access restrictions in the airport, customs area, etc</p> <p>KB2. standard material handling procedures while handling cargo</p> <p>KB3. handling procedure for hazardous / fragile cargo</p> <p>KB4. proper documentation procedure</p> <p>KB5. importance of data security</p> <p>KB6. safety and security signage and their functions</p> <p>KB7. security tags, labels and signage in the air cargo</p> <p>KB8. checking the specifications of the cargo to be declared 'air-worthy'</p> <p>KB9. security measures to check the cargo</p> <p>KB10. security procedures for dangerous / hazardous goods</p> <p>KB11. basic first aid to be performed for accidents</p> <p>KB12. different personal protective equipment (PPE), their usage and purpose</p>

LSC/N9603

**Maintain health, safety and security procedures in the air cargo operation**

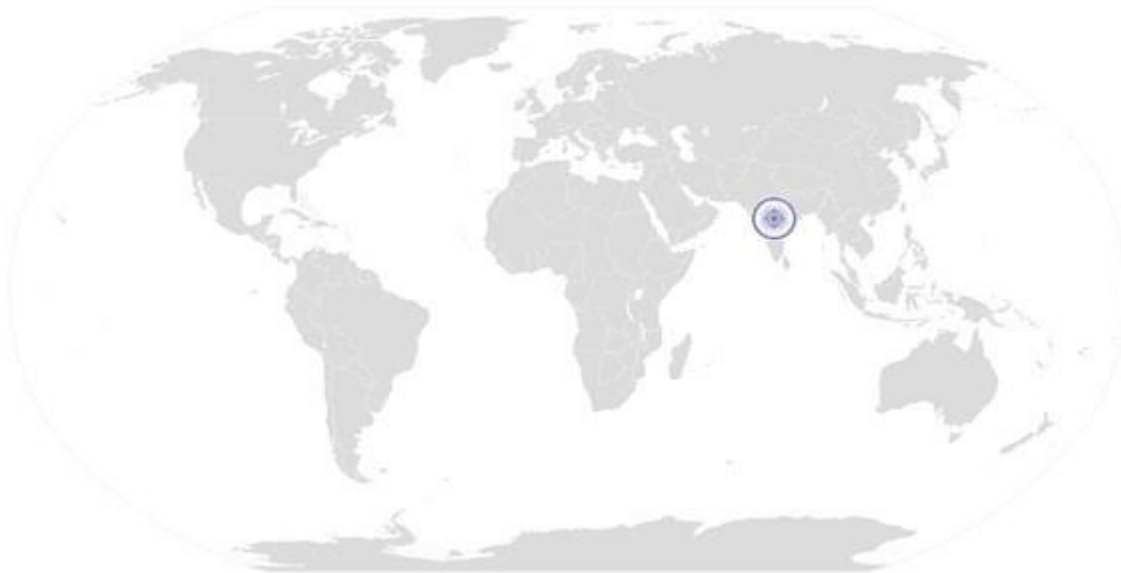
	<p>KB13. consequences of not adhering to health, safety and security standards and procedures</p> <p>KB14. checks and documentation related to cargo movement and security</p> <p>KB15. paperwork, access pass for movement of cargo and manpower in the work place</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill forms related to health, safety and security procedures wherever applicable</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read and understand the various procedures and standards related to health, safety and security while performing ground operations and handling cargo</p> <p>SA3. read and understand various documents related to security and movement of cargo at various location as applicable</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<b>B. Professional Skills</b>	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communicate clearly with security officer and guards</p> <p>SA5. share best practices with peers and juniors</p>
	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. concentrate on task at hand and complete it without errors</p> <p>SB3. be a team player and achieve joint goals</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. ensure safe and secure movement of customer goods and satisfy them</p>
	<b>Problem Solving</b>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify any threats / symptoms on personal health, safety, security, etc and take appropriate actions</p> <p>SB6. report to supervisor / management in case of any deviation / violation of any standard procedure</p>	
<b>Analytical Skills</b>	



LSC/N9603

**Maintain health, safety and security procedures in the air cargo operation**

	The user/individual on the job needs to know and understand how to: SB7. assess any risk during cargo movement
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to: SB8. concentrate on task at hand and complete it without errors



## NOS Version Control

<b>NOS Code</b>	<b>LSC/N9603</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/11/2015</b>
<b>Industry Sub-sector</b>	<b>Air Cargo Operation</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Ground Operation</b>	<b>Next review date</b>	

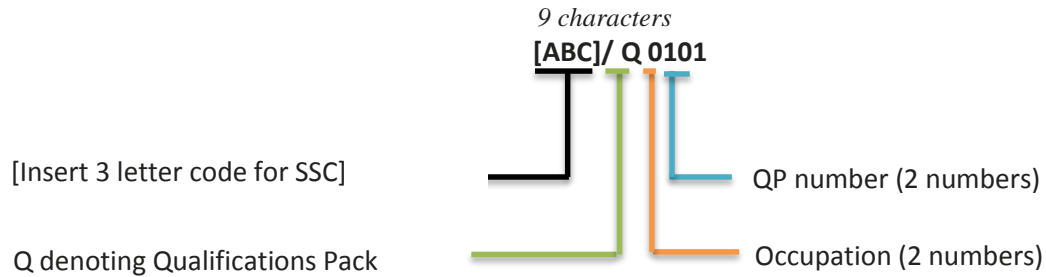


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## Annexure

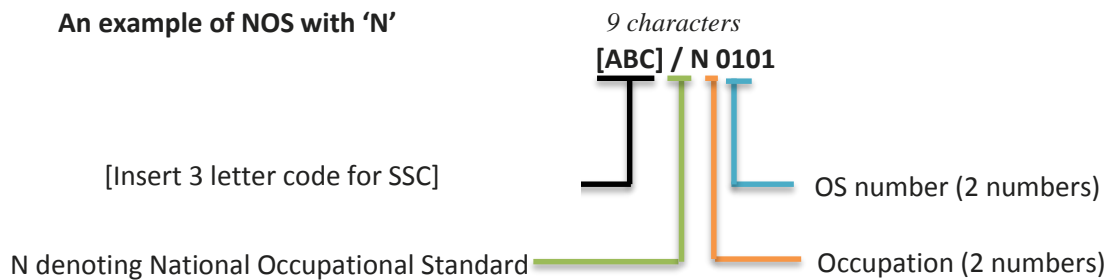
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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
Courier and Mail Services	30
Shipping / Port Operation	46 – 60
Air cargo operation	61 – 75
EXIM logistics	76 – 85
Generic Occupations	96 – 99

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

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Pallet Maker (Air Cargo)

**Qualification Pack:** LSC/Q6102

**Sector Skill Council:** LSC

<b><u>Guidelines for Assessment</u></b>
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/N6104 (Prepare for Palletisation of cargo)	PC1. interact with the supervisor and take down the work requirement for the day	100	5	2	3
	PC2. obtain information on area of loading, time schedule, etc		5	2	3
	PC3. receive information on the nature and quantity of cargo that is expected to be handled for the day		5	2	3
	PC4. ensure that all necessary tools and equipment required for the specific cargo handling is available		10	4	6
	PC5. obtain other materials such as nets, plastic wraps required for palletising the cargo		5	2	3
	PC6. make note of and follow all the regulatory compliance as per Directorate General of Civil Aviation (DGCA), Bureau of Civil Aviation Security of India and International Air Transport Association (IATA)		5	2	3

Qualifications Pack For Pallet Maker (Air Cargo)

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC7. obtain information on type of pallet to be used as per regulatory compliance		5	2	3
	PC8. receive operating and handling procedures to handle special cargo such as live cargo, perishables, etc		5	2	3
	PC9. attend training on handling dangerous goods and precautions to be taken		5	2	3
	PC10. make note of areas that are accessible and are restricted for material and people movement		5	2	3
	PC11. follow all mandatory and regulatory compliance processes and document them as required		5	2	3
	PC12. carry the identity cards and access cards issued by the airport authority and produce them whenever required for security purpose		5	2	3
	PC13. adhere all security processes followed in the airport		5	2	3
	PC14. ensure that the pallets used are as per standards and regulatory requirement		10	4	6
	PC15. ensure the dimension of pallet used and ensure it suits the current work requirement		5	2	3
	PC16. check the pallets used for operation and ensure it is fit for use		5	2	3
	PC17. clean the pallet and ensure it is dry while stacking the cargo		5	2	3
	PC18. receive details of cargo being handled and arrange for material handling equipment accordingly		5	2	3
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
2. LSC/N6105 (Receive cargo details and information for palletizing the cargo)	PC1. obtain the details of the cargo including type of cargo, volume and weight specifications	<b>100</b>	5	2	3
	PC2. ensure that Airway Bill No. is placed on each cargo		5	2	3
	PC3. obtain complete knowledge of the exact places where the cargo has to be stacked / placed		5	2	3
	PC4. make note of special instructions to be followed for special cargo such as live cargo, perishables, etc		5	2	3
	PC5. receive details of the palletisation as per the specification of the flight carrying the cargo		5	2	3

Qualifications Pack For Pallet Maker (Air Cargo)

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC6. ascertain the height of cargo to be stacked in a pallet, dimension and weight of a unit of pallet to be built		5	2	3
	PC7. make note of number of stacking allowed		5	2	3
	PC8. obtain details of destination and special requirement to be followed (example: usage of specific type of pallet acceptable in the country)		5	2	3
	PC9. make note of any dangerous / hazardous cargo to be handled		5	2	3
	PC10. obtain details of the hazardous cargo and the category of the cargo as per IATA and regulatory standards it falls under		5	2	3
	PC11. take adequate precautions before handling the cargo		5	2	3
	PC12. follow standard and recommended material handling procedures as defined for different categories of dangerous goods		5	2	3
	PC13. ensure the cargo has all documents and signage relating to dangerous goods		5	2	3
	PC14. follow standard netting / packing procedures to avoid any spillage / pilferage of the dangerous cargo		10	4	6
	PC15. receive any special instructions and stacking procedures to be followed from the supervisor		5	2	3
	PC16. receive the cargo to be stacked and sort them based on nature of cargo, volume, weight and destination		5	2	3
	PC17. ensure that the cargo of different destination is not mixed up (example: transshipment cargo to be stacked separately)		5	2	3
	PC18. make note of cargo which should be done on a separate pallet, the height requirement, strength of pallet to hold the cargo, etc		5	2	3
	PC19. receive details of the netting and lashing to be used to secure cargo in the pallet		5	2	3
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
3. LSC/N6106 (Load the cargo in	PC1. place the pallets on dollies / roller equipped loading form while building the pallets	<b>100</b>	5	2	3

Qualifications Pack For Pallet Maker (Air Cargo)

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
the pallet as per procedure)	PC2. stack the cargo as per procedure and handle them as per standard material handling procedure		5	2	3
	PC3. refer to pallet building / loading sheet while loading cargo		5	2	3
	PC4. ensure that the pallet load is shaped in a way that is suits the compartment cross section		5	2	3
	PC5. ensure that the dimension of the pallet load is as per the instructions		5	2	3
	PC6. coordinate with forklift operator and other material handling equipment operator for loading the cargo in pallets		5	2	3
	PC7. use standard material for securing the pallet load (example: nets are used for general cargo)		5	2	3
	PC8. ensure that the net could secure the cargo in all directions		10	4	6
	PC9. use straps / ropes to lash the individual cargo as per requirement		5	2	3
	PC10. secure the cargo using appropriate method for fragile / brittle cargo and ensure its safety during transit		5	2	3
	PC11. cover the pallets using plastic foil (to avoid damage caused by water, etc to the load)		5	2	3
	PC12. follow special instructions to protect special cargo (example: do not cover by plastic foils while handling live animals, flowers, etc)		5	2	3
	PC13. attach the nets, straps / ropes to attachment point in the edge rail of pallet to secure the cargo		5	2	3
	PC14. weigh the cargo after pallet building for preparation of load sheet		5	2	3
	PC15. ensure that the cargo has necessary documents (airway bill no., details of cargo, dangerous goods related documents, etc) while building the pallet		5	2	3
	PC16. use only recommended and approved materials (pallets, nets, straps, etc) for pallet building		5	2	3



Qualifications Pack For Pallet Maker (Air Cargo)

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC17. ensure that the cargo is safe and secure and all regulatory procedure is followed		5	2	3
	PC18. inform supervisor if there is deviation from regulatory procedure and standards		5	2	3
	PC19. complete all documentation and submit to supervisor after completion of pallet building		5	2	3
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
4. LSC/N9603 (Maintain health, safety and security procedures in the Air Cargo Operation)	PC1. make note of all activities which will lead to health issues and take necessary precautions	<b>100</b>	5	2	3
	PC2. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods		5	2	3
	PC3. wear all personal protective equipment (PPE) such as goggles, masks, ear plugs, shoes, etc. as applicable in the cargo movement area		3	1	2
	PC4. perform basic first aid in case of any accidents		5	2	3
	PC5. undertake periodical preventive health checkups		2	1	1
	PC6. make note of all safety processes in different location of the airport (cargo loading area, ramp operation area, etc) with reference to area of operation		5	2	3
	PC7. follow all safety procedures including walking only in the designated pathway, using hard hats, etc		5	2	3
	PC8. instruct / follow recommended and standard material handling procedure while handling cargo and avoid any damage to the goods		5	2	3
	PC9. follow standard procedures and precautions while handling dangerous goods		5	2	3
	PC10. identify safety related signage in the cargo handling area and follow instructions accordingly		5	2	3
	PC11. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo		5	2	3
	PC12. ensure all the people follow safety process and report to supervisor in case of any deviation		5	2	3
	PC13. make note of condition of the cargo handled		5	2	3

*Qualifications Pack For Pallet Maker (Air Cargo)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC14. check for air-worthiness of the cargo and inform supervisor based on observation		5	2	3
	PC15. ensure all the safety and security related tags, labels and signage are placed in the cargo		5	2	3
	PC16. ensure all the cargo passes through security and screening check		5	2	3
	PC17. follow all security procedures while entering and exiting the airport (eg: displaying the id card issued by competent authority) as per the procedure		5	2	3
	PC18. carry / wear the identity card / access pass during all time in the customs area		5	2	3
	PC19. ensure all cargo handled have passed security checks and report in case of any violation		5	2	3
	PC20. ensure that air worthiness of the cargo is checked and does not damage the goods or the flight		5	2	3
	PC21. follow all security procedures with reference to cargo and manpower movement		5	2	3
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>

[Back to QP](#)