

Qualification Pack



Reefer Vehicle Operator cum Driver

QP Code: LSC/Q1302

Version: 1.0

NSQF Level: 4

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LSC/Q1302: Reefer Vehicle Operator cum Driver

Brief Job Description

The individual at work inspects, maintains and drives the reefer vehicle to the destination, monitors the temperature control logistics in transit by operating the required temperature monitoring device and ensuring a constant check on product safety in transit with respect to its quality, safety and temperature from origin to destination.

Personal Attributes

The job requires the individual to have: attention to details, good eye sight, arm-hand steadiness, ability to withstand changing temperature conditions, ability to sit for a long time, ability to lift weights, physical agility and stamina.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N8901: Conduct pre-operative checks of the reefer unit](#)
2. [LSC/N8902: Monitor the product loading and unloading operations](#)
3. [LSC/N8903: Operate and drive the reefer vehicle safely](#)
4. [LSC/N1310: Ensure load safety in transit](#)
5. [LSC/N8905: Maintain the reefer vehicle](#)
6. [LSC/N1303: Guide and control the vehicle](#)
7. [LSC/N1304: Health, safety and security procedures for drivers](#)
8. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Cold Chain Logistics Solutions
Occupation	Vehicle Operations, Transport Operations
Country	India

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NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8332
Minimum Educational Qualification & Experience	8th grade pass (Should have the ability to read and write in English + at least 1 official language) with 3 Years of experience of experience as LMV Driver OR 8th grade pass (Should have the ability to read and write in English + at least 1 official language + HMV Driver (as per regulations vide HMV Driving License))
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Should have LMV/HMV license
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	22/10/2027
NSQC Approval Date	22/10/2024
Version	1.0
Reference code on NQR	QG-04-TW-03314-2024-V1-LSC
NQR Version	1.0

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LSC/N8901: Conduct pre-operative checks of the reefer unit

Description

This OS unit is about inspecting the reefer unit with respect to the various specifications and pre cooling the unit before loading products

Scope

The scope covers the following :

- Collect details of the products and its requirements
- Conduct an inspection on the empty reefer before power on
- Inspect the reefer after power on
- Perform the pre cool operations of the unit
- Perform a final check of the reefer unit

Elements and Performance Criteria

Collect details of the products and its requirements

To be competent, the user/individual on the job must be able to:

- PC1.** Gather details of the nature of product, type of packaging used, place of origin and final destination
- PC2.** Collect information on the quantity, weight and dimension of product like fruits, vegetables, meat, pharma and other perishable products
- PC3.** Analyse the temperature required and other conditions of the reefer transport

Conduct an inspection on the empty reefer before power on

To be competent, the user/individual on the job must be able to:

- PC4.** Ensure the correct functioning of the cooling unit
- PC5.** Check the unit for physical damages
- PC6.** Check the technical unit functions of the reefer unit and the generator set according to the manufacturer and shipping specifications
- PC7.** Ensure the inside of unit is clean
- PC8.** Ensure the reefer machinery is running properly at correct settings
- PC9.** Check the refrigerant and lubricant level
- PC10.** Ensure the battery level is in range
- PC11.** Check the electric insulation value for compressor, motor and heaters
- PC12.** Supervise the cleaning of any spills or breakage in the reefer unit
- PC13.** Inspect the reefer for any leakage from roof, open spaces, etc.
- PC14.** Inspect effectively the different parameters such as cleaning, disinfection and temperature control of the reefer vehicle, loading equipments such as hand trucks, forklift, conveyors, etc. and the pallets.
- PC15.** Ensure the interior surfaces of the vehicle are made of suitable materials based on the type of product to be loaded

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Inspect the reefer after power on

To be competent, the user/individual on the job must be able to:

- PC16.** Ensure no abnormal noises from the components
- PC17.** Preset the temperature setting
- PC18.** Ensure the cooling effects are in proper direction
- PC19.** Calibrate the sensors and detect proper working of the unit

Perform the pre cool operations of the unit

To be competent, the user/individual on the job must be able to:

- PC20.** Keep the doors closed at all times except while performing the storage operations
- PC21.** Maintain the temperatures at pre cooled or pre set temperature level
- PC22.** Set the reefer vehicle with the correct temperature for the respective products
- PC23.** Pre cool the reefers for the required amount of time before loading
- PC24.** Ensure the environment conditions in the cold store and the reefer vehicle are the same
- PC25.** Avoid pre cooling in open environment resulting in condensation on the reefer interior surfaces once the doors are opened
- PC26.** Ensure the interior surface of the reefer container is cool to the desired carrying temperature

Perform a final check of the reefer unit

To be competent, the user/individual on the job must be able to:

- PC27.** Check the conditions of the material handling equipment storage racks
- PC28.** Ensure unit is odor free
- PC29.** Ensure the system is in perfect condition
- PC30.** Test the thermometer and cooling equipment before starting
- PC31.** Ensure the reefer unit is ready to load products

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's reporting structure
- KU2.** Individual's role in cold chain process flow
- KU3.** Occupational health and safety standards
- KU4.** Company's quality control standards for perishable products
- KU5.** Company's policies, standard operating procedures and governance structure
- KU6.** Company's personnel management and incentive rules
- KU7.** Clients and suppliers of the company
- KU8.** Company's policies on the typical checks to be done before and during transportation
- KU9.** Company's transportation procedures and documentation
- KU10.** Loading and unloading operations
- KU11.** Delivery specifications
- KU12.** Type of packaging used for the products

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- KU13.** Temperature requirements for the various products and at the reefer transport, for example, Marine products: -18 to -21 degrees Fruits and vegetables: -1 to 15 degrees; 95% to 98% RH; 65% to 75% RH for onion and garlic; 40% to 50% RH for beans, dry fruits and vegetables Dairy: -20 to +4 degrees Dry fruits: 4 to 10 degrees Pharma - chemicals and vaccines: 4 to 10 degree
- KU14.** Reefer inspection and technical functionality checks
- KU15.** Refrigerant and lubricant levels
- KU16.** Cleaning and disinfecting the reefer unit
- KU17.** Loading equipments such as hand trucks, forklift, conveyors, etc.
- KU18.** Suitable materials for interior surfaces of the reefer vehicle
- KU19.** Calibrating sensors at the reefer unit
- KU20.** Environment conditions to be maintained at the reefer unit
- KU21.** Pre cooling operations at the reefer unit
- KU22.** Material handling conditions
- KU23.** Characteristics of the products being handled
- KU24.** Product specific quality control and assurance standards
- KU25.** Safety precautions to be taken for product specific handling techniques
- KU26.** Types of workplace hazards

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read job sheet to understand the delivery orders and the work plan
- GS2.** Read the manuals and other documents for inspection and usage of lubricants and cleaning liquids
- GS3.** Read instructions on workplace hazards
- GS4.** Maintain quantity details of inspection observations
- GS5.** Coordinate with the concerned persons to know the delivery orders
- GS6.** Communicate types of workplace hazards, safety precautions and remedial measures to be taken by loaders and unloaders
- GS7.** Decide on the various tests and inspections to be carried out in the reefer unit
- GS8.** Decide on the environment conditions to be maintained at the reefer unit
- GS9.** Prioritize and execute inspection tasks in an efficient manner
- GS10.** Organize the cleaning and disinfection activity of the reefer unit
- GS11.** Customer requirements with respect to quality expectations
- GS12.** Execute remedial measures in case of injury or hazard in handling technique
- GS13.** Take appropriate action in case of any faults during inspection
- GS14.** Assess protective equipment to be used based on weather conditions
- GS15.** Spot process disruptions while inspection of the reefer unit

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect details of the products and its requirements</i>	3	4	-	2
PC1. Gather details of the nature of product, type of packaging used, place of origin and final destination	1	2	-	1
PC2. Collect information on the quantity, weight and dimension of product like fruits, vegetables, meat, pharma and other perishable products	1	1	-	1
PC3. Analyse the temperature required and other conditions of the reefer transport	1	1	-	-
<i>Conduct an inspection on the empty reefer before power on</i>	12	24	-	6
PC4. Ensure the correct functioning of the cooling unit	1	2	-	-
PC5. Check the unit for physical damages	1	2	-	-
PC6. Check the technical unit functions of the reefer unit and the generator set according to the manufacturer and shipping specifications	1	2	-	1
PC7. Ensure the inside of unit is clean	1	2	-	-
PC8. Ensure the reefer machinery is running properly at correct settings	1	2	-	-
PC9. Check the refrigerant and lubricant level	1	2	-	1
PC10. Ensure the battery level is in range	1	2	-	1
PC11. Check the electric insulation value for compressor, motor and heaters	1	2	-	1
PC12. Supervise the cleaning of any spills or breakage in the reefer unit	1	2	-	-
PC13. Inspect the reefer for any leakage from roof, open spaces, etc.	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Inspect effectively the different parameters such as cleaning, disinfection and temperature control of the reefer vehicle, loading equipments such as hand trucks, forklift, conveyors, etc. and the pallets.	1	2	-	1
PC15. Ensure the interior surfaces of the vehicle are made of suitable materials based on the type of product to be loaded	1	2	-	-
<i>Inspect the reefer after power on</i>	4	8	-	1
PC16. Ensure no abnormal noises from the components	1	2	-	-
PC17. Preset the temperature setting	1	2	-	1
PC18. Ensure the cooling effects are in proper direction	1	2	-	-
PC19. Calibrate the sensors and detect proper working of the unit	1	2	-	-
<i>Perform the pre cool operations of the unit</i>	6	14	-	-
PC20. Keep the doors closed at all times except while performing the storage operations	-	2	-	-
PC21. Maintain the temperatures at pre cooled or pre set temperature level	1	2	-	-
PC22. Set the reefer vehicle with the correct temperature for the respective products	1	2	-	-
PC23. Pre cool the reefers for the required amount of time before loading	1	2	-	-
PC24. Ensure the environment conditions in the cold store and the reefer vehicle are the same	1	2	-	-
PC25. Avoid pre cooling in open environment resulting in condensation on the reefer interior surfaces once the doors are opened	1	2	-	-
PC26. Ensure the interior surface of the reefer container is cool to the desired carrying temperature	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform a final check of the reefer unit</i>	5	10	-	1
PC27. Check the conditions of the material handling equipment storage racks	1	2	-	-
PC28. Ensure unit is odor free	1	2	-	-
PC29. Ensure the system is in perfect condition	1	2	-	-
PC30. Test the thermometer and cooling equipment before starting	1	2	-	1
PC31. Ensure the reefer unit is ready to load products	1	2	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N8901
NOS Name	Conduct pre-operative checks of the reefer unit
Sector	Logistics
Sub-Sector	Cold Chain Logistics Solutions
Occupation	Vehicle Operations, Transport Operations
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

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LSC/N8902: Monitor the product loading and unloading operations

Description

This OS unit is about monitoring the loading and unloading operations for delivery taking account of various parameters as required and documenting the activities

Scope

The scope covers the following :

- Verify the products for delivery before unloading
- Inspect the loading and unloading operations
- Take account of load characteristics and cold storage facilities
- Document the operation

Elements and Performance Criteria

Verify the products for delivery before unloading

To be competent, the user/individual on the job must be able to:

- PC1.** Inspect the load before unloading begins
- PC2.** Check the quality, quantity and condition of the unloaded goods against the bill
- PC3.** Ensure the goods against the checklist to see if the order and the delivery matches
- PC4.** Ensure the load has not moved positions and no damages caused during transit

Inspect the loading and unloading operations

To be competent, the user/individual on the job must be able to:

- PC5.** Assign spaces for loading and unloading activity to take place
- PC6.** Inform the concerned person on the loading and dispatch schedule
- PC7.** Ensure the required protective gears are used by the workers
- PC8.** Instruct loaders to maximize space during loading
- PC9.** Ensure proper spacing and air flow movement while loading
- PC10.** Ensure the loading operation is carried out in a cold tunnel/controlled environment where the temperature of the reefer container and the cold store are the same
- PC11.** Ensure the products are loaded within their designated compartments at their appropriate temperature and other requirements
- PC12.** Ensure the products are loaded in convenience to the delivery schedule
- PC13.** Check for any special delivery instructions and plan
- PC14.** Be aware of the hazards present and precautions to be taken in the delivery plan
- PC15.** Monitor to assess, clean and disinfect the unloading areas as per requirement
- PC16.** Ensure the area of unloading is safe and suitable for the products with respect to suitability of ground, stability, traffic management and other site conditions
- PC17.** Check if it is safe to proceed unloading with the concerned person
- PC18.** Ensure unloading happens safely and timelines are met

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- PC19.** Make sure to rectify and remove the load safely if the position is changed or any damage caused during transit
- PC20.** Ensure to move the unloading location in this case to unload
- PC21.** Liason with the workers to understand the unanticipated difficulties in unloading
- PC22.** Ensure unstable loads do not fall to the ground
- PC23.** Ensure the persons do not jump on and off the vehicle while unloading
- PC24.** Ensure the persons take proper unloading access such as stairways, platform, etc.
- PC25.** Do not drag the product off the vehicle
- PC26.** Ensure the concerned and skilled person are only assigned the unloading operation in case of forklift or any specialized products
- PC27.** Identify the method of unloading such as manual, cranes, forklift, etc.
- PC28.** Provide sufficient instructions to the people in case of manual unloading
- PC29.** Identify the precautions and assess sufficiently the ways to reduce risk of injury
- PC30.** Find alternative ways of unloading in case if manual unloading is risky
- PC31.** Ensure the products are immediately shifted to the correct temperature controlled storage conditions after unloading

Take account of load characteristics and cold storage facilities

To be competent, the user/individual on the job must be able to:

- PC32.** Be aware of the size and stability of the loads
- PC33.** Ensure the products are maintained at appropriate temperature at the time of unloading
- PC34.** Ensure to keep aside the extra goods that do not meet the requirement
- PC35.** Replace the items from warehouse in case of any damaged or missing item

Document the operation

To be competent, the user/individual on the job must be able to:

- PC36.** Record the temperature readings and product condition while unloading
- PC37.** Communicate any deviations to the concerned person
- PC38.** Record the signs of spillage or damage also if any
- PC39.** Prepare documentation with respect to bill of lading, order and delivery, inspection report on the condition of unloaded products, damage and returns, self inspection, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's reporting structure
- KU2.** Individual's role in cold chain process flow
- KU3.** Occupational health and safety standards
- KU4.** Company's quality control standards for perishable products
- KU5.** Company's policies, standard operating procedures and governance structure
- KU6.** Company's personnel management and incentive rules
- KU7.** Clients and suppliers of the company
- KU8.** Company's policies on the typical checks to be done before and during transportation

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- KU9.** Company's transportation procedures and documentation
- KU10.** Loading and unloading operations
- KU11.** Delivery specifications
- KU12.** Load safety measures while loading
- KU13.** Spacing and air flow specifications for loading into the reefer unit for respective products
- KU14.** Protective gears used while loading and unloading
- KU15.** Temperature requirements for the different products
- KU16.** Compartment designations at the reefer for respective products loading
- KU17.** Workplace hazards and preventions
- KU18.** Cleaning and disinfecting the unloading area
- KU19.** Traffic management and other site conditions for unloading
- KU20.** Loading and unloading equipments such as cranes, forklift, etc.
- KU21.** Precautions to be taken to reduce risk while loading and unloading
- KU22.** Controlled storage conditions and specifications
- KU23.** Documentation of temperature, delivery and other product conditions
- KU24.** Latest checks for conducting quality checks
- KU25.** Characteristics of goods to be inspected while loading and unloading
- KU26.** Measurement units of the goods loaded and unloaded

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read job sheet for delivery specifications
- GS2.** Read the loading and unloading requirements as per the job sheet
- GS3.** Read the product specifications to be transported
- GS4.** Record the temperature readings and product condition while unloading
- GS5.** Document bill of lading, order and delivery, inspection report on the condition of unloaded products, damage and returns, self inspection, etc.
- GS6.** Communicate to respective authority on any disruptions in the activity
- GS7.** Coordinate on the loaders and unloaders for the activity schedule and specifications
- GS8.** Decide number of people to be deployed for loading and unloading
- GS9.** Plan the loading and unloading operations schedule
- GS10.** Organize the required equipments for unloading such as forklift, cranes, etc.
- GS11.** Plan the methodology of unloading
- GS12.** Plan the methodology of unloading
- GS13.** Customer requirements with respect to quality expectations
- GS14.** Solve issues related to the quality disruptions at the time of loading and unloading
- GS15.** Handle problems related to the unloading operations
- GS16.** Assess the loading and unloading operations
- GS17.** Spot process disruptions and delays while loading and unloading

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Verify the products for delivery before unloading</i>	1	8	-	3
PC1. Inspect the load before unloading begins	-	2	-	1
PC2. Check the quality, quantity and condition of the unloaded goods against the bill	1	2	-	-
PC3. Ensure the goods against the checklist to see if the order and the delivery matches	-	2	-	1
PC4. Ensure the load has not moved positions and no damages caused during transit	-	2	-	1
<i>Inspect the loading and unloading operations</i>	23	42	-	4
PC5. Assign spaces for loading and unloading activity to take place	1	1	-	-
PC6. Inform the concerned person on the loading and dispatch schedule	1	1	-	-
PC7. Ensure the required protective gears are used by the workers	1	1	-	-
PC8. Instruct loaders to maximize space during loading	1	1	-	-
PC9. Ensure proper spacing and air flow movement while loading	1	1	-	-
PC10. Ensure the loading operation is carried out in a cold tunnel/controlled environment where the temperature of the reefer container and the cold store are the same	1	1	-	-
PC11. Ensure the products are loaded within their designated compartments at their appropriate temperature and other requirements	1	1	-	-
PC12. Ensure the products are loaded in convenience to the delivery schedule	1	1	-	-
PC13. Check for any special delivery instructions and plan	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Be aware of the hazards present and precautions to be taken in the delivery plan	1	2	-	-
PC15. Monitor to assess, clean and disinfect the unloading areas as per requirement	1	2	-	-
PC16. Ensure the area of unloading is safe and suitable for the products with respect to suitability of ground, stability, traffic management and other site conditions	1	2	-	-
PC17. Check if it is safe to proceed unloading with the concerned person	1	2	-	-
PC18. Ensure unloading happens safely and timelines are met	1	2	-	-
PC19. Make sure to rectify and remove the load safely if the position is changed or any damage caused during transit	1	2	-	-
PC20. Ensure to move the unloading location in this case to unload	-	2	-	1
PC21. Liason with the workers to understand the unanticipated difficulties in unloading	-	2	-	1
PC22. Ensure unstable loads do not fall to the ground	1	2	-	-
PC23. Ensure the persons do not jump on and off the vehicle while unloading	1	2	-	-
PC24. Ensure the persons take proper unloading access such as stairways, platform, etc.	1	2	-	-
PC25. Do not drag the product off the vehicle	-	2	-	1
PC26. Ensure the concerned and skilled person are only assigned the unloading operation in case of forklift or any specialized products	1	2	-	-
PC27. Identify the method of unloading such as manual, cranes, forklift, etc.	1	1	-	-
PC28. Provide sufficient instructions to the people in case of manual unloading	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. Identify the precautions and assess sufficiently the ways to reduce risk of injury	1	2	-	-
PC30. Find alternative ways of unloading in case if manual unloading is risky	-	1	-	1
PC31. Ensure the products are immediately shifted to the correct temperature controlled storage conditions after unloading	1	1	-	-
<i>Take account of load characteristics and cold storage facilities</i>	2	6	-	2
PC32. Be aware of the size and stability of the loads	-	2	-	1
PC33. Ensure the products are maintained at appropriate temperature at the time of unloading	1	1	-	-
PC34. Ensure to keep aside the extra goods that do not meet the requirement	1	1	-	-
PC35. Replace the items from warehouse in case of any damaged or missing item	-	2	-	1
<i>Document the operation</i>	4	4	-	1
PC36. Record the temperature readings and product condition while unloading	1	1	-	-
PC37. Communicate any deviations to the concerned person	1	1	-	-
PC38. Record the signs of spillage or damage also if any	1	1	-	-
PC39. Prepare documentation with respect to bill of lading, order and delivery, inspection report on the condition of unloaded products, damage and returns, self inspection, etc.	1	1	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N8902
NOS Name	Monitor the product loading and unloading operations
Sector	Logistics
Sub-Sector	Cold Chain Logistics Solutions
Occupation	Vehicle Operations, Transport Operations
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQF Clearance Date	22/10/2024

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LSC/N8903: Operate and drive the reefer vehicle safely

Description

This OS unit is about operating and driving the reefer vehicle on the allocated routes to deliver the products at the specified destinations

Scope

The scope covers the following :

- Check the work requirements for delivery of perishable products by reefer vehicle
- Inspect and ensure the various trip parameters
- Complete the trip activity
- Record and document the trip details and operation of reefer vehicle

Elements and Performance Criteria

Check the work requirements for delivery of perishable products by reefer vehicle

To be competent, the user/individual on the job must be able to:

- PC1.** Confirm the job requirements and the delivery schedules for the day
- PC2.** Check the vehicle assigned and the type of goods
- PC3.** Verify the delivery destinations and chart out routes in case of multiple destinations
- PC4.** Plan the trip and manage road time for delivery
- PC5.** Coordinate the time and location of delivery and be familiar with the nearby landmarks

Inspect and ensuring the various trip parameters

To be competent, the user/individual on the job must be able to:

- PC6.** Carry all necessary papers while driving such as license, insurance and documents related to the goods carried such as order copy
- PC7.** Carry valid heavy duty driving license for refer vehicle preferably with ghat/hill driving permit
- PC8.** Inspect the vehicle condition before departure and check for brakes, stepney, lights, petrol, etc. as required
- PC9.** Intimate the customers on the time of arrival
- PC10.** Ensure the vehicle is not over loaded
- PC11.** Check the quantity of goods to be delivered
- PC12.** Confirm the delivery details and traffic management plan
- PC13.** Ensure the doors are locked
- PC14.** Ensure the other parameters related to temperature within the vehicle, vehicle location monitoring, etc.
- PC15.** Check the refrigerator temperature sensor, refrigerator operator sensor, fuel level sensor in refrigerator fuel tank, external temperature

Complete the trip activity

To be competent, the user/individual on the job must be able to:

- PC16.** Perform a post trip check on the vehicle

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PC17. Ensure to comply with the delivery timing committed with the customers

PC18. Collect the payment as specified from the delivery destination

PC19. Get the credit note signed if any

PC20. Obtain the delivery acknowledgement as required from the customers

PC21. Provide bills or receipts to the customers

Record and document the trip details and operation of reefer vehicle

To be competent, the user/individual on the job must be able to:

PC22. Maintain mileage and kilometer logs

PC23. Record the expenses and incomes during the trip

PC24. Document the bills or other documents obtained from the customers

PC25. Fill the trip sheet as to name, time, date, destination, goods delivered, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Company's reporting structure

KU2. Individual's role in cold chain process flow

KU3. Occupational health and safety standards

KU4. Company's quality control standards for perishable products

KU5. Company's policies, standard operating procedures and governance structure

KU6. Company's personnel management and incentive rules

KU7. Clients and suppliers of the company

KU8. Company's policies on the typical checks to be done before and during transportation

KU9. Companies transportation procedures and documentation

KU10. Delivery schedules and specifications

KU11. Type of goods to transport

KU12. Temperature requirements of the different products

KU13. Trip planning and management

KU14. Documents required such as license, insurance and related papers to the goods transported

KU15. Vehicle inspection before driving

KU16. Check and usage of brakes, stepni, lights, petrol, accelerator, steering control, gear, etc.

KU17. Customer coordination

KU18. Site details and traffic management plan

KU19. Driving techniques

KU20. Adherence to speed policies

KU21. Routes and landmarks for driving

KU22. Traffic regulations and timely updations

KU23. Medical fitness requirements

KU24. Safety measures to be undertaken while driving

KU25. Payment procedures

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KU26. Documentation of trip details

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read the delivery schedule for the day
- GS2.** Read maps and geographic directions
- GS3.** Read the traffic regulations
- GS4.** Fill the trip sheet forms and document the mileage and kilometre logs
- GS5.** Record expenses and incomes during the trip
- GS6.** Communicate with the clients on delivery confirmation and arrival time
- GS7.** Decide on the delivery routes
- GS8.** Plan and manage the trip for timely delivery
- GS9.** Re-schedule any plans as per requirement
- GS10.** Customer requirements with respect to quality expectations
- GS11.** Handle delays in delivery schedule
- GS12.** Solve emergency repair issues of the vehicle
- GS13.** Assess the delivery schedule and perform traffic management plan
- GS14.** Assess the vehicle conditions for driving
- GS15.** Spot any faults or repair in the vehicle
- GS16.** Spot disruptions in the delivery schedule

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the work requirements for delivery of perishable products by reefer vehicle</i>	10	18	-	2
PC1. Confirm the job requirements and the delivery schedules for the day	2	3	-	-
PC2. Check the vehicle assigned and the type of goods	2	3	-	-
PC3. Verify the delivery destinations and chart out routes in case of multiple destinations	2	4	-	1
PC4. Plan the trip and manage road time for delivery	2	4	-	-
PC5. Coordinate the time and location of delivery and be familiar with the nearby landmarks	2	4	-	1
<i>Inspect and ensuring the various trip parameters</i>	12	30	-	3
PC6. Carry all necessary papers while driving such as license, insurance and documents related to the goods carried such as order copy	2	4	-	1
PC7. Carry valid heavy duty driving license for refer vehicle preferably with ghat/hill driving permit	2	4	-	1
PC8. Inspect the vehicle condition before departure and check for brakes, stepney, lights, petrol, etc. as required	2	4	-	-
PC9. Intimate the customers on the time of arrival	1	4	-	-
PC10. Ensure the vehicle is not over loaded	1	4	-	-
PC11. Check the quantity of goods to be delivered	1	2	-	-
PC12. Confirm the delivery details and traffic management plan	1	2	-	-
PC13. Ensure the doors are locked	-	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Ensure the other parameters related to temperature within the vehicle, vehicle location monitoring, etc.	1	2	-	-
PC15. Check the refrigerator temperature sensor, refrigerator operator sensor, fuel level sensor in refrigerator fuel tank, external temperature	1	2	-	1
<i>Complete the trip activity</i>	4	8	-	2
PC16. Perform a post trip check on the vehicle	-	-	-	-
PC17. Ensure to comply with the delivery timing committed with the customers	1	2	-	-
PC18. Collect the payment as specified from the delivery destination	-	1	-	1
PC19. Get the credit note signed if any	1	2	-	-
PC20. Obtain the delivery acknowledgement as required from the customers	1	2	-	1
PC21. Provide bills or receipts to the customers	1	1	-	-
<i>Record and document the trip details and operation of reefer vehicle</i>	4	4	-	3
PC22. Maintain mileage and kilometer logs	1	1	-	-
PC23. Record the expenses and incomes during the trip	1	1	-	1
PC24. Document the bills or other documents obtained from the customers	1	1	-	1
PC25. Fill the trip sheet as to name, time, date, destination, goods delivered, etc.	1	1	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N8903
NOS Name	Operate and drive the reefer vehicle safely
Sector	Logistics
Sub-Sector	Cold Chain Logistics Solutions
Occupation	Vehicle Operations, Transport Operations
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQF Clearance Date	22/10/2024

Qualification Pack

LSC/N1310: Ensure load safety in transit

Description

This OS unit is about monitoring and supervising the product safety during transit with respect to temperature, quality, etc.

Scope

The scope covers the following :

- Monitor the temperature control logistics in transit
- Operate the temperature monitoring device
- Check constantly for the product safety in transit
- Document the operation

Elements and Performance Criteria

Monitor the temperature control logistics in transit

To be competent, the user/individual on the job must be able to:

- PC1.** Make sure the circulation of temperature controlled air is throughout the entire load while transporting chilled products such as fruit, vegetables, pharma, dairy, etc.
- PC2.** Ensure the internal air circulation is constantly maintained inside the reefer vehicle
- PC3.** Use a generator back up to supply power in case of long transit time
- PC4.** Place the container on power for few hours before the transit, in case of non availability of generator so that ambient air accumulated inside the container during loading is expelled
- PC5.** Take into account the nature of the product, local conditions and any seasonal variations

Operate the temperature monitoring device

To be competent, the user/individual on the job must be able to:

- PC6.** Monitor and meet the temperature device operation and optimum temperature compliance
- PC7.** Ensure to manage the temperature in multiple zones
- PC8.** Calibrate the temperature and humidity monitoring devices such as data loggers at predetermined intervals
- PC9.** Equip the vehicle with an on board electronic temperature monitoring device
- PC10.** Check for the label clearly stated and affixed on the products with controlled storage conditions such as Time and Temperature sensitive or Do not Freeze, etc.
- PC11.** Use the temperature indicators only when appropriate to monitor the products during shipment
- PC12.** Ensure the temperature check devices are in working conditions in case of automatic devices

Check constantly for the product safety in transit

To be competent, the user/individual on the job must be able to:

- PC13.** Monitor the products at every stage of the journey ensuring their correct functionality
- PC14.** Ensure the prescribed temperatures are maintained and check the refrigeration units
- PC15.** Ensure to provide fresh air ventilation or dehumidification where required

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- PC16.** Ensure the vehicles are equipped with alarms
- PC17.** Ensure the cooling units are active throughout the journey including stops and rest
- PC18.** Ensure not to use energy saving modes of the cooling unit
- PC19.** Check the loading patterns for every commodity is maintained as per requirement
- PC20.** Ensure sufficient spacing around and within the load
- PC21.** Ensure the corners of the cartons are supported by pallet
- PC22.** Check the cargo packaging to ensure quality and specifications of the product is maintained during transportation
- PC23.** Ensure transit happens at the cooler climate (at nights) or with a generator or storage back up
- PC24.** Do not operate the reefer machinery when container doors are open
- PC25.** Avoid the entry of pests into the reefer transport
- PC26.** Understand which solution best matches the needs to assess the safety of the products in transit
- PC27.** Ensure necessary environment controls are in place for controlled storage conditions requirement
- PC28.** Open the vehicle doors with the products only during loading and unloading
- PC29.** Ensure the product freshness and quality is maintained

Document the operation

To be competent, the user/individual on the job must be able to:

- PC30.** Document the quality of products throughout the journey
- PC31.** Identify which stage (s) of journey the documentation needs to be done
- PC32.** Record the temperature conditions in transit

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's reporting structure
- KU2.** Individuals role in cold chain process flow
- KU3.** Occupational health and safety standards
- KU4.** Company's quality control standards for perishable products
- KU5.** Company's policies, standard operating procedures and governance structure
- KU6.** Company's personnel management and incentive rules
- KU7.** Clients and suppliers of the company
- KU8.** Company's policies on the typical checks to be done before and during transportation
- KU9.** Company's transportation procedures and documentation
- KU10.** Temperature control for the transporting load for products such as fruit, vegetables, pharma, dairy, etc.
- KU11.** Maintenance of air circulation and spacing as per requirement
- KU12.** Generator back up and its working
- KU13.** Nature of the product transported

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- KU14.** Temperature requirements and compliance of the different products
- KU15.** Operation of temperature and humidity monitoring device such as data loggers
- KU16.** Controlled storage conditions of the respective products
- KU17.** Checking and inspecting the temperature devices working conditions
- KU18.** Inspection of product safety during transit
- KU19.** Precautions to be taken to avoid damages to the product while in transit
- KU20.** Loading and unloading patterns
- KU21.** Quality specifications of the product
- KU22.** Environment control conditions for the various products
- KU23.** Maintenance of product freshness
- KU24.** Documentation of the product quality and conditions in transit

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read instructions on temperature requirements for various products
- GS2.** Read the operation manual of temperature operating device
- GS3.** Read the job sheet for product safety maintenance
- GS4.** Document the product quality at the time of unloading
- GS5.** Report the product and temperature conditions during transit
- GS6.** Interface effectively with internal team across departments
- GS7.** Communicate with the loaders and unloaders to carry out their respective activities as per requirement
- GS8.** Take decision on appropriate temperature for the respective type of goods
- GS9.** Take decision on appropriate time to use the temperature monitoring device
- GS10.** Plan the effective ways of product inspection during transit
- GS11.** Organize the controlled storage conditions of the respective products
- GS12.** Maintain quality and vehicle hygienic conditions expected by customers
- GS13.** Resolve basic problems with the products damaged during transit
- GS14.** Take action in case of any variations in the storage and environment conditions
- GS15.** Assess the appropriate time to inspect the temperature and environment conditions
- GS16.** Assess whether the product meets the required quality specification during transit
- GS17.** Spot process disruptions and delays
- GS18.** Monitor the temperature with appropriate device

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor the temperature control logistics in transit</i>	5	10	-	5
PC1. Make sure the circulation of temperature controlled air is throughout the entire load while transporting chilled products such as fruit, vegetables, pharma, dairy, etc.	1	2	-	1
PC2. Ensure the internal air circulation is constantly maintained inside the reefer vehicle	1	2	-	1
PC3. Use a generator back up to supply power in case of long transit time	1	2	-	1
PC4. Place the container on power for few hours before the transit, in case of non availability of generator so that ambient air accumulated inside the container during loading is expelled	1	2	-	1
PC5. Take into account the nature of the product, local conditions and any seasonal variations	1	2	-	1
<i>Operate the temperature monitoring device</i>	7	12	-	5
PC6. Monitor and meet the temperature device operation and optimum temperature compliance	1	2	-	1
PC7. Ensure to manage the temperature in multiple zones	1	2	-	1
PC8. Calibrate the temperature and humidity monitoring devices such as data loggers at predetermined intervals	1	2	-	1
PC9. Equip the vehicle with an on board electronic temperature monitoring device	1	2	-	1
PC10. Check for the label clearly stated and affixed on the products with controlled storage conditions such as Time and Temperature sensitive or Do not Freeze, etc.	1	1	-	1
PC11. Use the temperature indicators only when appropriate to monitor the products during shipment	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Ensure the temperature check devices are in working conditions in case of automatic devices	1	2	-	-
<i>Check constantly for the product safety in transit</i>	17	33	-	-
PC13. Monitor the products at every stage of the journey ensuring their correct functionality	1	2	-	-
PC14. Ensure the prescribed temperatures are maintained and check the refrigeration units	1	2	-	-
PC15. Ensure to provide fresh air ventilation or dehumidification where required	1	2	-	-
PC16. Ensure the vehicles are equipped with alarms	1	2	-	-
PC17. Ensure the cooling units are active throughout the journey including stops and rest	1	2	-	-
PC18. Ensure not to use energy saving modes of the cooling unit	1	2	-	-
PC19. Check the loading patterns for every commodity is maintained as per requirement	1	2	-	-
PC20. Ensure sufficient spacing around and within the load	1	2	-	-
PC21. Ensure the corners of the cartons are supported by pallet	1	2	-	-
PC22. Check the cargo packaging to ensure quality and specifications of the product is maintained during transportation	1	2	-	-
PC23. Ensure transit happens at the cooler climate (at nights) or with a generator or storage back up	1	2	-	-
PC24. Do not operate the reefer machinery when container doors are open	1	2	-	-
PC25. Avoid the entry of pests into the reefer transport	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. Understand which solution best matches the needs to assess the safety of the products in transit	1	2	-	-
PC27. Ensure necessary environment controls are in place for controlled storage conditions requirement	1	1	-	-
PC28. Open the vehicle doors with the products only during loading and unloading	1	2	-	-
PC29. Ensure the product freshness and quality is maintained	1	2	-	-
<i>Document the operation</i>	1	5	-	-
PC30. Document the quality of products throughout the journey	1	1	-	-
PC31. Identify which stage (s) of journey the documentation needs to be done	-	2	-	-
PC32. Record the temperature conditions in transit	-	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1310
NOS Name	Ensure load safety in transit
Sector	Logistics
Sub-Sector	Cold Chain Logistics Solutions
Occupation	Vehicle Operations, Transport Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQF Clearance Date	22/10/2024

Qualification Pack

LSC/N1303: Guide and control the vehicle

Description

This NOS details the steps to guide and control the vehicle in a safe and responsible way

Scope

The scope covers the following :

- Guide and control the vehicle safely and responsibly

Elements and Performance Criteria

Guide and control the vehicle safely and responsibly

To be competent, the user/individual on the job must be able to:

- PC1.** Carry out pre-start checks on the vehicle (doors, parking brake, seat, steering, controls, seatbelt, mirrors)
- PC2.** Start the engine correctly and monitor vehicle instrumentation and gauges throughout engine start-up
- PC3.** Respond correctly to the information given by instrumentation such as warning lights, indicators etc
- PC4.** Carry out visual checks before moving off
- PC5.** Analyze the performance, capacity of the vehicle model allotted, deterioration etc. and adjust your driving accordingly
- PC6.** Avoid driving during illness and using cell phones while driving
- PC7.** Move off securely and smoothly always keeping control of the vehicle
- PC8.** Use the braking system and accelerator steadily and effectively
- PC9.** Park the vehicle securely and responsibly
- PC10.** Secure the vehicle on slopes, facing both up and down, as well as on the level
- PC11.** Use best practice techniques to maximize the security of the vehicle and its cargo against theft or illegal access whenever you leave it, and check the security of the vehicle when you return
- PC12.** Use the gear, steering, accelerator correctly and carefully
- PC13.** Coordinate the operation of all controls to maneuver the vehicle safely and responsibly
- PC14.** Drive smoothly and in a controlled and progressive way to avoid destabilizing any cargo
- PC15.** Use GPS navigation systems and other technological tools for monitoring route and respond appropriately to instructions provided by satellite navigation systems without being distracted from the driving task
- PC16.** Judge speed and distance correctly and effectively
- PC17.** Keep the vehicle interior clean and wash the vehicle, windshield, etc. during halts
- PC18.** Ensure that the valid documents are available in the vehicle (license, fitness certification, insurance, copy of registration certificate, pollution test and road tax paid)

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** guidelines for using and controlling the vehicle
- KU2.** how to read and respond correctly to instruments such as gauges, indicators, warning lights etc.
- KU3.** how to start the engine when it is cold
- KU4.** the importance of using a safe, systematic routine to support moving off steadily and efficiently
- KU5.** how to check controls, such as steering and brakes, are operating properly
- KU6.** how to apply a cautious, systematic approach when stopping
- KU7.** the distance a vehicle requires to stop from different speeds and in different road and weather conditions
- KU8.** what factors to take into consideration when identifying a safe, secure, legal and convenient place to stop or park
- KU9.** that correct use of the accelerator will have positive effects on, vehicle performance, safety and the environment
- KU10.** the effect that unsuitable gear selection can have on the performance of the vehicle, the driver's ability to drive safely and responsibly and the environment
- KU11.** how to keep steady control over the steering wheel
- KU12.** how the use of safe, systematic routines will contribute to safe and responsible manoeuvring
- KU13.** organization's instructions or guidelines relating to dealing with and reporting of safety and emergency issues
- KU14.** methods of effective communication to let others know about the emergency situations
- KU15.** where and how to get help in dealing with crisis situations
- KU16.** company's policies on: road worthiness requirement, basic compliance to technical requirements and standards, safety and hazards
- KU17.** CMVR guidelines and other specific local regulations
- KU18.** organization structure
- KU19.** escalation procedure

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and understand technical standards of vehicle operation regarding fuel systems and other control systems in the vehicle
- GS2.** document technical issues pertaining to vehicle
- GS3.** effectively communicate during emergency issues
- GS4.** keep all the safety equipment in an organized manner so that there is no difficulty in finding them
- GS5.** report potential sources of danger
- GS6.** follow the prescribed procedure to address safety and emergency issues



Qualification Pack

GS7. learn from past mistakes

GS8. assess the impact of hazardous material, activity, incident

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Guide and control the vehicle safely and responsibly</i>	30	60	-	10
PC1. Carry out pre-start checks on the vehicle (doors, parking brake, seat, steering, controls, seatbelt, mirrors)	2	4	-	1
PC2. Start the engine correctly and monitor vehicle instrumentation and gauges throughout engine start-up	2	4	-	1
PC3. Respond correctly to the information given by instrumentation such as warning lights, indicators etc	2	4	-	-
PC4. Carry out visual checks before moving off	2	4	-	1
PC5. Analyze the performance, capacity of the vehicle model allotted, deterioration etc. and adjust your driving accordingly	1	3	-	-
PC6. Avoid driving during illness and using cell phones while driving	1	3	-	-
PC7. Move off securely and smoothly always keeping control of the vehicle	1	4	-	-
PC8. Use the braking system and accelerator steadily and effectively	1	4	-	1
PC9. Park the vehicle securely and responsibly	2	4	-	-
PC10. Secure the vehicle on slopes, facing both up and down, as well as on the level	2	4	-	1
PC11. Use best practice techniques to maximize the security of the vehicle and its cargo against theft or illegal access whenever you leave it, and check the security of the vehicle when you return	2	4	-	1
PC12. Use the gear, steering, accelerator correctly and carefully	2	3	-	1
PC13. Coordinate the operation of all controls to maneuver the vehicle safely and responsibly	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Drive smoothly and in a controlled and progressive way to avoid destabilizing any cargo	2	3	-	-
PC15. Use GPS navigation systems and other technological tools for monitoring route and respond appropriately to instructions provided by satellite navigation systems without being distracted from the driving task	2	3	-	1
PC16. Judge speed and distance correctly and effectively	2	2	-	-
PC17. Keep the vehicle interior clean and wash the vehicle, windshield, etc. during halts	1	2	-	-
PC18. Ensure that the valid documents are available in the vehicle (license, fitness certification, insurance, copy of registration certificate, pollution test and road tax paid)	1	2	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1303
NOS Name	Guide and control the vehicle
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations, Transport Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQF Clearance Date	22/10/2024

Qualification Pack

LSC/N1304: Health, safety and security procedures for drivers

Description

This unit is about ensuring compliance with health, safety and security procedures

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

Elements and Performance Criteria

Follow health, safety and security procedures

To be competent, the user/individual on the job must be able to:

- PC1.** Make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation.
- PC2.** Wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area.
- PC3.** Follow standard driving practice to ensure safety of life and material.
- PC4.** Follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety.
- PC5.** Undertake periodical preventive health check ups and stay physically fit for driving attentively.
- PC6.** Take appropriate breaks, have adequate sleep, drink water etc and perform stretch exercises when required.
- PC7.** Follow security procedures like green gate in port, customs area, factory security, etc.
- PC8.** Comply with data safety regulations of the organisation.
- PC9.** Follow standard safety procedures and precautions while handling hazardous / fragile cargo.

Ensure compliance to safety and security

To be competent, the user/individual on the job must be able to:

- PC10.** Recognise unsafe conditions and safety practices at the loading area and report it to concerned authority.
- PC11.** Inspect the activity area and equipment for appropriate, safe condition.
- PC12.** Always follow road safety and traffic rules.
- PC13.** Never drink alcohol before or during your trip and avoid taking medication without doctor consultation during driving.
- PC14.** Check if extinguishers and safety gear are available in the vehicle and in working condition.
- PC15.** Participate in fire drills of the organization.
- PC16.** Ensure that standard material handling procedure are being followed while loading.
- PC17.** Check if all the safety and security related tags, labels and signage are placed in the cargo.
- PC18.** Confirm if loading instrument is certified and operational.

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- PC19.** Implement 5S at workplace.
- PC20.** Check if cargo has passed security checks and report in case of any violation.
- PC21.** In case of accident/ collision, check whether everyone involved are fine, and treat for medical injuries as needed and to the level of your training and inform to authorities/ medical team and follow SOP.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** health, safety and security policies and procedures
- KU2.** special instructions for hazardous cargo handling
- KU3.** defined standard operating procedures
- KU4.** risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
- KU5.** escalation matrix for reporting identified problem
- KU6.** basics of Occupational Safety and Health Administration (OSHA)
- KU7.** implementation and practice of 5S
- KU8.** necessary security procedures for airport, customs area, etc.
- KU9.** tools and equipment for material handling
- KU10.** standard material handling procedures while handling cargo
- KU11.** safety and security signage and their functions
- KU12.** different security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous shipment
- KU15.** different PPE, their usage and purpose
- KU16.** safe driving techniques

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** effectively communicate during emergency issues
- GS2.** keep all the safety equipment in an organized manner so that there is no difficulty to find them
- GS3.** report potential sources of danger
- GS4.** follow prescribed procedure to address safety and emergency issues
- GS5.** learn from past mistakes
- GS6.** assess impact of hazardous material, activity, incident

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	14	25	-	4
PC1. Make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation.	2	3	-	1
PC2. Wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area.	2	3	-	1
PC3. Follow standard driving practice to ensure safety of life and material.	1	3	-	-
PC4. Follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety.	1	3	-	-
PC5. Undertake periodical preventive health check ups and stay physically fit for driving attentively.	2	3	-	-
PC6. Take appropriate breaks, have adequate sleep, drink water etc and perform stretch exercises when required.	1	3	-	-
PC7. Follow security procedures like green gate in port, customs area, factory security, etc.	1	3	-	-
PC8. Comply with data safety regulations of the organisation.	2	2	-	1
PC9. Follow standard safety procedures and precautions while handling hazardous / fragile cargo.	2	2	-	1
<i>Ensure compliance to safety and security</i>	16	35	-	6
PC10. Recognise unsafe conditions and safety practices at the loading area and report it to concerned authority.	1	3	-	1
PC11. Inspect the activity area and equipment for appropriate, safe condition.	1	3	-	1
PC12. Always follow road safety and traffic rules.	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Never drink alcohol before or during your trip and avoid taking medication without doctor consultation during driving.	1	3	-	-
PC14. Check if extinguishers and safety gear are available in the vehicle and in working condition.	1	3	-	-
PC15. Participate in fire drills of the organization.	1	3	-	-
PC16. Ensure that standard material handling procedure are being followed while loading.	2	3	-	1
PC17. Check if all the safety and security related tags, labels and signage are placed in the cargo.	2	3	-	1
PC18. Confirm if loading instrument is certified and operational.	1	3	-	-
PC19. Implement 5S at workplace.	1	3	-	1
PC20. Check if cargo has passed security checks and report in case of any violation.	1	2	-	-
PC21. In case of accident/ collision, check whether everyone involved are fine, and treat for medical injuries as needed and to the level of your training and inform to authorities/ medical team and follow SOP.	2	3	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1304
NOS Name	Health, safety and security procedures for drivers
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations, Transport Operations
NSQF Level	4
Credits	1
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Minimum Passing % at NOS Level: 50

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N8901. Conduct pre-operative checks of the reefer unit	30	60	0	10	100	15
LSC/N8902. Monitor the product loading and unloading operations	30	60	0	10	100	15
LSC/N8903. Operate and drive the reefer vehicle safely	30	60	0	10	100	15
LSC/N1310. Ensure load safety in transit	30	60	0	10	100	15
LSC/N8905. Maintain the reefer vehicle	30	60	0	10	100	15
LSC/N1303. Guide and control the vehicle	30	60	-	10	100	10
LSC/N1304. Health, safety and security procedures for drivers	30	60	-	10	100	10
DGT/VSQ/N0101. Employability Skills (30 Hours)	20	30	-	-	50	5
Total	230	450	-	70	750	100



Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.