

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS SECTOR

What are Occupational Standards(OS)?

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

Contact Us:

Logistics Skill Council (LSC)
'Temple Towers', Ground Floor, No 476
Anna Salai, Nandanam,
Chennai 600 035
Email: dhanab@lsc-india.com



Contents

1. Introduction and Contacts..... P1
2. Qualifications Pack..... P3
3. Glossary of Key Terms P5
4. OS Units..... P8
5. Nomenclature for QP & OS..... P47
6. Assessment Criteria for each NOS... P49

Introduction

Qualifications Pack: Material Handling Equipment (MHE) Operator and Technician

(Electives – Battery Operated Pallet Truck/ Reach Truck/ Forklift/ Order Picker)

(Options – Supervise Receiving & Dispatch)

SECTOR: LOGISTICS

SUB-SECTOR: Warehousing

OCCUPATION: Engineering / maintenance

REFERENCE ID: LSC/Q0401

ALIGNED TO: NCO-2015/ 8334 and ISCO-08/8334

Brief Job Description: The individual operates MHE to move, load and unload cargo in a warehouse, undertakes basic maintenance activities for MHE and prepares performance reports.

Elective 1: Battery Operated Pallet Truck

The unit is about operating Battery operated Pallet truck (BOPT) in a warehouse or industrial environment to move cargo

Elective 2: Reach Truck

The unit is about operating Reach truck in a warehouse or industrial environment to move cargo

Elective 3: Forklift

The unit is about operating Fork lift in a warehouse or industrial environment to move cargo

Elective 3: Order Picker

The unit is about receiving pick list, inspect and operate order picker, perform maintenance and reporting in a warehouse or industrial environment to move cargo

Options

Option 1: Supervise Receiving & Dispatch

The unit is about supervising goods receiving and dispatch activities in a warehouse

Personal Attributes: The job holder should be physically fit, judge distance and should have good eye-hand-foot coordination to drive MHE continuously for long hours. S/He must be able to prioritize and execute tasks within scheduled time limits. S/he should have English and Vernacular language proficiency, demonstrable in all written and oral communication

Qualifications Pack Code	LSC/Q0401		
Job Role	Material Handling Operator and Technician		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	18/12/2017
Sub-sector	Warehousing	Last reviewed on	04/05/2019
Occupation	Engineering / maintenance	Next review date	04/05/2022
NSQC Clearance on	DD/MM/YYYY		
Effective from date	DD/MM/YYYY		

Job Role	Material Handling Operator and Technician
Role Description	The individual operates MHE to move, load and unload cargo in a warehouse, undertakes basic maintenance activities for MHE and prepares performance reports.
NSQF level	4
Minimum Educational Qualifications	Class X; candidate should have completed 18 years of age
Maximum Educational Qualifications	-
Prerequisite License or Training	Should have Light Motor Vehicle (LMV) license for four-wheeler driving. Should be proficient and cleared Level 3
Minimum Job Entry Age	18 years
Experience	Nil
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. LSC/N0401 Perform material handling activities 2. LSC/N0402 Perform preventive and breakdown maintenance checks 3. LSC/N9904 Maintain integrity and ethics in operations 4. LSC/N9905 Follow health, safety and security procedures <p>Electives (Mandatory to select at least one):</p> <p>Elective 1: Battery Operated Pallet Truck</p> <ol style="list-style-type: none"> 1. 1 LSC/N0403 Operate Battery Operated Pallet Truck (BOPT) <p>Elective 2: Reach truck</p> <ol style="list-style-type: none"> 2.1 LSC/N0404 Operate Reach Truck <p>Elective 3: Forklift</p> <ol style="list-style-type: none"> 3.1 LSC/N0405 Operate Forklift <p>Elective 4: Order picker</p> <ol style="list-style-type: none"> 4.1 LSC/N0406 Operate Order Picker

	Options (Not mandatory): Option1: Supervise Receiving & Dispatch 1. 1 LSC/N0120 Supervise receiving and dispatch activities
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual need in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
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.
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 the 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 the quality of performance required.

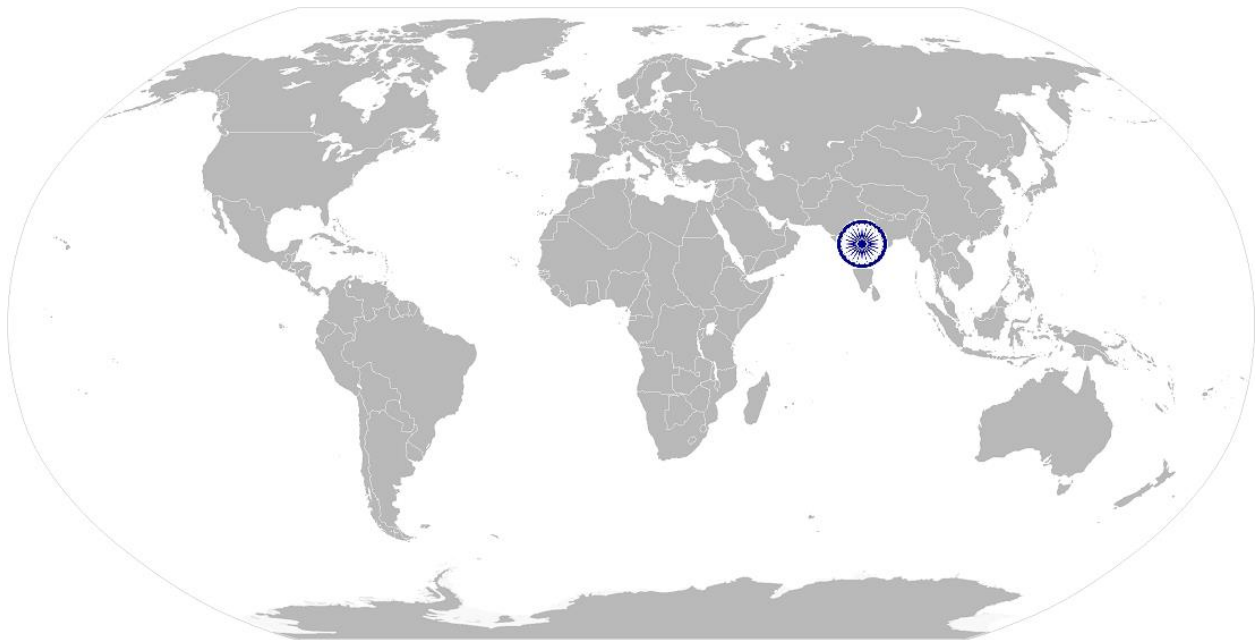
Qualifications Pack for MHE operator and technician

Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Acronyms

Keywords /Terms	Description
5S	Sort, Set In order, Shine, Standardize and Sustain
BOPT	Battery Operated Pallet Truck
ERP	Enterprise resource planning
HR	Human Resources
LMV	Light Motor Vehicle
MIS	Management information system
MHE	Material Handling Equipment
NSQF	National Skills Qualifications Framework
OH&S	Occupational Health and Safety
OS	Occupational Standards
OSHA	Occupational Safety and Health Administration
PO	Purchase Order
PPE	Personal protective equipment
QP	Qualification Pack
SOP	Standard operating procedures
TAT	Turnaround time

National Occupational Standard



Overview

This unit is about preparing and performing the material handling activities

LSC/N0401

Perform material handling activities

National Occupational Standard

Unit Code	LSC/N0401
Unit Title (Task)	Perform material handling activities
Description	This unit is about preparing and performing material handling activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Obtain work schedule and plan • Inspect and operate the Material Handling Equipment (MHE) • Report and document of MHE <p>Range: Personal Protective Equipment (PPEs), Forklift, Reach stacker, pallet truck, pallet jacks, hand trucks, side loader, order picker, walkie, stacker, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Obtain work schedule and plan	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain the work schedule, daily targets and priorities (if any) from the supervisor</p> <p>PC2. obtain the list of goods to be put away or picked along with the quantities and their respective locations</p> <p>PC3. check with the supervisor the assistance required for other activities such as daily stock counting, quality inspection etc.</p> <p>PC4. plan the sequence in which the operation would be carried out so as to optimize time and travel distance</p>
Inspect and operate the MHE	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. inspect if the battery/fuel levels of the MHE is adequate for operation before moving it from the dock</p> <p>PC6. perform basic check of the vehicle condition as per the Preventive Maintenance checklist before starting the work</p> <p>PC7. collect the necessary PPE, inspect its fitness and wear throughout the work schedule</p> <p>PC8. identify goods to be moved and their location in terms of aisle number, rack number and bin number from the putaway list during receiving and dispatch</p> <p>PC9. assess the tooling requirement and collect the necessary tools from the tool crib/storage racks</p> <p>PC10. lift or move the pallet using the MHE and place correctly into specified location</p> <p>PC11. check for damages/spills, transport them to quarantine area and unload them for further action</p> <p>PC12. report supervisor if there are any issues such as count mismatch, breakage/ damage of goods/ packaging during</p> <p>PC13. check that movement of goods should be carried out as per standard operating procedures (SOP)</p> <p>PC14. check for safe and error free loading and unloading of the goods</p> <p>PC15. park the MHE in specified location after completing the job</p> <p>PC16. check for minor issues, technical issues, cleaning etc. w.r.t. MHE and inform supervisor accordingly</p>

LSC/N0401

Perform material handling activities

<p>Report and document of MHE</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. report any delays, damages, accidents and other incidents to the supervisor</p> <p>PC18. report on the condition of the MHE and any maintenance activity or replacement that may be required to the supervisor</p> <p>PC19. fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required</p> <p>PC20. log any maintenance activity undertaken</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know:</p> <p>KA1. types of documentation used in organization and importance of the same</p> <p>KA2. risk and impact of not following defined procedures/work instructions</p> <p>KA3. records to be maintained and implications of non-maintenance of the same</p> <p>KA4. knowledge of security procedures e.g. secure storage of inventory</p> <p>KA5. rules and regulations of shop floor as per SOP</p> <p>KA6. risk and impact of not following safety procedures</p> <p>KA7. escalation matrix for reporting identified problems</p> <p>KA8. cost of equipment and loss for the company that results from damage of equipment</p> <p>KA9. implications of delays in process to the company</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. controls and switches used to operate the MHE properly</p> <p>KB2. basic technicalities associated with the MHE</p> <p>KB3. road signs, factory signs and other safety and emergency signals</p> <p>KB4. hazardous labels for the supplies being used</p> <p>KB5. correct maintenance procedures for MHE</p> <p>KB6. response to emergencies e.g. fire</p> <p>KB7. safety regulations while operating the MHE</p> <p>KB8. optimal working condition of MHE and their components.</p> <p>KB9. optimal levels of fluids and lubricants and greasing</p> <p>KB10. MHE components and their functions</p> <p>KB11. how to handle MHE such as forklifts, pallet trucks, cages and lifts.</p> <p>KB12. how to test and safely carry out maintenance tasks on the MHE.</p> <p>KB13. how to identify deviations from normal operations, diagnose and repair MHE</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. labels and codes as per company procedures</p> <p>SA2. handling instructions/company log books and records</p> <p>SA3. safety manuals and safety signs on the warehouse floor</p>

LSC/N0401

Perform material handling activities

	Writing Skills
	The user/individual on the job needs to know how to: SA4. fill out checklists, maintenance logbooks detailing maintenance activities conducted SA5. prepare detailed technical reports SA6. note down condition of MHE and any maintenance or repair that was carried out on a daily basis. SA7. fill out any complaint/ insurance related forms for damaged goods
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know how to: SA8. communicate clearly with supervisors and peers SA9. regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly SA10. provide advice and guidance to peers and juniors
	B. Professional Skills
	Decision Making
	The user/individual on the job needs to know how to: SB1. decide if a certain MHE is the best fit for the identified use SB2. make judgment as to whether the MHE are in good condition or not.
	Plan and Organize
	The user/individual on the job needs to know how to: SB3. adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. prioritize and execute tasks within the scheduled time limits SB5. maintain schedules and punctuality SB6. avoid absenteeism SB7. be a team player and achieve joint goals.
	Customer Centricity
The user/individual on the job needs to know how to: SB8. adhere to the timelines and ensure that they are met SB9. handle the shipments with proper care so as to avoid damage while transportation	
Problem Solving	
The user/individual on the job needs to know how to: SB10. suggest ways to handle difficult material handling situations that require complex situations SB11. resolve basic technical issues with the equipment through preventive and basic maintenance	
Analytical Thinking	
The user/individual on the job needs to know how to:	

LSC/N0401

Perform material handling activities

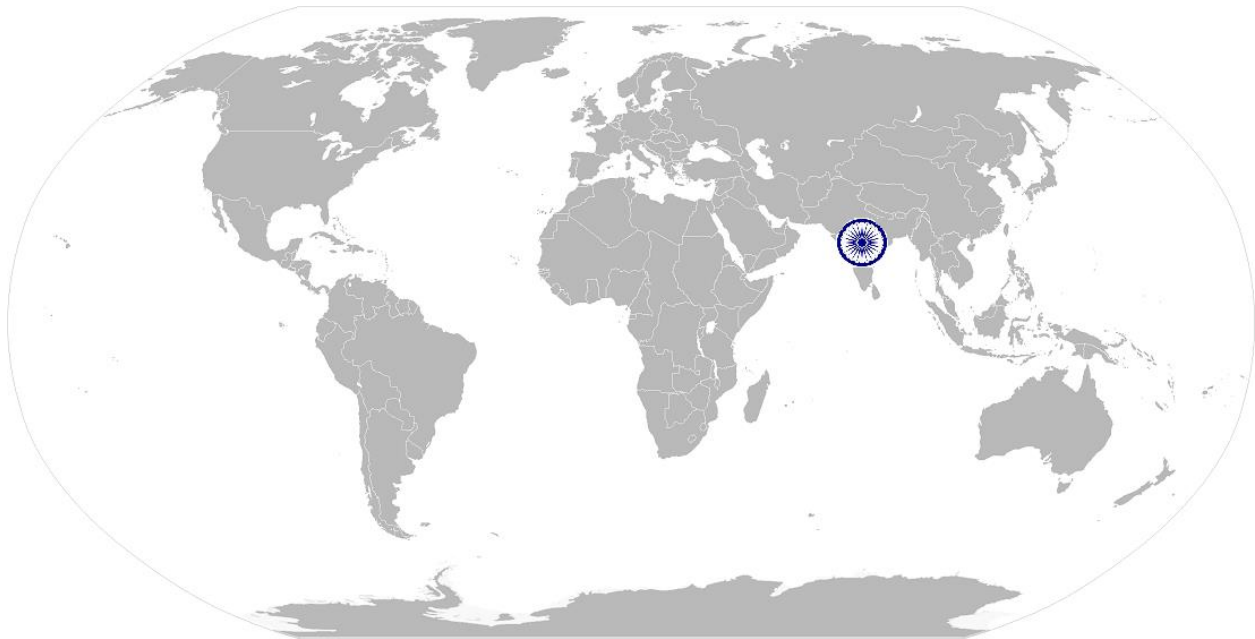
	SB12. suggest methods to streamline the maintenance process.
	SB13. assess the condition of each MHE
	Critical Thinking
	The user/individual on the job needs to know how to: SB14. concentrate at the task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N0401		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Engineering / maintenance	Next review date	01/03/2022



National Occupational Standard



Overview

This unit is about performing preventive and breakdown maintenance checks of Material Handling Equipment (MHE)

LSC/N0402 Perform preventive and first-line maintenance checks

National Occupational Standard

Unit Code	LSC/N0402
Unit Title (Task)	Perform preventive & first-line maintenance checks
Description	This unit is about performing preventive and breakdown maintenance checks of MHE
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Carry out preventive maintenance • Carry out first-line repair and maintenance • Report maintenance activities <p>Range: Personal protective equipment (PPEs), forklift, reach stacker, reach truck, battery operated pallet truck, pallet jacks, hand trucks, order picker, tools and tackles, maintenance kit etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Carry out preventive maintenance	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. collect the preventive maintenance checklist and maintenance log book for the MHE concerned</p> <p>PC2. collect necessary tools and PPE necessary for conducting the preventive maintenance</p> <p>PC3. understand the complaints noted in the log book, if any</p> <p>PC4. observe the overall functioning of the MHE to identify problems if any</p> <p>PC5. adjust in settings or operating parameters if required</p> <p>PC6. check for damage in tyres, parking break, main horn, reverse horn, warning lamp, etc.</p> <p>PC7. check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required</p> <p>PC8. assess the MHE and escalate to supervisor if there is a likelihood of future problems or replacement is required.</p> <p>PC9. identify any parts that have worn out or nearing their end of life cycle as specified by the manufacturer and put in request to obtain the required parts from the store (if available) or inform inventory clerk to place orders.</p> <p>PC10. make replacement of part and test for its safety and smooth operation</p> <p>PC11. in case of a machine overhaul, plan well in advance and perform it during holidays or non-peak hours.</p> <p>PC12. test the MHE to ensure that it is fully functional and safe for use.</p> <p>PC13. regularly maintain spare batteries and ensure they are fully charged</p> <p>PC14. prepare and update maintenance card for every MHE</p>
Carry out first-line repair and maintenance	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. understand the type of breakdown reported/ witnessed during operation</p> <p>PC16. identify and examine MHE to determine the source of the problem</p> <p>PC17. determine if the problem could be resolved using existing skills or if it requires the attention of a specialized technician from the manufacturing company</p>

LSC/N0402

Perform preventive and first-line maintenance checks

	<p>PC18. if the problem could be resolved, determine whether the part could be repaired and carry out repairs using available spare parts/ machine shop equipment, or else put in part replacement request</p> <p>PC19. receive required parts and change the parts as per manufacturer's guidelines.</p> <p>PC20. complete and check all the line items in the first-line maintenance checklist</p> <p>PC21. post first line repair, test the MHE to ensure that it is fully functional and safe for use</p>
<p>Report maintenance activities</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC22. escalate to supervisor in case of delays or if a specialized technician from the manufacturing company is required to solve the problem</p> <p>PC23. report to supervisor for replacement of MHE parts</p> <p>PC24. provide daily report to manager regarding condition of equipment, damage if any, etc.</p> <p>PC25. update MHE condition in the appropriate health card and the next review dates in the maintenance schedules</p> <p>PC26. prepare a detailed report explaining the cause for the problem, solution, expected lifespan and suggested replacement dates</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company organization and its processes)</p>	<p>The user/individual on the job needs to know</p> <p>KA1. organizational procedures</p> <p>KA2. occupational health and safety standards</p> <p>KA3. procedures for dealing with loss or damage to goods</p> <p>KA4. value of items handled and implications of damage/loss of the same</p> <p>KA5. organisation structure of the company</p> <p>KA6. risk and impact of not following defined work, safety and security procedures</p> <p>KA7. chain of command for reporting problems and status of work</p> <p>KA8. types of documentation used in organization</p> <p>KA9. records to be maintained and implications of non-maintenance of the same</p> <p>KA10. security procedures e.g. secure storage of inventory</p> <p>KA11. rules and regulations of shop floor as per company's standard operating procedure (SOP)</p> <p>KA12. risk and impact of not following safety procedures</p> <p>KA13. escalation matrix for reporting identified problems</p> <p>KA14. cost of equipment and loss for the company that results from damage of equipment</p>

LSC/N0402

Perform preventive and first-line maintenance checks

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know:</p> <p>KB1. controls and switches used to operate MHE</p> <p>KB2. basic technicalities associated with the MHE</p> <p>KB3. road signs, factory signs and other safety and emergency signals</p> <p>KB4. hazardous labels for the supplies being used.</p> <p>KB5. correct maintenance procedures for MHE</p> <p>KB6. response to emergencies e.g. fire</p> <p>KB7. safety regulations while operating the MHE</p> <p>KB8. optimal levels of fluids and lubricants.</p> <p>KB9. MHE Components and particular areas that require greasing.</p> <p>KB10. all the MHE components and their functions</p> <p>KB11. to test and safely carry out maintenance tasks on the MHE.</p> <p>KB12. to identify deviations from normal operations, diagnose and repair MHE</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/ individual on the job needs to know how to read:</p> <p>SA1. labels to identify product and its associated hazard.</p> <p>SA2. instructions from checklists /company log books and records</p> <p>SA3. safety manuals and safety signs on the warehouse floor</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA4. fill out checklists, maintenance logbooks detailing maintenance activities conducted</p> <p>SA5. prepare detailed technical reports</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA6. communicate clearly with supervisors and peers</p> <p>SA7. regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p> <p>SA8. provide advice and guidance to peers and juniors</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB1. make a judgment as to whether the MHE are in good condition or not</p> <p>SB2. make judgment if a certain task can be best performed by the selected MHE</p> <p>SB3. decide if the MHE requires any additional servicing by company technicians</p> <p>SB4. decide if there is a requirement for change of parts</p> <p>SB5. decide if the MHE can be put back into use or not</p> <p>Plan and Organize</p>

LSC/N0402

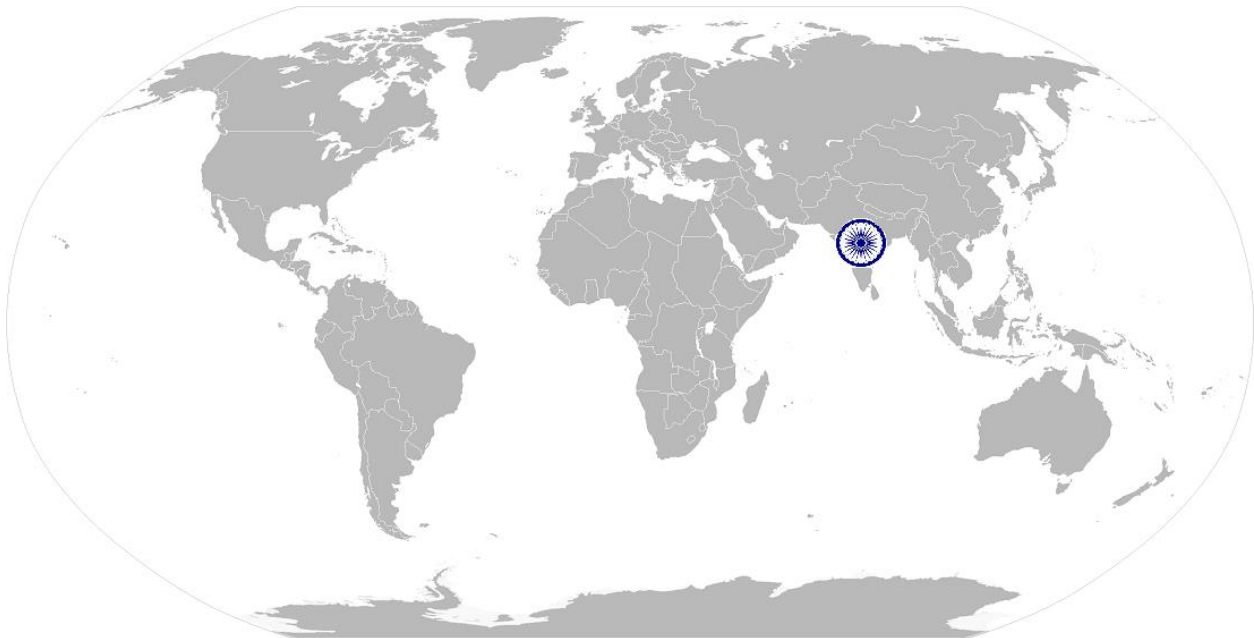
Perform preventive and first-line maintenance checks

	The user/ individual on the job needs to know how to:
	SB6. prioritize and execute tasks within the scheduled time limits
	SB7. maintain schedules and punctuality
	SB8. avoid absenteeism
	Customer Centricity
	The user/ individual on the job needs to know how to:
	SB9. look on internal customer requirements and ensure that they are met
	SB10. understand the urgency and priority maintenance requests and accordingly take action
Problem Solving	
The user/ individual on the job needs to know how to:	
SB11. resolve basic problems of MHE based on preventive and basic maintenance	
Analytical Thinking	
The user/ individual on the job needs to know how to:	
SB12. analyze and identify the estimated future life for the MHE	
SB13. analyze and estimate if the problem would be recurring and estimated costs for repair in future	
SB14. assess the condition of each MHE	
Critical Thinking	
The user/ individual on the job needs to know how to:	
SB15. concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N0402		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Engineering / maintenance	Next review date	01/03/2022

National Occupational Standard



Overview

This unit is about maintaining integrity, ensuring data security and practicing ethical behaviour.

LSC/N9904

Maintain integrity and ethics in operations

National Occupational Standard

Unit Code	LSC/N9904
Unit Title (Task)	Maintain integrity, ethics and regulatory compliance in operations
Description	This unit is about maintaining integrity, ensuring data security, and practicing ethical behaviour
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain integrity and ensure data security • Professional and ethical practices • Ensure regulatory compliance <p>Range: Standard Operating Procedures (SOP), worksheets, computer, projector, whiteboard and markets.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain integrity ensuring data security	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. refrain from indulging in corrupt practices</p> <p>PC2. avoid using company's funds, property or resources for undertaking personal activities</p> <p>PC3. protect customer's information and ensure it is not misused</p> <p>PC4. protect data and information related to business or commercial decisions</p>
Practise ethical and professional behaviour	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations</p> <p>PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues</p> <p>PC7. avoid nepotism</p> <p>PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p> <p>PC9. report promptly all violations of code of ethics</p> <p>PC10. dress up and conduct in a professional manner</p> <p>PC11. communicate with clients and stakeholders in a soft and polite manner</p> <p>PC12. follow etiquettes in accordance to the place</p>
Ensure regulatory compliance	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor</p> <p>PC14. perform activities considering the regulatory requirements</p> <p>PC15. use Personal protective equipment (PPEs) in accordance to regulatory requirements</p> <p>PC16. identify the different types of dangerous goods and handling methodologies</p>

LSC/N9904

Maintain integrity and ethics in operations

	<p>PC17. follow the SOP for handling of different types of dangerous goods</p> <p>PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p> <p>PC19. promptly report all regulatory violations</p>
<p>Knowledge and understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know :</p> <p>KA1. company's policies on use of language</p> <p>KA2. company's Human Resources policies</p> <p>KA3. company's code of ethics</p> <p>KA4. company's whistle blower policy</p> <p>KA5. company's rules related to sexual harassment</p> <p>KA6. company's reporting structure</p> <p>KA7. company's documentation policy</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and have:</p> <p>KB1. principles of code of ethics and business ethics</p> <p>KB2. understanding of various regulatory requirements</p> <p>KB3. understanding of documentary compliance for various regulations</p> <p>KB4. understanding of different dangerous goods</p> <p>KB5. understanding regulations w.r.t dangerous goods</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The individual on the job needs to know how to:</p> <p>SA1. read company policy documents and work related documents</p> <p>SA2. read emails and notifications</p> <p>Writing Skills</p> <p>The individual on the job needs to know how to:</p> <p>SA3. fill up documentation pertaining to job requirement</p> <p>SA4. make reports regarding breach of ethics, regulations</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The individual on the job needs to know how to:</p> <p>SA5. interact with team members to work efficiently</p> <p>SA6. communicate with peers and supervisors about information security and building trust</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The individual on the job needs to know how to:</p> <p>SB1. Identifying a good as dangerous goods</p> <p>SB2. Assessing if the situation has to be reported regarding regulations</p> <p>Plan and Organize</p> <p>The individual on the job needs to know how to:</p> <p>SB3. plan and organise activities as per company's guidelines, if any violation of code of ethics is noticed in the company</p>

LSC/N9904

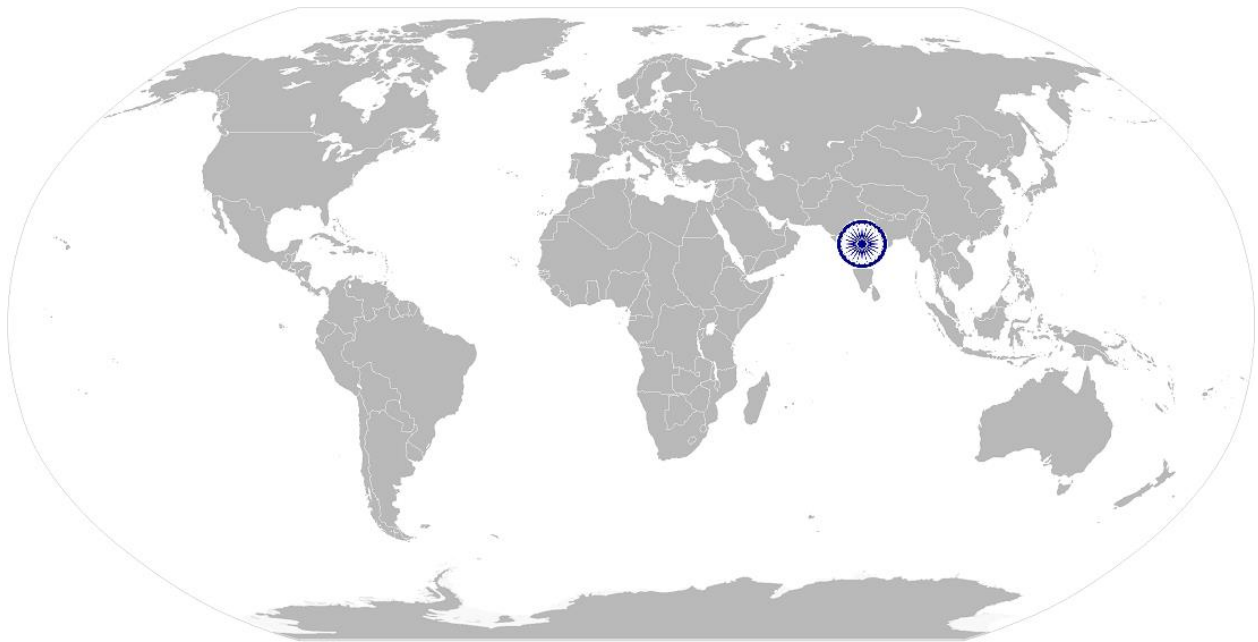
Maintain integrity and ethics in operations

	Customer Centricity
	The individual on the job needs to know how to: SB4. prevent company and customer information leakage
	Problem Solving
	The individual on the job needs to know how to: SB5. provide proper advice or guidance to colleagues to deal with sensitive issue in their department or company
	Analytical Thinking
	The individual on the job needs to know how to: SB6. provide professional services diligently and with integrity
	Critical Thinking
	The individual on the job needs to know how to: SB7. avoid defaming company's name by indulging into pilferage or fiddling with quality or quantity of shipment SB8. be fair and reasonable in profession and disclose conflict of interests

NOS Version Control

NOS Code	LSC/N9904		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Generic	Next review date	01/03/2022

National Occupational Standard



Overview

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

LSC/N09905

Follow health, safety and security procedures

National Occupational Standard

Unit Code	LSC/N9905
Unit Title (Task)	Follow health, safety and security procedures
Description	This unit is about ensuring compliance with health, safety and security procedures at the workplace
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Follow health, safety and security procedures Ensure compliance to health, safety and security <p>Range: Personal Protective Equipment (PPE), Material Handling Equipment (MHE), instructional material, safety guidelines, safety signs, computer, projector etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Follow health, safety and security procedures	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation</p> <p>PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area</p> <p>PC3. follow standard driving practice to ensure safety of life and material</p> <p>PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety</p> <p>PC5. undertake periodical preventive health check ups</p> <p>PC6. follow necessary Standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>PC7. follow security procedures like green gate in port, customs area, factory security, etc.</p> <p>PC8. comply with data safety regulations of the organisation</p> <p>PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway</p>
Ensure compliance to health, safety and security	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</p> <p>PC11. inspect the activity area and equipment for appropriate and safe condition</p> <p>PC12. check if stacking is done at defined height and is not on the walk way</p> <p>PC13. check if walk way is free from grease/ oil</p> <p>PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>PC15. participate in fire drills</p> <p>PC16. check if standard material handling procedure are being followed</p>

LSC/N09905

Follow health, safety and security procedures

	<p>PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition</p> <p>PC18. check if all the safety and security related tags, labels and signage are placed in the cargo</p> <p>PC19. check if loading instrument is certified and operational</p> <p>PC20. implement 5S at workplace</p> <p>PC21. check if cargo has passed security checks and report in case of any violation</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know:</p> <p>KA1. health, safety and security policies and procedures</p> <p>KA2. special instructions for hazardous cargo handling</p> <p>KA3. defined standard operating procedures</p> <p>KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations</p> <p>KA5. escalation matrix for reporting identified problem</p>
<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. basics of Occupational Safety and Health Administration (OSHA)</p> <p>KB2. 5S implementation and practice</p> <p>KB3. necessary security procedures for airport, customs area, etc.</p> <p>KB4. tools and equipment for material handling</p> <p>KB5. standard material handling procedures while handling cargo</p> <p>KB6. safety and security signage, labels, etc. and their functions</p> <p>KB7. handling procedure for hazardous / fragile cargo</p> <p>KB8. security procedures and SOPs for dangerous / hazardous goods</p> <p>KB9. different PPE, their usage and purpose</p> <p>KB10. safe driving techniques</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know how to read:</p> <p>SA1. various procedures and standards related to health, safety and security while performing ground operations and handling cargo</p> <p>SA2. various documents related to security and movement of cargo at various location as applicable</p>
	<p>Writing Skills</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SA3. fill forms related to health, safety and security procedures wherever applicable</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
<p>The user/individual on the job needs to know how to:</p> <p>SA4. communicate clearly with colleagues regarding safety procedures</p>	

LSC/N09905

Follow health, safety and security procedures

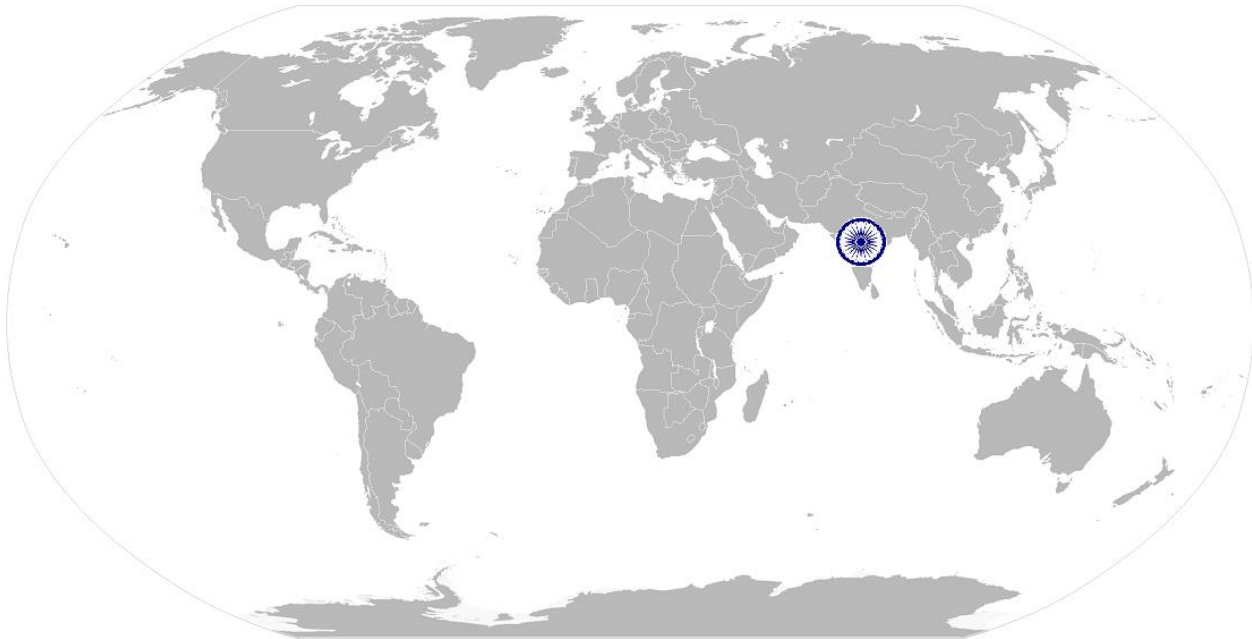
	SA5. share experience and provide guidance to peers
B. Professional Skills	Decision Making
	The user/individual on the job needs to know how to: SB1. identify the item as damaged or not SB2. decide if a problem can be resolved quickly or needs to be escalated SB3. identify activities or orders that need to be prioritised as per instructions
	Plan and Organize
	The user/individual on the job needs to know how to: SB4. plan and estimate the time for each activity. SB5. maintain punctuality and avoid absenteeism SB6. respond to the supervisor in a timely manner SB7. prioritize and execute tasks based on instructions
	Customer Centricity
	The user/individual on the job needs to know: SB8. importance of customer timelines SB9. urgency of customer as per instructions
	Problem Solving
	The user/individual on the job needs to know how to: SB10. identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same with supervisor
	Analytical Thinking
	The user/individual on the job needs to know how to: SB11. verify the authenticity of the product by looking at the logo, box packaging, etc. SB12. verify if the product is damaged or contaminated and report to supervisor
Critical Thinking	
The user/individual on the job needs to know how to: SB13. identify contaminated and products requiring extreme caution and ensure that requisite precautions are taken SB14. focus on task at hand and complete it without errors and delays while maintaining high efficiency and effectiveness	

LSC/N09905

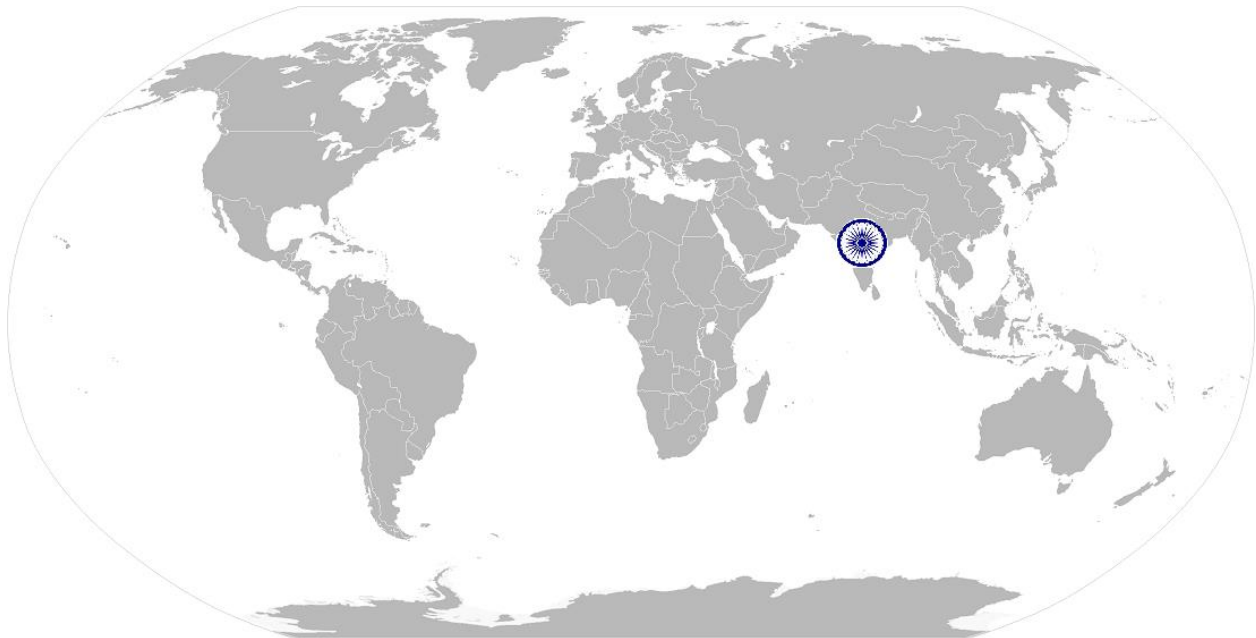
Follow health, safety and security procedures

NOS Version Control

NOS Code	LSC/N9905		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Generic	Next review date	01/03/2022



National Occupational Standard



Overview

This unit is about performing battery operated pallet truck operations

LSC/N0403

Operate Battery Operated Pallet Truck

Unit Code	LSC/N0403
Unit Title (Task)	Operate Battery Operated Pallet Truck (BOPT)
Description	This unit is about performing battery operated pallet truck operations
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Operate battery operated pallet truck <p>Range: BOPT, pallet jacks, Standard operating procedures (SOP), reporting forms, Personal protective equipment (PPE), bins, crates, pallets, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Operate battery operated pallet truck	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. perform pre checks on battery operated pallet jacks to ensure that they are in proper working order</p> <p>PC2. unload inbound shipments using pallet truck and move it to designated storage location</p> <p>PC3. count quantity of items as per pick list and ensure that any damaged items are isolated and reported to the supervisor immediately</p> <p>PC4. make sure that any unusual incidents or accidents are reported to the supervisor immediately</p> <p>PC5. perform safe and error free loading and unloading of the goods</p> <p>PC6. park the pallet truck in specified location after completing the job</p> <p>PC7. submit end of operation reports as per requirement</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know:</p> <p>KA1. organizational procedures</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's documentation policy</p> <p>KA4. occupational health and safety standards</p> <p>KA5. procedures for dealing with loss or damage to goods</p> <p>KA6. value of items handled and implications of damage/loss of the same</p> <p>KA7. risk and impact of not following defined work, safety and security procedures</p> <p>KA8. chain of command for reporting problems and status of work</p> <p>KA9. types of documentation used in organization e.g. daily maintenance checklist and importance of the same</p> <p>KA10. records to be maintained and implications of non-maintenance of the same</p> <p>KA11. security procedures e.g. secure storage of inventory</p> <p>KA12. rules and regulations of shop floor as per company's SOP</p> <p>KA13. cost of equipment and loss for the company that results from damage of equipment</p>

LSC/N0403

Operate Battery Operated Pallet Truck

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know:</p> <p>KB1. controls and switches used to operate Material Handling Equipment (MHE)</p> <p>KB2. basic technicalities associated with the MHE</p> <p>KB3. road signs, factory signs and other safety and emergency signals</p> <p>KB4. hazard labels for the supplies being used.</p> <p>KB5. response to emergencies e.g. fire</p> <p>KB6. safety regulations while operating the MHE</p> <p>KB7. optimal working condition of MHE and their components.</p> <p>KB8. optimal levels of fluids and lubricants.</p> <p>KB9. MHE Components, their functions and maintenance procedures.</p> <p>KB10. how to identify deviations from normal operations, diagnose and basic trouble shooting of MHE</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/ individual on the job needs to know how to read:</p> <p>SA1. labels to identify product and its associated hazard.</p> <p>SA2. instructions from checklists /company log books, operating instructions, SOPs and records</p> <p>SA3. safety manuals and safety signs on the warehouse floor</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA4. fill out checklists, maintenance logbooks detailing maintenance activities conducted</p> <p>SA5. prepare detailed technical reports</p> <p>SA6. write daily task reports</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA7. provide advice and guidance to peers</p> <p>SA8. communicate clearly with supervisors and peers</p> <p>SA9. regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB1. make judgment if a certain task can be best performed by BOPT</p> <p>SB2. decide if BOPT is facing technical issues</p> <p>SB3. decide if there is a maintenance check required by the technician</p> <p>Plan and Organize</p> <p>The user/ individual on the job needs to know how to:</p>

LSC/N0403

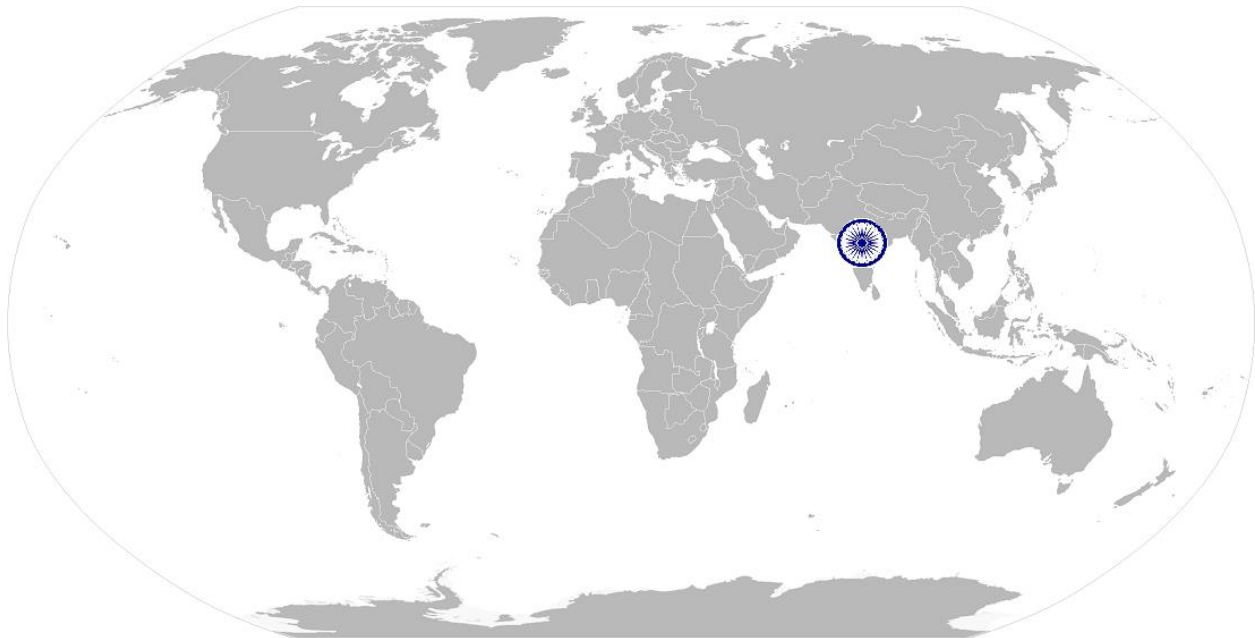
Operate Battery Operated Pallet Truck

	SB4. avoid absenteeism
	SB5. prioritize and execute tasks within the scheduled time limits
	SB6. maintain schedules and punctuality
	Customer Centricity
	The user/ individual on the job needs to know: SB7. requirement and urgency of assigned tasks
	Problem Solving
	The user/ individual on the job needs to know how to: SB8. resolve basic problems of BOPT based on preventive and basic maintenance
	Analytical Thinking
	The user/ individual on the job needs to know how to: SB9. suggest methods to streamline the maintenance process. SB10. assess the condition of MHE
Critical Thinking	
The user/ individual on the job needs to know how to: SB11. perform a task in an error free and damage free manner SB12. identify issues by identifying operational noise, malfunctions, etc.	

NOS Version Control

NOS Code	LSC/N0403		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Engineering / maintenance	Next review date	01/03/2022

National Occupational Standard



Overview

This unit is about carrying out reach truck operations

LSC/N0404

Operate Reach Truck

National Occupational Standard

Unit Code	LSC/N0404
Unit Title (Task)	Operate Reach truck
Description	This unit is about carrying out reach truck operations
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Operate reach truck <p>Range: Personal protective equipment (PPEs), Reach truck, pallets, SOP, sample goods, documentation, bins, crates, pallets, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Operate reach truck	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. obtain the list of goods to be put away or picked along with the quantities and their respective locations</p> <p>PC2. visually check the condition of the reach truck and the cage and carry out detailed inspection as per the daily inspection checklist</p> <p>PC3. test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly</p> <p>PC4. place goods/cargo on the pallet or assist binner with placing the goods on the pallet, if required</p> <p>PC5. lift the pallets with care and ensure they are stable</p> <p>PC6. transport the pallets to the respective storage locations and store them in the space allocated</p> <p>PC7. to retrieve goods, lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods</p> <p>PC8. ensure goods loaded/ unloaded are within the reach truck's weight and size, load bearing capacity</p> <p>PC9. park reach truck in appropriate location</p> <p>PC10. perform any minor repairs and inform supervisor accordingly</p> <p>PC11. check for technical issues and inform technician if required</p>
Knowledge and understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know:</p> <p>KA1. organizational procedures</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's documentation policy</p> <p>KA4. occupational health and safety standards</p> <p>KA5. procedures for dealing with loss or damage to goods</p> <p>KA6. value of items handled and implications of damage/loss of the same</p> <p>KA7. risk and impact of not following defined work, safety and security procedures</p> <p>KA8. records to be maintained and implications of non-maintenance of the same</p> <p>KA9. security procedures e.g. secure storage of inventory</p> <p>KA10. rules and regulations of shop floor as per company's standard operating procedure (SOP)</p>

LSC/N0404

Operate Reach Truck

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know:</p> <p>KB1. controls and switches used to operate Material Handling Equipment (MHE)</p> <p>KB2. basic technicalities associated with the MHE</p> <p>KB3. road signs, factory signs and other safety and emergency signals</p> <p>KB4. hazard labels for the supplies being used.</p> <p>KB5. response to emergencies e.g. fire</p> <p>KB6. safety regulations while operating the MHE</p> <p>KB7. optimal working condition of MHE</p> <p>KB8. optimal levels of fluids and lubricants.</p> <p>KB9. MHE Components, their functions and maintenance procedures.</p> <p>KB10. how to identify deviations from normal operations, diagnose and basic trouble shooting of MHE</p>
<p>Skills (S)</p>	
<p>C. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/ individual on the job needs to know how to read:</p> <p>SA1. labels to identify product and its associated hazard.</p> <p>SA2. instructions from checklists /company log books, operating instructions, SOPs and records</p> <p>SA3. safety manuals and safety signs on the warehouse floor</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA4. fill out checklists, maintenance logbooks detailing maintenance activities conducted</p> <p>SA5. prepare detailed technical reports</p> <p>SA6. write daily task reports</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA7. provide advice and guidance to peers</p> <p>SA8. communicate clearly with supervisors and peers</p> <p>SA9. regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p>
<p>D. Professional Skills</p>	<p>Decision Making</p> <p>The user/ individual on the job needs to know how to:</p> <p>SB1. make judgment if a certain task can be best performed by reach truck</p> <p>SB2. decide if reach truck is facing technical issues</p> <p>SB3. decide if there is a maintenance check required by the technician</p> <p>Plan and Organize</p>

LSC/N0404

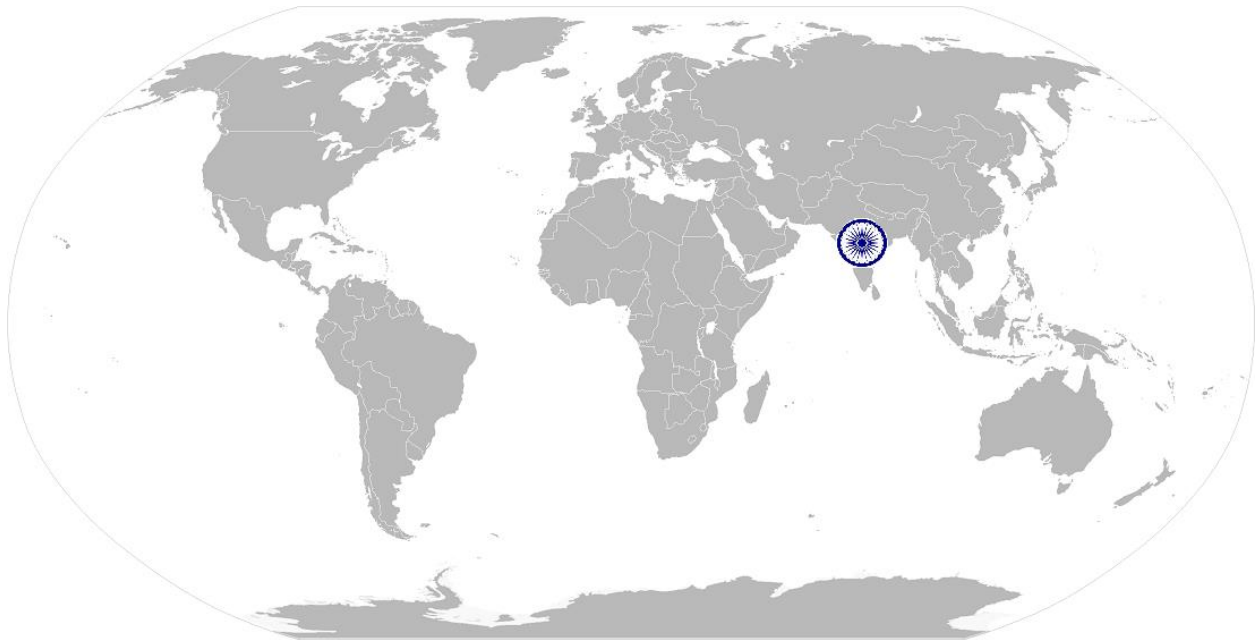
Operate Reach Truck

	The user/ individual on the job needs to know how to: SB4. avoid absenteeism SB5. prioritize and execute tasks within the scheduled time limits SB6. maintain schedules and punctuality
	Customer Centricity
	The user/ individual on the job needs to know: SB7. requirement and urgency of assigned tasks
	Problem Solving
	The user/ individual on the job needs to know how to: SB8. resolve basic problems with reach truck based on preventive and basic maintenance
	Analytical Thinking
	The user/ individual on the job needs to know how to: SB9. suggest methods to streamline the maintenance process. SB10. assess the condition of reach truck
	Critical Thinking
The user/ individual on the job needs to know how to: SB11. perform a task in an error free and damage free manner SB12. identify issues by identifying operational noise, malfunctions, etc.	

NOS Version Control

NOS Code	LSC/N0404		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Engineering / maintenance	Next review date	01/03/2022

National Occupational Standard



Overview

This unit is about loading and unloading goods with the use of forklift

LSC/N0405

Operate Forklift

National Occupational Standard

Unit Code	LSC/N0405
Unit Title (Task)	Operate forklift
Description	This unit is about loading and unloading goods with the use of forklift
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Operate forklift <p>Range: PPEs, Forklift, SOP, sample goods, documentation, bins, crates, pallets, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Operate forklift	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. obtain work schedule from the supervisor</p> <p>PC2. visually check if battery is fully charged; check cables for exposed wires, fluid leak, battery plug connections not loose, worn or dirty; vent caps not clogged</p> <p>PC3. check bolts, nuts, guards, chains, or hydraulic hose reels are not damaged, missing or loose</p> <p>PC4. check if forks are not bent, no cracks present; positioning latches are in good working condition; carriage teeth not broken, chipped or worn</p> <p>PC5. check for damage in tyres, head light, warning light, parking break, main horn, reverse horn, warning lamp, etc.</p> <p>PC6. check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required</p> <p>PC7. check the lift mechanism, tilt mechanism, foot brake, clutch, gearshift operate smoothly</p> <p>PC8. while moving the forklift without any load, ensure that the mast in upright condition, forks lowered are kept at the</p> <p>PC9. adjust the fork as wide as possible to fit the load and ensure that the load is balanced</p> <p>PC10. ensure goods loaded/ unloaded are within the forklift's weight and size, load bearing capacity</p> <p>PC11. move the pallets/bins to the respective storage locations and store them in the space allocated</p> <p>PC12. park the forklift truck in appropriate location</p> <p>PC13. perform any minor repairs and inform supervisor accordingly</p> <p>PC14. check for technical issues and inform technician if required</p>
Knowledge and Understanding (K)	

LSC/N0405

Operate Forklift

<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know:</p> <p>KA1. organizational procedures</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's documentation policy</p> <p>KA4. occupational health and safety standards</p> <p>KA5. procedures for dealing with loss or damage to goods</p> <p>KA6. value of items handled and implications of damage/loss of the same</p> <p>KA7. risk and impact of not following defined work, safety and security procedures</p> <p>KA8. records to be maintained and implications of non-maintenance of the same</p> <p>KA9. security procedures e.g. secure storage of inventory</p> <p>KA10. rules and regulations of shop floor as per company's standard operating procedure (SOP)</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know:</p> <p>KB1. controls and switches used to operate Material Handling Equipment (MHE)</p> <p>KB2. basic technicalities associated with the MHE</p> <p>KB3. road signs, factory signs and other safety and emergency signals</p> <p>KB4. hazard labels for the supplies being used.</p> <p>KB5. correct maintenance procedures for MHE</p> <p>KB6. response to emergencies e.g. fire</p> <p>KB7. safety regulations while operating the MHE</p> <p>KB8. optimal working condition of MHE</p> <p>KB9. optimal levels of fluids and lubricants.</p> <p>KB10. MHE Components, their functions and maintenance procedures.</p> <p>KB11. how to identify deviations from normal operations, diagnose and basic trouble shooting of forklift</p>
<p>Skills (S)</p>	
<p>C. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/ individual on the job needs to know how to read:</p> <p>SA1. labels to identify product and its associated hazard</p> <p>SA2. safety manuals and safety signs on the warehouse floor</p> <p>SA3. instructions from checklists /company log books and records</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know how to:</p> <p>SA4. write daily task reports</p> <p>SA5. fill out checklists, maintenance logbooks detailing maintenance activities conducted</p> <p>SA6. prepare detailed technical reports</p> <p>Oral Communication (Listening and Speaking skills)</p>

LSC/N0405

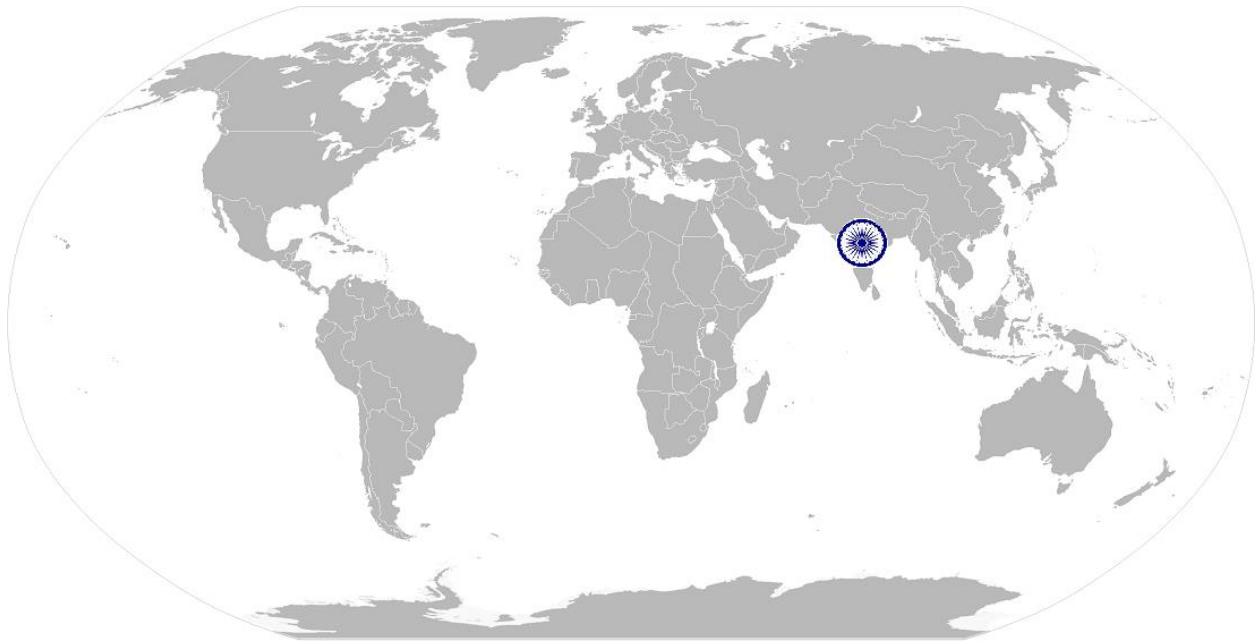
Operate Forklift

	<p>The user/ individual on the job needs to know how to:</p> <p>SA7. regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p> <p>SA8. provide advice and guidance to peer</p> <p>SA9. communicate clearly with supervisors and peers</p>
D. Professional Skills	Decision Making
	<p>The user/ individual on the job needs to know how to:</p> <p>SB1. make judgment if a certain task can be best performed by forklift</p> <p>SB2. decide if forklift is in good working condition or not</p> <p>SB3. decide if a maintenance check is required by the technician</p>
	Plan and Organize
	<p>The user/ individual on the job needs to know how to:</p> <p>SB4. avoid absenteeism</p> <p>SB5. prioritize and execute tasks within the scheduled time limits</p> <p>SB6. maintain schedules and punctuality</p>
	Customer Centricity
	<p>The user/ individual on the job needs to know how to:</p> <p>SB7. attend customer requirement and urgency of assigned activity</p> <p>SB8. handle transports with care to avoid any damages</p>
	Problem Solving
	<p>The user/ individual on the job needs to know how to:</p> <p>SB9. resolve basic problems of forklift based on preventive and basic maintenance</p>
	Analytical Thinking
	<p>The user/ individual on the job needs to know how to:</p> <p>SB10. suggest methods to streamline the maintenance process.</p> <p>SB11. assess the condition of each forklift</p>
	Critical Thinking
	<p>The user/ individual on the job needs to know how to:</p> <p>SB12. perform a task in an error free and damage free manner</p> <p>SB13. check from the operation, noise, etc. if the forklift is facing any troubles and highlight the same for repair</p>

NOS Version Control

NOS Code	LSC/N0405		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Engineering / maintenance	Next review date	01/03/2022

National Occupational Standard



Overview

This unit is about receiving and carrying out picking activity in the warehouse

LSC/N0406

Operate Order Picker

Unit Code	LSC/N0406
Unit Title (Task)	Operate Order picker
Description	This unit is about receiving and carrying out picking activity in the warehouse
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Operate order picker <p>Range: Order picker, Personal protective equipment (PPE), Standard operating procedures (SOP), reporting formats, bins, crates, pallets, bar code scanner, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Operate order picker	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. receive task schedule from supervisor and pick list from supervisor</p> <p>PC2. obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked</p> <p>PC3. verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes</p> <p>PC4. inspect the order picker for suitability for work in terms of greasing, availability of fuel, tyre pressure, etc.</p> <p>PC5. wear all safety equipment including protective gear, helmets etc.</p> <p>PC6. ensure the picker is wearing the necessary PPE and his/her harness is firmly attached to the order picker</p> <p>PC7. locate the appropriate storage bays for items on pick list</p> <p>PC8. operate the order picker as per the SOP and instructions provided considering the type of goods and volume of goods to be picked</p> <p>PC9. pick goods from the appropriate shelves, storage space into containers or pallets to prepare for loading</p> <p>PC10. verify all items are labeled and packed appropriately</p> <p>PC11. notify the supervisor of any damages for potential fixes</p> <p>PC12. verify all items on the pick list are picked and are in deliverable condition</p> <p>PC13. fill out appropriate administrative forms as required by the company in case of accidents, damages, errors, etc.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know:</p> <p>KA1. organizational procedures</p> <p>KA2. company's reporting structure to support and expedite project activities</p> <p>KA3. company's documentation policy</p> <p>KA4. occupational health and safety standards</p> <p>KA5. procedures for dealing with loss or damage to goods</p> <p>KA6. value of items handled and implications of damage/loss of the same risk and impact of not following defined work, safety and security procedures</p>

LSC/N0406

Operate Order Picker

	<p>KA8. records to be maintained and implications of non-maintenance of the same</p> <p>KA9. security procedures e.g. secure storage of inventory</p> <p>KA10. rules and regulations of shop floor as per company's SOP</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know:</p> <p>KB1. controls and switches used to operate Material Handling Equipment (MHE)</p> <p>KB2. basic technicalities associated with the MHE</p> <p>KB3. road signs, factory signs and other safety and emergency signals</p> <p>KB4. hazard labels for the supplies being used.</p> <p>KB5. correct maintenance procedures for MHE</p> <p>KB6. response to emergencies e.g. fire</p> <p>KB7. safety regulations while operating the MHE</p> <p>KB8. optimal working condition of MHE</p> <p>KB9. optimal levels of fluids and lubricants.</p> <p>KB10. MHE Components, their functions and maintenance procedures.</p> <p>KB11. how to identify deviations from normal operations, diagnose and basic trouble shooting of MHE</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know how to read:</p> <p>SA1. label code to identify product</p> <p>SA2. instructions from checklists /company log books and records</p> <p>SA3. safety manuals and safety signs on the warehouse floor</p>
	Writing Skills
	<p>The user/ individual on the job needs to know how to:</p> <p>SA4. fill out checklists, maintenance logbooks detailing maintenance activities conducted</p> <p>SA5. re-write illegible labels in case required</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know how to:</p> <p>SA6. communicate clearly with supervisors and peers</p> <p>SA7. regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p>
B. Professional Skills	Decision Making
	<p>The user/ individual on the job needs to know how to:</p> <p>SB1. determine items that are damaged/require replacement</p> <p>SB2. adjust according to volume, capacity and manpower needs during peak and non-peak hours</p>

LSC/N0406

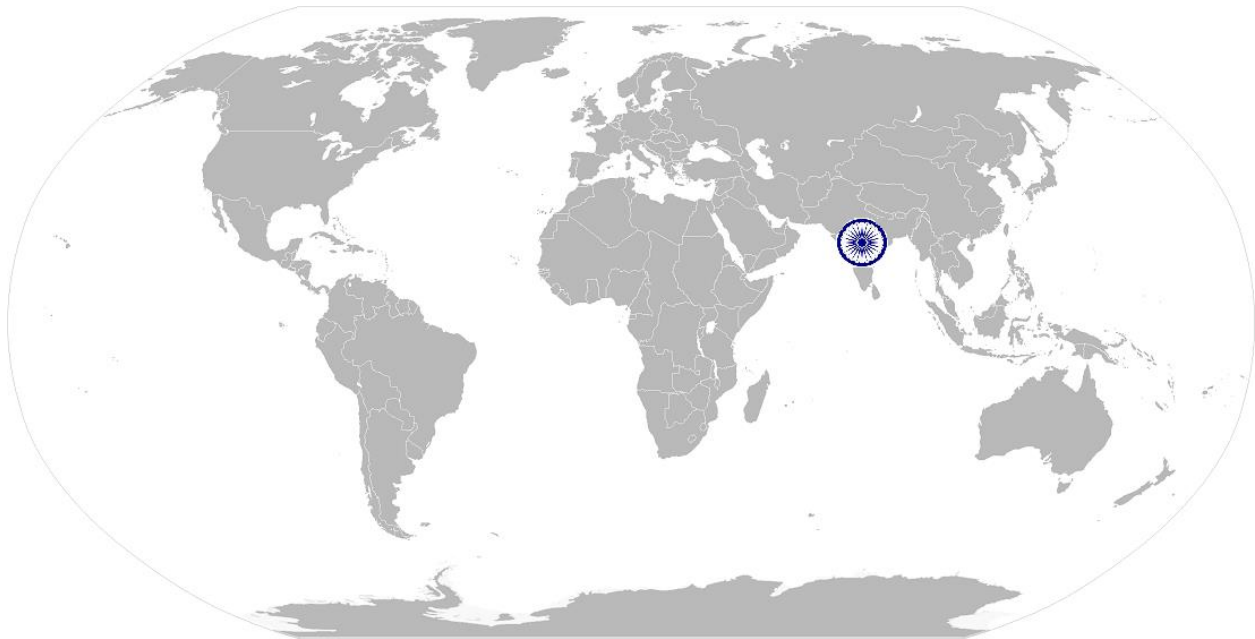
Operate Order Picker

	Plan and Organize
	The user/ individual on the job needs to know how to: SB3. prioritize and execute tasks within the scheduled time limits
	Customer Centricity
	The user/ individual on the job needs to know how to: SB4. requirement and urgency of assigned activity SB5. handle transports with care to avoid any damages
	Problem Solving
	The user/ individual on the job needs to know how to: SB6. resolve basic issues related to MHE through preventive and basic maintenance
	Analytical Thinking
	The user/ individual on the job needs to know how to: SB7. suggest methods to improve efficiency of picking process
	Critical Thinking
	The user/ individual on the job needs to know how to: SB8. identify products required to be picked SB9. assess if the equipment is best suited for the operation SB10. check from the operation, noise, etc. if the MHE is facing any troubles and highlight the same for repair

NOS Version Control

NOS Code	LSC/N0406		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Engineering / maintenance	Next review date	01/03/2022

National Occupational Standard



Overview

This unit is about receipt and dispatch of goods

LSC/N0120

Supervise receiving and dispatch activities

National Occupational Standard

Unit Code	LSC/N0120
Unit Title (Task)	Supervise receiving and dispatch activities
Description	This unit is about overseeing loading and unloading activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Supervise loading and unloading activities Supervise receiving operations Supervise dispatch operations Monitor inventory stored in the warehouse Prepare and submit reports <p>Range: Barcode scanner, packing devices, packing material, markers and stationery, computer, printer, Management Information Systems (MIS) software, etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Supervise loading and unloading activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays</p> <p>PC2. assign spaces in the staging area for loader/unloader for loading and unloading goods</p> <p>PC3. ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading</p> <p>PC4. monitor and report productivity and adherence to timelines during loading and unloading</p> <p>PC5. inspect manual loading/unloading of goods and record spillages, breakages etc</p> <p>PC6. inspect and record damage to goods while handling them using MHE</p> <p>PC7. constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand</p> <p>PC8. perform visual inspection of inbound and outbound goods</p>
Supervise receiving operations	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation</p> <p>PC10. inform executive if there is a difference in quantity received and review entries made in the system</p> <p>PC11. inspect safe movement of goods to put-away area and to storage area</p> <p>PC12. perform visual inspection of goods for and check for damages and barcoding errors</p> <p>PC13. quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken</p> <p>PC14. undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager</p>

LSC/N0120

Supervise receiving and dispatch activities

<p>Supervise despatch operations</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. allocate storage space in the dispatch area and monitor collection of goods from store</p> <p>PC16. check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched</p> <p>PC17. receive stowage plan from transport coordinator and ensure stacking as per stowage plan</p> <p>PC18. monitor loading and despatch of stock in accordance to the run sheet</p> <p>PC19. inspect safe loading of goods and record any damages</p> <p>PC20. quarantine damaged goods and act based on inputs from manager and client</p> <p>PC21. follow-up with vendors and update the status of the despatch in the system</p>
<p>Monitor inventory stored in the warehouse</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC22. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.</p> <p>PC23. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it</p> <p>PC24. perform wall to wall inventory count and generate report</p> <p>PC25. cross verify inventory report submitted against physical vs system entry</p> <p>PC26. identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager</p> <p>PC27. ensure availability of inventory as per order requirements</p> <p>PC28. check if replacement parts are sent to the required functions to fulfil customer orders</p> <p>PC29. supervise segregation of damaged goods and act as per SOP and in consultation with Manager</p> <p>PC30. ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts</p>
<p>Prepare and submit reports</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC31. update information on stock receipts and despatches</p> <p>PC32. prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP</p> <p>PC33. state reasons for non-dispatch, product damage, inventory discrepancies etc</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context</p>	<p>The individual on the job needs to know :</p> <p>KA1. organizational procedures</p> <p>KA2. documentation and reporting as per organization's mandate</p> <p>KA3. security procedures to be followed</p> <p>KA4. escalation matrix for reporting identified problems</p> <p>KA5. IT system and Enterprise Resource Planning (ERP) system of the organization</p> <p>KA6. procedure for dealing with loss or damage of goods</p>

LSC/N0120

Supervise receiving and dispatch activities

<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know:</p> <p>KB1. use of computer and associated equipment</p> <p>KB2. different material handling equipment and their uses</p> <p>KB3. use of stationery and equipment like scanners, bar code tagging devices, etc.</p> <p>KB4. ERP handling</p> <p>KB5. different types of report such as - incident report, damage report, spillage reports, labour report, inventory on hand, empty bin report, cycle counts, items in quarantine, scrap report, inventory ageing etc.</p> <p>KB6. receipt and dispatch documentation</p> <p>KB7. MS Office or similar program for analyzing, documenting and presenting data</p> <p>KB8. inventory counting techniques</p> <p>KB9. quick fixes for minor issues</p> <p>KB10. how to read labels instructions</p> <p>KB11. various escalations regarding resolving and catering to the customer query</p> <p>KB12. overall process in warehouse operations</p>
<p>Skills (S)</p>	
<p>B. Core Skills/ Generic Skills</p>	<p>Reading Skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. product instructions as per the invoicing label and shipment labels</p> <p>SA3. product tags and labels</p> <p>SA4. management directions</p> <p>Writing Skills</p> <p>The user/individual on the job needs to know how to write:</p> <p>SA5. damage reports and daily output reports</p> <p>SA6. end of the day reports</p> <p>SA7. down notes about accidents, damage to goods</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know how to:</p> <p>SA8. communicate clearly in local language or English with and co-workers</p> <p>SA9. communicate and collect information from co-workers</p>
<p>C. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know how to:</p> <p>SB1. identify the item as damaged or not</p> <p>SB2. check if a problem can be resolved quickly internally or needs to be escalated</p> <p>SB3. identify activities or orders that need to be prioritised as per instructions</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know how to:</p> <p>SB4. plan and estimate the time for each activity.</p>

LSC/N0120
Supervise receiving and dispatch activities

	SB5. maintain punctuality and avoid absenteeism
	SB6. translate plans into targets for each activity
	Customer Centricity
	The user/individual on the job needs to know:
	SB7. importance of timelines for activities
	Problem Solving
	The user/individual on the job needs to know how to:
	SB8. identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same
	SB9. identify and correct errors
Analytical Thinking	
The user/individual on the job needs to know how to:	
SB10. verify the authenticity of the product by looking at the logo, box packaging, etc.	
Critical Thinking	
The user/individual on the job needs to know how to:	
SB11. suggest methods to improve warehousing activities	

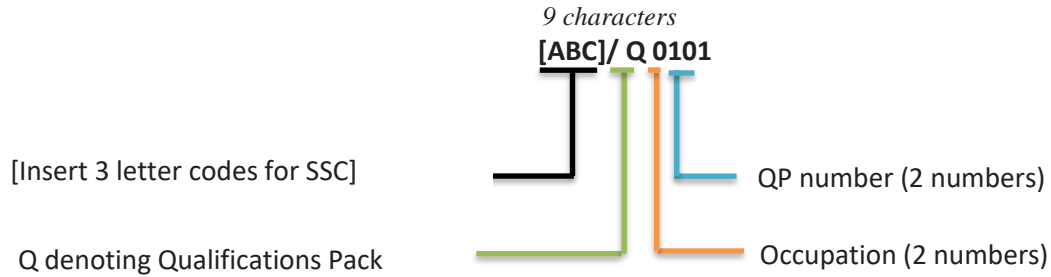
NOS Version Control

NOS Code		LSC/N0120	
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Operations (receiving/ loading and unloading, storage, dispatch), Documentation & Reporting	Next review date	01/03/2022

Annexure

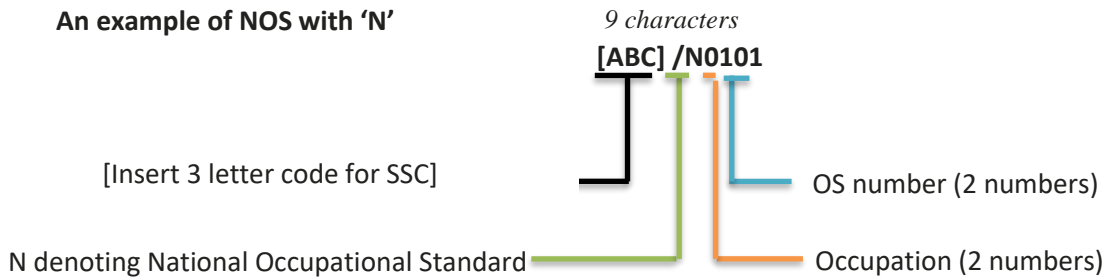
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

Sub-sector	Range of Occupation numbers
Warehousing	1 to 9
Land Transportation	10 to 14
EXIM/ Freight Forwarding/ Customs Clearance	21 to 23
Courier/Express	15 to 20
E-Commerce	24 to 30
Supply Chain	31 to 34
Port Terminals, ICD and CFS	35 to 41
Inland Waterways	42 to 46
Liquid Logistics	47 to 49
Air Cargo Operations	61 to 62
Rail Logistics	50 to 55
Cold Chain Logistics	86 to 94
Generic Occupations	95 to 99

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

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: MHE Operator and Technician

Qualification Pack: LSC/Q0401

Sector Skill Council: LSC

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory 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% in every NOS
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Compulsory NOS					
Total Marks: 400			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N0401 Perform material handling activities	PC1. obtain the work schedule, daily targets and priorities (if any) from the supervisor.	100	5	2	3
	PC2. obtain the list of goods to be put away or picked along with the quantities and their respective locations.		5	2	3
	PC3. check with the supervisor the assistance required for other activities such as daily stock counting, quality inspection etc.		5	2	3
	PC4. plan the sequence in which the operation would be carried out so as to optimize time and travel distance		5	2	3
	PC5. inspect if the battery/fuel levels of the MHE is adequate for operation before moving it from the dock		5	2	3
	PC6. perform basic check of the vehicle condition as per the Preventive Maintenance checklist before starting the work		5	2	3
	PC7. Collect the necessary PPE, inspect its fitness and wear throughout the work schedule		5	2	3
	PC8. identify goods to be moved and their location in terms of aisle number, rack number and bin number from the putaway list during receiving and dispatch		5	2	3
	PC9. assess the tooling requirement and collect the necessary tools from the tool crib/storage racks		5	2	3

	PC10. lift or move the pallet using the MHE and place correctly into specified location		5	2	3
	PC11. check for damaged/spills transport goods to quarantine area and unload them for further action		5	1	4
	PC12. report supervisor if there are any issues such as count mismatch, breakage/ damage of goods/ packaging during		5	1	4
	PC13. check that movement of goods should be carried out as per standard operating procedures (SOP)		5	1	4
	PC14. check for safe and error free loading and unloading of the goods		5	1	4
	PC15. park the MHE in specified location after completing the job		5	1	4
	PC16. check for minor issues, technical issues, cleaning etc. w.r.t. MHE and inform supervisor accordingly		5	1	4
	PC17. report any delays, damages, accidents and other incidents to the supervisor		5	1	4
	PC18. report on the condition of the MHE and any maintenance activity or replacement that may be required to the supervisor		5	1	4
	PC19. fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required		5	1	4
	PC20. log any maintenance activity undertaken		5	1	4
	Total		100	30	70
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N0402 Perform preventive and first line maintenance check	PC1. collect the preventive maintenance checklist and maintenance log book for the MHE concerned	100	4	1	3
	PC2. collect necessary tools and PPE necessary for conducting the preventive maintenance		4	1	3
	PC3. understand the complaints noted in the log book, if any		4	1	3
	PC4. observe the overall functioning of the MHE to identify problems if any		4	1	3
	PC5. adjust in settings or operating parameters if required		4	1	3
	PC6. check for damage in tyres, parking break, main horn, reverse horn, warning lamp, etc.		4	1	3
	PC7. check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required		4	1	3
	PC8. assess the MHE and escalate to supervisor if there is a likelihood of future problems or replacement is required.		4	1	3
	PC9. identify any parts that have worn out or nearing their end of life cycle as specified by the manufacturer and put in request to obtain the required parts from the store (if available) or		4	1	3

	inform inventory clerk to place orders.				
	PC10. make replacement of part and test for its safety and smooth operation		4	1	3
	PC11. in case of a machine overhaul, plan well in advance and perform it during holidays or non-peak hours.		4	1	3
	PC12. test the MHE to ensure that it is fully functional and safe for use.		4	1	3
	PC13. regularly maintain spare batteries and ensure they are fully charged		4	1	3
	PC14. prepare and update maintenance card for every MHE		4	1	3
	PC15. understand the type of breakdown reported/ witnessed during operation		4	1	3
	PC16. identify and examine MHE to determine the source of the problem		4	1	3
	PC17. determine if the problem could be resolved using existing skills or if it requires the attention of a specialized technician from the manufacturing company		4	1	3
	PC18. if the problem could be resolved, determine whether the part could be repaired and carry out repairs using available spare parts/ machine shop equipment, or else put in part replacement request		4	1	3
	PC19. receive required parts and change the parts as per manufacturer's guidelines.		4	2	2
	PC20. complete and check all the line items in the first-line maintenance checklist		4	2	2
	PC21. post first line repair, test the MHE to ensure that it is fully functional and safe for use		4	2	2
	PC22. escalate to supervisor in case of delays or if a specialized technician from the manufacturing company is required to solve the problem		4	2	2
	PC23. report to supervisor for replacement of MHE parts		3	1	2
	PC24. provide daily report to manager regarding condition of equipment, damage if any, etc.		3	1	2
	PC25. update MHE condition in the appropriate health card and the next review dates in the maintenance schedules		3	1	2
	PC26. prepare a detailed report explaining the cause for the problem, solution, expected lifespan and suggested replacement dates		3	1	2
	Total		100	30	70
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N9904 Maintain integrity and ethics	PC1. refrain from indulging in corrupt practices	100	7	3	4
	PC2. avoid using company's funds, property or resources for undertaking personal activities		7	3	4
	PC3. protect customer's information and ensure it is not misused		6	2	4

	PC4. protect data and information related to business or commercial decisions		5	2	3
	PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations		5	2	3
	PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues		5	2	3
	PC7. avoid nepotism		5	2	3
	PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		5	2	3
	PC9. report promptly all violations of code of ethics		5	2	3
	PC10. dress up and conduct in a professional manner		5	2	3
	PC11. communicate with clients and stakeholders in a soft and polite manner		5	2	3
	PC12. follow etiquettes in accordance to the place		5	2	3
	PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor		5	2	3
	PC14. perform activities considering the regulatory requirements		5	2	3
	PC15. use Personal protective equipment (PPEs) in accordance to regulatory requirements		5	2	3
	PC16. identify the different types of dangerous goods and handling methodologies		5	2	3
	PC17. follow the SOP for handling of different types of dangerous goods		5	2	3
	PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		5	2	3
	PC19. promptly report all regulatory violations		5	2	3
			100	40	60
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N9905 Maintain health, safety and security procedures	PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	100	7	3	4
	PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area		7	3	4
	PC3. follow standard driving practice to ensure safety of life and material		7	3	4
	PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety		6	2	4
	PC5. undertake periodical preventive health check ups		6	2	4
	PC6. follow necessary Standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods		6	2	4

	PC7. follow security procedures like green gate in port, customs area, factory security, etc.		5	2	3
	PC8. comply with data safety regulations of the organisation		4	1	3
	PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway		4	1	3
	PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority		4	1	3
	PC11. inspect the activity area and equipment for appropriate and safe condition		4	1	3
	PC12. check if stacking is done at defined height and is not on the walk way		4	1	3
	PC13. check if walk way is free from grease/ oil		4	2	2
	PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places		4	2	2
	PC15. participate in fire drills		4	2	2
	PC16. check if standard material handling procedure are being followed		4	2	2
	PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition		4	2	2
	PC18. check if all the safety and security related tags, labels and signage are placed in the cargo		4	2	2
	PC19. check if loading instrument is certified and operational		4	2	2
	PC20. implement 5S at workplace		4	2	2
	PC21. check if cargo has passed security checks and report in case of any violation		4	2	2
			100	40	60

Electives					
Elective 1 - Battery Operated Pallet Truck					
Total Marks: 100				Marks allocation	
Assessment Outcomes	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N0403 Operate Battery Operated Pallet truck	PC1. perform pre checks on battery operated pallet jacks to ensure that they are in proper working order	100	16	6	10
	PC2. unload inbound shipments using pallet truck and move it to designated storage location		14	4	10
	PC3. count quantity of items as per pick list and ensure that any damaged items are isolated and reported to the supervisor immediately		14	4	10
	PC4. make sure that any unusual incidents or accidents are reported to the supervisor immediately		14	4	10
	PC5. perform safe and error free loading and unloading of the goods		14	4	10
	PC6. park the pallet truck in specified location after		14	4	10

	completing the job				
	PC7. submit end of operation reports as per requirement		14	4	10
	Total		100	30	70
Elective 2 - Reach truck					
Total Marks: 100				Marks allocation	
Assessment Outcomes	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N0404 Operate Reach truck	PC1. obtain the list of goods to be put away or picked along with the quantities and their respective locations	100	10	2	8
	PC2. visually check the condition of the reach truck and the cage and carry out detailed inspection as per the daily inspection checklist		9	2	7
	PC3. test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly		9	2	7
	PC4. place goods/cargo on the pallet or assist binner with placing the goods on the pallet, if required		9	3	6
	PC5. lift the pallets with care and ensure they are stable		9	3	6
	PC6. transport the pallets to the respective storage locations and store them in the space allocated		9	3	6
	PC7. to retrieve goods, lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods		9	3	6
	PC8. ensure goods loaded/ unloaded are within the reach truck's weight and size, load bearing capacity		9	3	6
	PC9. park reach truck in appropriate location		9	3	6
	PC10. perform any minor repairs and inform supervisor accordingly		9	3	6
	PC11. check for technical issues and inform technician if required		9	3	6
	Total		100	30	70
Elective 3 - Fork lift					
Total Marks: 100				Marks allocation	
Assessment Outcomes	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N0405 Operate Fork lift	PC1. obtain work schedule from the supervisor	100	8	2	6
	PC2. visually check if battery is fully charged; check cables for exposed wires, fluid leak, battery plug connections not loose, worn or dirty; vent caps not clogged		8	2	6
	PC3. check bolts, nuts, guards, chains, or hydraulic hose reels are not damaged, missing or loose		7	2	5
	PC4. check if forks are not bent, no cracks present; positioning latches are in good working condition; carriage teeth not broken, chipped or worn		7	2	5
	PC5. check for damage in tyres, head light, warning light, parking break, main horn, reverse horn,		7	2	5

	warning lamp, etc.				
	PC6. check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required		7	2	5
	PC7. check the lift mechanism, tilt mechanism, foot brake, clutch, gearshift operate smoothly		7	2	5
	PC8. while moving the forklift without any load, ensure that the mast in upright condition, forks lowered are kept at the		7	2	5
	PC9. adjust the fork as wide as possible to fit the load and ensure that the load is balanced		7	2	5
	PC10. ensure goods loaded/ unloaded are within the forklift's weight and size, load bearing capacity		7	2	5
	PC11. move the pallets/bins to the respective storage locations and store them in the space allocated		7	2	5
	PC12. park the forklift truck in appropriate location		7	2	5
	PC13. perform any minor repairs and inform supervisor accordingly		7	3	4
	PC14. check for technical issues and inform technician if required		7	3	4
	Total		100	30	70

Elective 4 - Order picker

Total Marks: 100			Marks allocation		
Assessment Outcomes	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N0406 Operate order picker	PC1. receive task schedule from supervisor and pick list from supervisor	100	9	3	6
	PC2. obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked		9	3	6
	PC3. verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes		9	3	6
	PC4. inspect the order picker for suitability for work in terms of greasing, availability of fuel, tyre pressure, etc.		9	3	6
	PC5. wear all safety equipment including protective gear, helmets etc.		8	2	6
	PC6. ensure the picker is wearing the necessary PPE and his/her harness is firmly attached to the order picker		7	2	5
	PC7. locate the appropriate storage bays for items on pick list		7	2	5
	PC8. operate the order picker as per the SOP and instructions provided considering the type of goods and volume of goods to be picked		7	2	5
	PC9. pick goods from the appropriate shelves, storage space into containers or pallets to prepare for loading		7	2	5
	PC10. verify all items are labeled and packed appropriately		7	2	5

	PC11. notify the supervisor of any damages for potential fixes		7	2	5
	PC12. verify all items on the pick list are picked and are in deliverable condition		7	2	5
	PC13. fill out appropriate administrative forms as required by the company in case of accidents, damages, errors, etc.		7	2	5
	Total		100	30	70

Option 1 - Supervise Receiving & Dispatch					
Total Marks: 100			Marks allocation		
Assessment Outcomes	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N0120 Supervise receiving and dispatch activities	PC1. inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays	100	3	1	2
	PC2. assign spaces in the staging area for loader/unloader for loading and unloading goods		3	1	2
	PC3. ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading		3	1	2
	PC4. monitor and report productivity and adherence to timelines during loading and unloading		3	1	2
	PC5. inspect manual loading/unloading of goods and record spillages, breakages etc		3	1	2
	PC6. inspect and record damage to goods while handling them using MHE		3	1	2
	PC7. constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand		3	1	2
	PC8. perform visual inspection of inbound and outbound goods		3	1	2
	PC9. check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation		3	1	2
	PC10. inform executive if there is a difference in quantity received and review entries made in the system		3	1	2
	PC11. inspect safe movement of goods to put-away area and to storage area		3	1	2
	PC12. perform visual inspection of goods for and check for damages and barcoding errors		3	1	2
	PC13. quarantine damaged goods and		3	1	2

communicate to client the details of damaged goods and receive action to be taken			
PC14. undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager	3	1	2
PC15. allocate storage space in the dispatch area and monitor collection of goods from store	3	1	2
PC16. check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched	3	1	2
PC17. receive stowage plan from transport coordinator and ensure stacking as per stowage plan	3	1	2
PC18. monitor loading and despatch of stock in accordance to the run sheet	3	1	2
PC19. inspect safe loading of goods and record any damages	3	1	2
PC20. quarantine damaged goods and act based on inputs from manager and client	3	1	2
PC21. follow-up with vendors and update the status of the despatch in the system	3	1	2
PC22. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.	3	1	2
PC23. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it	3	1	2
PC24. perform wall to wall inventory count and generate report	3	1	2
PC25. cross verify inventory report submitted against physical vs system entry	3	1	2
PC26. identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager	3	1	2
PC27. ensure availability of inventory as per order requirements	3	1	2
PC28. check if replacement parts are sent to the required functions to fulfil customer orders	3	1	2
PC29. supervise segregation of damaged goods and act as per SOP and in consultation with Manager	3	1	2
PC30. ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts	4	1	3

	PC31. update information on stock receipts and despatches		3	0	3
	PC32. prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP		3	0	3
	PC33. state reasons for non-dispatch, product damage, inventory discrepancies etc		3	0	3
			100	30	70

Annexure 1: Trainer qualification and equipment

Trainer Qualification –

- Diploma with minimum 7 years (with minimum 3 years of experience as Supervisor) of experience in MHE operations (or)
- Class XII pass with minimum 10 years (with minimum 3 years of experience as Supervisor) of experience in MHE operations (or)
- Detailed knowledge of MHE operations including loading, unloading, preventive and breakdown maintenance of different types of MHE
- Has supervisory skills with good knowledge of hydraulic, pneumatic, instrumentation and control systems in MHE operations
- The trainer should have the ability to read write and communicate in vernacular language, Hindi and English

Training equipment required –

Teaching board, computer, projector, video player or TV, Personal Protective Equipment (PPEs), Forklift, BOPT Reach stacker, pallet truck, pallet jacks, hand trucks, side loader, order picker, walkie stacker, tools and tackles, maintenance kit, stationery, worksheets, barcode scanner, packaging devices, packing material, markers and stationery, bins, crates, pallets, sample goods, SOP, documentation etc.