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| **Model Curriculum**  **QP Name: Reefer Vehicle Operator**  **QP Code: LSC/Q8901**  **QP Version: 2.0**  **NSQF Level: 4**  **Model Curriculum Version: 2.0** |
| **­**  Logistics Sector Skill Council|| Logistics Sector Skill Council, Ground Floor, Temple Tower, No.476, Anna Salai, Nandanam, Chennai, Tamil Nadu 600035 |

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# Training Parameters

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| --- | --- |
| **Sector** | Logistics |
| **Sub-Sector** | Cold Chain |
| **Occupation** | Cold Chain Operations |
| **Country** | India |
| **NSQF Level** | 4 |
| **Aligned to NCO/ISCO/ISIC Code** | NCO-2015/ NIL |
| **Minimum Educational Qualiﬁcation and Experience** | 8th Class with 2 Years of experience as LMV driver |
| **Pre-Requisite License or Training** | As required to obtain LMV / HMV license based on need |
| **Minimum Job Entry Age** | 18 |
| **Last Reviewed On** | NA |
| **Next Review Date** | NA |
| **NSQC Approval Date** | NA |
| **QP Version** | 2.0 |
| **Model Curriculum Creation Date** | 07-06-2022 |
| **Model Curriculum Valid Up to Date** | 07-06-2022 |
| **Model Curriculum Version** | 2.0 |
| **Minimum Duration of the Course** | 510 |
| **Maximum Duration of the Course** | 510 |

# Program Overview

This section summarizes the end objectives of the program along with its duration.

## Training Outcomes

At the end of the program, the learner will be able to:

* Plan maintenance schedule and allocate resources to ensure effective maintenance of refrigeration equipment
* Monitor maintenance activities to ensure compliance to quality standards
* Administer timely repairs and service of refrigeration equipment to ensure uninterrupted functioning
* Provide training to plant engineers for safe handling and maintenance of refrigeration equipment
* Manage workplace for safe and healthy work environment by following and ensuring compliance to regulatory and safety norms
* Communicate effectively with colleagues and clients for proper information flow

## Compulsory Modules

The table lists the modules, their duration and mode of delivery.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NOS and Module Details | Theory  Duration | Practical  Duration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
| Bridge Module | **20** | **10** |  |  | **30** |
| Module 1: Introduction to Reefer vehicle operator | 20 | 10 |  |  | 30 |
| LSC/N9101 – Plan the maintenance of refrigeration equipment  V1.0  5 | **20** | **35** | **5** |  | **60** |
| Module 2: Inspection of reefer unit | 20 | 35 | *5* |  | 60 |
| LSC/N9102 – Monitor the maintenance of refrigeration equipment  V2.0  5 | **20** | **35** | **5** |  | **60** |
| Module 3: Supervising loading/unloading operations | 20 | 35 | *5* |  | 60 |
| LSC/N9103 – Oversee service and repair refrigeration equipment  V2.0  5 | **20** | **35** | **5** |  | **60** |
| Module 4: Operation of reefer vehicle | 20 | 35 | *5* |  | 60 |
| LSC/N9104 – Undertake training for plant engineers  V1.0  3 | **20** | **35** | **5** |  | **60** |
| Module 5: Managing product safety during transit | 20 | 35 | *5* |  | 60 |
| LSC/N9104 – Undertake training for plant engineers  V1.0  3 | **20** | **35** | **5** |  | **60** |
| Module 6: Maintenance of reefer vehicle | 20 | 35 | *5* |  | 60 |
| LSC/N9901 – Maintain food and personal safety, health, and hygiene in cold storage plant  V1.0  5 | **20** | **40** |  |  | **60** |
| Module 7: Compliance to health, safety and security norms | 20 | 40 |  |  | 60 |
| LSC/N9902 Communicate effectively with colleagues and clients  V1.0  5 | **20** | **35** | **5** |  | **60** |
| Module 8: Effective Communication | 20 | 35 | *5* |  | 60 |
| Employability Skills | **30** | **30** |  |  | **60** |
| Total Duration | **190** | **290** | **30** |  | **510** |

**Module Details**

## Module 1: Introduction to Reefer Vehicle Operator

***Mapped to Bridge Module***

**Terminal Outcomes:**

* Describe the basic structure and function of supply chain
* Detail the various functions of a refer vehicle operator

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Classify the components of supply chain and logistics sector * Detail the various sub-sectors and the opportunities in them * Identify various activities in cold chain, warehousing, port yard, land, ship and air transportation * Explain job roles in cold chain * Detail your job role as reefer vehicle operator and its interface with other job roles * Detail the various reefer vehicle equipment * Discuss the documentation requirement in reefer vehicle operations | * Identify the various MHEs and reefer vehicle equipment * Perform various operations functions of a reefer vehicle operator |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
|  | |

## Module 2: Inspection of reefer unit

***Mapped to LSC/N8901, v1.0***

**Terminal Outcomes:**

* Demonstrate the effective inspection of reefer unit as per SOP

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Explain different vessel and cargo types and berthing procedure * Describe cargo movement and its related rope work technique * Explain rigging procedure * Discuss components of cargo movement, mooring and signalling plan * List the PPE used for cargo movement * Demonstrate the level of cleanliness required in cargo yard * Identify the appropriate signalling equipment | * Perform manpower allocation for loading and unloading of goods * Maintain product at their optimal temperature * Inspect the reefer unit for any malfunctions before power on * Perform cleaning of reefer vehicle * Perform inspection after ignition of reefer vehicle * Perform precooling of reefer unit * Inspect the interiors of vehicle, loading equipment and pallets as per products to be loaded * Test the thermometer and cooling equipment before loading |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Project, MS Office, Computer, Projector, TV, Stationery, Worksheets, Reefer vehicle and associated equipment, temperature sensors, tools and tackles, cooling standards for different types of products, stacking systems in reefer vehicles, PPE, etc | |

## Module 3: Supervising loading/unloading operations

***Mapped to LSC/N8902, V1.0***

**Terminal Outcomes:**

* Detail the steps to be followed for supervising loading/ unloading operations as per SOP

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Explain the process of inspecting the quantity and quality of goods as per invoice * Discuss effective allocation manpower for unloading * Detail the best practices to be followed during loading/unloading * Check the temperature of unloading bay as per SOP * Demonstrate safe loading and unloading practices as per standards * Detail the delivery sequence to initiate loading procedure * Discuss special requirements and safe handling precautions to be followed during loading /unloading and storage of goods * Document temperature, condition of unloaded products, damage and returns, self-inspection, etc. * Explain escalation matrix for reporting deviation | * Check the quality and quantity of goods as per invoice * Perform allocation of manpower for unloading * Perform loading/unloading in most efficient manner * Inspect the unloading bay temperature as per the protocol * Perform loading and unloading as per standards * Resolve difficulties during unloading with co-workers * Administer loading of products as per delivery sequence * Carry out loading/unloading of goods in a safe and precautious manner |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Project, MS Office, Computer, Projector, TV, Stationery, Worksheets, Reefer vehicle, loading dock, MHE equipment such as pallet trucks &, forklifts, pallets, crates, sample products, weighing tables, standard formats, temperature control systems, PPE etc. | |

## Module 4: Operation of reefer vehicle

***Mapped to LSC/N8903, v1.0***

**Terminal Outcomes:**

* Detail the appropriate steps for supervision of repairs and services as per SOP

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Construct delivery schedule in accordance to product and delivery schedule * Check the refrigerator sensor before trip * Detail all necessary documents required for the products and the reefer vehicle * Discuss the safe driving requirements, road and traffic regulations * Demonstrate safe driving of reefer vehicle | * Plan delivery schedule and route as per product and dispatch * Inspect the vehicle condition related to temperature, refrigerator operator sensor etc. before the trip * Follow safe traffic regulation and safe driving process * Drive the vehicle as per SOP * Perform trip completion activities such as payment collection, delivery acknowledgement etc. * Record trip details, expenses, bills etc. |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Office  compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables, cold storage equipment, gas leak detectors, electrical systems, start relays and defrost timers, pressure pumps, etc. | |

## Module 5: Managing product safety during transit

***Mapped to LSC/N8904, v1.0***

**Terminal Outcomes:**

* Demonstrate effective training on safe handling of equipment’s condensers, evaporators etc.
* Detail the maintenance procedure for refrigeration equipment such as dismantling, tracing faults, repair and service, component replacement, control circuit repairs, etc.

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Explain the process of maintaining temperature-controlled air circulation in the reefer vehicle * Detail the precautions to be taken depending upon the product, local conditions and seasonal * Check temperature and humidity in reefer vehicle as per SOP * Illustrate the calibration of temperature and humidity monitoring devices * Describe the reefer vehicle parameters to be followed during transit to ensure product safety | * Provide training to plant engineers on safe handling of refrigerants * Understand the harmful effect of refringent * Provide training on appropriate procedures for handling evaporators, condenser etc. * Demonstrate maintenance of refrigeration equipment such as dismantling, tracing faults, repair and service, component replacement, control circuit repairs, etc. * Provide training on emergency responses during breakdown * Provide training on usage of tools, techniques etc. * Provide training on numerical calculations and reporting necessary for performing the activity |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Office  compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables, cold storage equipment, gas leak detectors, electrical systems, start relays and defrost timers, pressure pumps, etc. | |

## Module 6: Maintenance of reefer vehicle

***Mapped to LSC/N8905, v1.0***

**Terminal Outcomes:**

* Describe health, safety, and security procedures in cold storage plants
* Demonstrate the inspection procedure to ensure appropriate and safe conditions of activity area and equipment
* Illustrate the standard protocol to be followed during emergency situations, accidents and breach of safety

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Review job card and manufacturer specifications before maintenance * Examine maintenance schedule of vehicle and devices * Explain the inspection procedure for tires, wheel fixing etc. * Examine the vehicle for faults and service requirements * Explain appropriate methodology for testing and diagnosis of different equipment * Check the system and other minor repairs that have been made * Detail various tools used for repairs and maintenance * Check the vehicle post repair to ensure it is in accordance to its specification * Detail all the maintenance activity performed | * Perform health and safety procedure in cold storage plants * Follow safety precautionary methods * Check the activity area and equipment for compliance to safety * Check the pipeline and cold storage area are as per SOP * Perform pest control as per SOP to avoid infestation * Inspect adherence to standard operating procedures (SOP) while handling goods * Implement standard protocol in case of emergency situations, accidents, and breach of safety |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Project, MS Office, Computer, Projector, TV, Stationery, Worksheets, Statistical Tools  compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables | |

## Module 7: Compliance to health and safety standards

***Mapped to LSC/N9901, v1.0***

**Terminal Outcomes:**

* Demonstrate effective communication skills to understand targets and performance indicators
* Establish good client relationships and maintain them effectively

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *40:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Detail health, safety and security procedures in cold storage plants * Detail the safety precautionary method * Explain the inspection procedure to ensure appropriate and safe conditions of activity area and equipment * Detail hygiene and sanitation standards as per regulatory bodies such as FSSAI, APEDA * Detail the pest control methods to ensure no pest * Discuss unsafe working conditions * Describe the inspection procedure to check safe handling of hazardous goods * Discuss the standard protocol to be followed during emergency situations, accidents and breach pf safety | * Communicate effectively with seniors to understand targets, performance indicators * Practice responsible, disciplined and respectful behavior in the workplace * Resolve conflicts amongst colleagues * Practice cooperation, coordination, etiquette and collaboration with colleagues and clients * Provide expert inputs and guide colleagues * Communicate effectively with clients to understand work requirements * Solve client escalations effectively * Establish and maintain good client relationships |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Project, MS Office, Computer, Projector, TV, Stationery, Worksheets, Statistical Tools  compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables | |

## Module 7: Effective Communication

***Mapped to LSC/N9902, v1.0***

**Terminal Outcomes:**

* Demonstrate effective communication skills to understand targets and performance indicators
* Establish good client relationships and maintain them effectively

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Understand the target and performance indicator from seniors * Detail the progress to superiors * Explain the behavior to be followed in workplace * Breakdown issues among colleagues * Interpret cooperation, coordination to be established with colleagues and clients * Recognize the client requirement * Manage client escalation immediately * Maintain good relationship with clients | * Communicate effectively with seniors to understand targets, performance indicators * Practice responsible, disciplined and respectful behavior in the workplace * Resolve conflicts amongst colleagues * Practice cooperation, coordination, etiquette and collaboration with colleagues and clients * Provide expert inputs and guide colleagues * Communicate effectively with clients to understand work requirements * Solve client escalations effectively * Establish and maintain good client relationships |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Project, MS Office, Computer, Projector, TV, Stationery, Worksheets, Statistical Tools  compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables | |

## Module 8 : Employability Skills

***Mapped to*** ***DGT/VSQ/N0102, v1.0***

**Terminal Outcomes:**

* Discuss the Employability Skills required for jobs in various industries
* Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
* Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: *30:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Discuss the Employability Skills required for jobs in various industries * List different learning and employability related GOI and private portals and their usage * Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen * Discuss importance of relevant 21st century skills. * Describe the benefits of continuous learning. * Explain the importance of active listening for effective communication * Discuss the significance of working collaboratively with others in a team * Discuss the significance of escalating sexual harassment issues as per POSH act. * List the common components of salary and compute income, expenditure, taxes, investments etc. * Discuss the legal rights, laws, and aids * Describe the role of digital technology in today’s life * Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely * Explain the types of entrepreneurship and enterprises * Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan * Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement * Detail the significance of analyzing different types and needs of customers * Explain the significance of identifying customer needs and responding to them in a professional manner. * Discuss the significance of maintaining hygiene and dressing appropriately * Explain the significance of maintaining hygiene and confidence during an interview * List the steps for searching and registering for apprenticeship opportunities | * Practice different environmentally sustainable practices. * Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. * Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone * Read and interpret text written in basic English * Write a short note/paragraph / letter/e -mail using basic English * Create a career development plan with well-defined short- and long-term goals * Communicate effectively using verbal and nonverbal communication etiquette. * Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD * Outline the importance of selecting the right financial institution, product, and service * Demonstrate how to carry out offline and online financial transactions, safely and securely * Operate digital devices and use the associated applications and features, safely and securely * Create sample word documents, excel sheets and presentations using basic features * Utilize virtual collaboration tools to work effectively * Devise a sample business plan, for the selected business opportunity * Create a professional Curriculum Vitae (CV) * Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively * Perform a mock interview |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs | |
| **Tools, Equipment and Other Requirements** | |
| Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer | |

# Annexure

## Trainer Requirements

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Trainer Prerequisites | | | | | | |
| Minimum Educational Qualification | **Specialization** | **Relevant Industry Experience** | | **Training Experience** | | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| 12th Pass |  | 3 | Reefer vehicle operations | 1 | Reefer vehicle operations |  |

|  |  |
| --- | --- |
| Trainer Certification | |
| Domain Certification | **Platform Certification** |
| Certified for Job Role: “ Reefer vehicle operator” mapped to QP: “LSC/Q8901, v2.0”. Minimum accepted score is 80% | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80% |

## Assessor Requirements

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Assessor Prerequisites | | | | | | |
| Minimum Educational Qualification | **Specialization** | **Relevant Industry Experience** | | **Training/Assessment Experience** | | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| 12th Pass | NA | 2 | Reefer vehicle operations | 1 | Reefer vehicle operations |  |

|  |  |
| --- | --- |
| Assessor Certification | |
| Domain Certification | **Platform Certification** |
| Certified for Job Role: “Reefer Vehicle Operator ” mapped to QP: “LSC/Q8901, v2.0”. Minimum accepted score is 80% | Recommended that the Assessor is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80% |

## Assessment Strategy

The emphasis is on ‘learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. **Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

1. **Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.
2. **On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.
3. **Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:
   1. True / False Statements
   2. Multiple Choice Questions
   3. Matching Type Questions.
   4. Fill in the blanks
   5. Scenario based Questions
   6. Identification Questions

**QA Regarding Assessors:**

Assessors are selected as per the “eligibility criteria” laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

* + 1. Guidance regarding NSQF
    2. Qualification Pack Structure
    3. Guidance for the assessor to conduct theory, practical and viva assessments
    4. Guidance for trainees to be given by assessor before the start of the assessments.
    5. Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
    6. Viva guidance for uniformity and consistency across the batch.
    7. Mock assessments
    8. Sample question paper and practical demonstration

# References

## Glossary

|  |  |
| --- | --- |
| Term | Description |
| Declarative Knowledge | Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem. |
| Key Learning Outcome | Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application). |
| OJT (M) | On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site |
| OJT (R) | On-the-job training (Recommended); trainees are recommended the specified hours of training on site |
| Procedural Knowledge | Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills. |
| Training Outcome | Training outcome is a statement of what a learner will know, understand and be able to do **upon** **the** **completion of the training**. |
| Terminal Outcome | Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome. |

## Acronyms and Abbreviations

|  |  |
| --- | --- |
| Term | Description |
| QP | Qualification Pack |
| NSQF | National Skills Qualification Framework |
| NSQC | National Skills Qualification Committee |
| NOS | National Occupational Standards |