

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS SECTOR

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What are Occupational Standards(OS)?

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

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Introduction

Qualifications Pack: Reefer Vehicle Operator

SECTOR: LOGISTICS

SUB-SECTOR: Cold Chain

OCCUPATION: Transportation

REFERENCE ID: LSC/Q8901

ALIGNED TO: NCO-2015/ NIL

The Reefer vehicle operator is responsible to safely operate the reefer vehicle complying with the various regulations and deliver the products to the clients on schedule; ensuring quality.

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

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

Qualifications Pack Code	LSC/Q8901		
Job Role	Reefer Vehicle Operator		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	17/08/16
Sub-sector	Cold Chain	Last reviewed on	11/01/17
Occupation	Transportation	Next review date	11/01/20
NSQC Clearance on	NA		

Job Role	Reefer Vehicle Operator Also known as Refrigerated Truck Driver
Role Description	Safely operate the reefer vehicle complying with the various regulations and delivers the products to the clients on schedule ensuring quality.
NSQF	4
Minimum Educational Qualifications	Preferably 8 th Pass
Maximum Educational Qualifications	Preferably 12 th Pass
Training (mandatory)	Not Applicable
Minimum Job Entry Age	18 years
Experience	Minimum preferable 3-5 years experience as Reefer Driver
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N8901 Inspect the reefer unit LSC/N8902 Monitor the product loading and unloading operations LSC/N8903 Operate and drive the reefer vehicle safely LSC/N8904 Supervise the load in transit for product safety LSC/N8905 Maintain the reefer vehicle LSC/N9901 Maintain food and personnel safety, health and hygiene in cold storage plant LSC/N9902 Communicate effectively with colleagues and clients <p>Optional:</p> <ol style="list-style-type: none"> NA
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 needs 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.
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.
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
	NSQF	National Skills Qualifications Framework
	QP	Qualifications Pack
	OS	Occupational Standards
	OH&S	Occupational Health and Safety
	PPE	Personal Protective Equipment
	HR	Human Resources

National Occupational Standard



Overview

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

LSC/N8901

Inspect the reefer unit

National Occupational Standard

Unit Code	LSC/N8901
Unit Title (Task)	Inspect the reefer unit
Description	This OS unit is about inspecting the reefer unit with respect to the various specifications and pre cooling the unit before loading products
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understand and allocate the work requirements • Understand the products and its requirements • Conduct an inspection on the empty reefer before power on • Inspect the reefer after power on • Perform the pre cool operations of the unit • Perform a final check to the reefer unit <p>Range: Loading equipments such as hand trucks, forklift, conveyors, etc., usage of brakes, stepni, lights, petrol, accelerator, steering control, gear, etc, temperature requirements for each type of products and vehicle maintenance</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding and allocating the work requirements	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. take stock of the pending tasks/ shipments</p> <p>PC2. conduct regular meetings to brief the work plan and responsibility allocations to the loaders and un-loaders</p> <p>PC3. allow access only to concerned people for loading and unloading</p> <p>PC4. communicate with concerned persons to coordinate the delivery orders</p>
Understanding the products and its requirements	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. be aware of the nature of product, type of packaging used, place of origin and final destination</p> <p>PC6. know the quantity, weight and dimension of product like fruits, vegetables, meat, pharma and other perishable products</p> <p>PC7. understand the temperature required and other conditions of the reefer transport</p>
Conducting an inspection on the empty reefer before power on	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. ensure the correct functioning of the cooling unit</p> <p>PC9. check the unit for physical damages</p> <p>PC10. check the technical unit functions of the reefer unit and the generator set according to the manufacturer and shipping specifications</p> <p>PC11. ensure the inside of unit is clean</p> <p>PC12. ensure the reefer machinery is running properly at correct settings</p> <p>PC13. check the refrigerant and lubricant level</p> <p>PC14. ensure the battery level is in range</p> <p>PC15. check the electric insulation value for compressor, motor and heaters</p> <p>PC16. supervise the cleaning of any spills or breakage in the reefer unit</p> <p>PC17. inspect the reefer for any leakage from roof, open spaces, etc.</p>

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Inspect the reefer unit

	<p>PC18. inspect effectively the different parameters such as cleaning, disinfection and temperature control of the reefer vehicle, loading equipments such as hand trucks, forklift, conveyors, etc. and the pallets</p> <p>PC19. ensure the interior surfaces of the vehicle are made of suitable materials based on the type of product to be loaded</p>
Inspecting the reefer after power on	<p>To be competent, the user/ individual must be able to:</p> <p>PC20. ensure no abnormal noises from the components</p> <p>PC21. preset the temperature setting</p> <p>PC22. ensure the cooling effects are in proper direction</p> <p>PC23. calibrate the sensors and detect proper working of the unit</p>
Performing pre cool operations of the unit	<p>To be competent, the user/ individual must be able to:</p> <p>PC24. maintain the temperatures at pre cooled or pre set temperature level</p> <p>PC25. set the reefer vehicle with the correct temperature for the respective products</p> <p>PC26. pre cool the reefers for the required amount of time before loading</p> <p>PC27. ensure the environment conditions in the cold store and the reefer vehicle are the same</p> <p>PC28. avoid pre cooling in open environment resulting in condensation on the reefer interior surfaces once the doors are opened</p> <p>PC29. ensure the interior surface of the reefer container is cool to the desired carrying temperature</p> <p>PC30. keep the doors closed at all times except while performing the storage operations</p>
Performing a final check to the reefer unit	<p>To be competent, the user/ individual must be able to:</p> <p>PC31. check the conditions of the material handling equipment storage racks</p> <p>PC32. ensure unit is odor free</p> <p>PC33. ensure the system is in perfect condition</p> <p>PC34. test the thermometer and cooling equipment before starting</p> <p>PC35. ensure the reefer unit is ready to load products</p>

Knowledge and Understanding (K)

A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. company's reporting structure</p> <p>KA2. individual's role in cold chain process flow</p> <p>KA3. occupational health and safety standards</p> <p>KA4. company's quality control standards for perishable products</p> <p>KA5. company's policies, standard operating procedures and governance structure</p> <p>KA6. company's personnel management and incentive rules</p> <p>KA7. clients and suppliers of the company</p> <p>KA8. company's policies on the typical checks to be done before and during transportation</p> <p>KA9. companies transportation procedures and documentation</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. loading and unloading operations</p> <p>KB2. nature of various cold storage products</p> <p>KB3. type of packaging used for the products</p>

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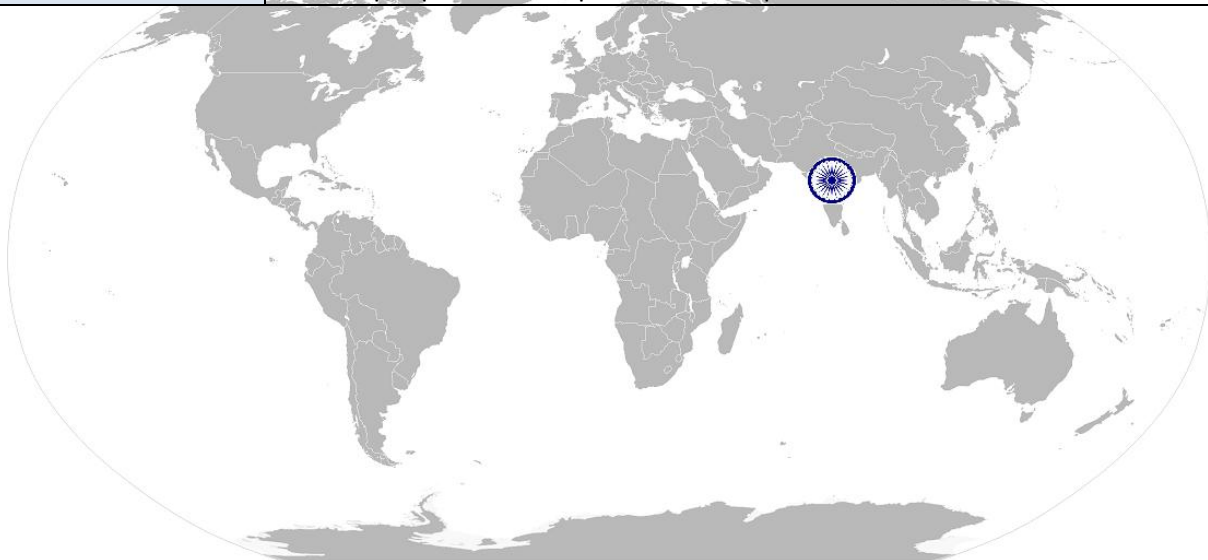
Inspect the reefer unit

	<p>KB4. temperature requirements for the various products and at the reefer transport, for example,</p> <ul style="list-style-type: none"> • Marine products: -18 to -21 degrees • Fruits and vegetables: -1 to 15 degrees; 95% to 98% RH; 65% to 75% RH for onion and garlic; 40% to 50% RH for beans, dry fruits and vegetables • Dairy: -20 to +4 degrees • Dry fruits: 4 to 10 degrees • Pharma - chemicals and vaccines: – 4 to 10 degree <p>KB5. reefer inspection and technical functionality checks</p> <p>KB6. refrigerant and lubricant levels</p> <p>KB7. cleaning and disinfecting the reefer unit</p> <p>KB8. loading equipments such as hand trucks, forklift, conveyors, etc.</p> <p>KB9. suitable materials for interior surfaces of the reefer vehicle</p> <p>KB10. calibrating sensors at the reefer unit</p> <p>KB11. environment conditions to be maintained at the reefer unit</p> <p>KB12. pre cooling operations at the reefer unit</p> <p>KB13. material handling conditions</p> <p>KB14. characteristics of the products being handled</p> <p>KB15. product specific quality control and assurance standards</p> <p>KB16. safety precautions to be taken for product specific handling techniques</p> <p>KB17. types of workplace hazards</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. read job sheet to understand the delivery orders and the work plan</p> <p>SA2. read the manuals and other documents for inspection and usage of lubricants and cleaning liquids</p> <p>SA3. read instructions on workplace hazards</p>
	Writing Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. maintain quantity details of inspection observations</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. coordinate with the concerned persons to understand the delivery orders</p> <p>SA6. communicate types of workplace hazards, safety precautions and remedial measures to be taken by loaders and unloaders</p>	
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on the various tests and inspections to be carried out in the reefer unit</p> <p>SB2. decide on the environment conditions to be maintained at the reefer unit</p>
	Plan and Organize
<p>The user/individual on the job needs to know and understand how to</p>	

LSC/N8901

Inspect the reefer unit

	SB3. prioritize and execute inspection tasks in an efficient manner
	SB4. organize the cleaning and disinfection activity of the reefer unit
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. customer requirements with respect to quality expectations
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. execute remedial measures in case of injury or hazard in handling technique SB7. take appropriate action in case of any faults during inspection
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB8. assess protective equipment to be used based on weather conditions
	Critical Thinking
The user/individual on the job needs to know and understand how to: SB9. spot process disruptions while inspection of the reefer unit	

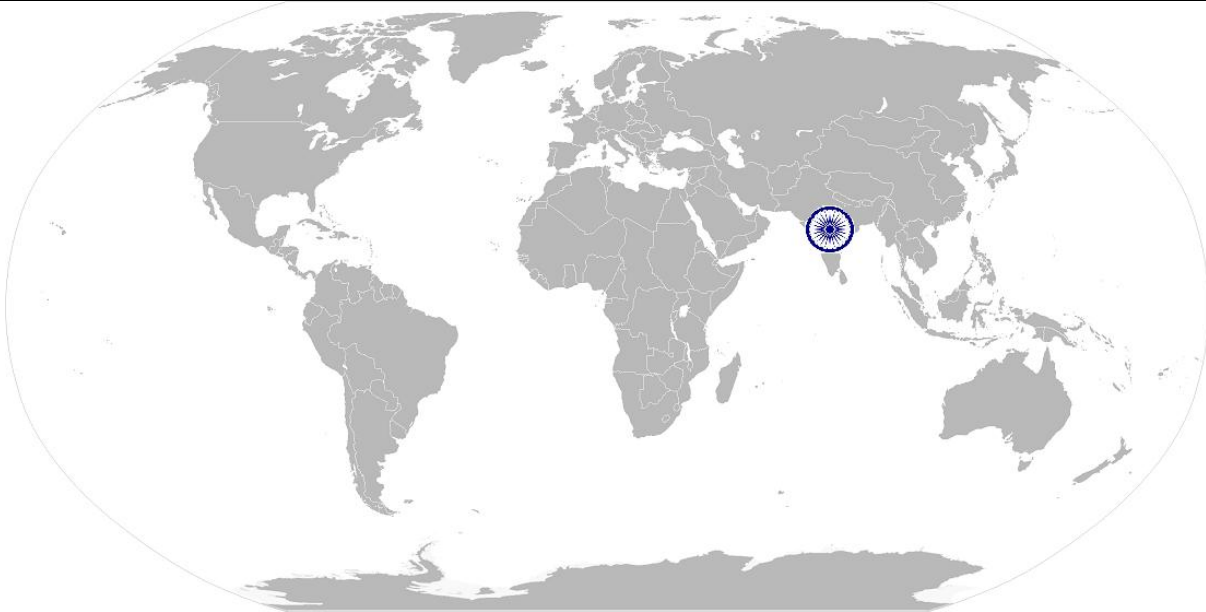


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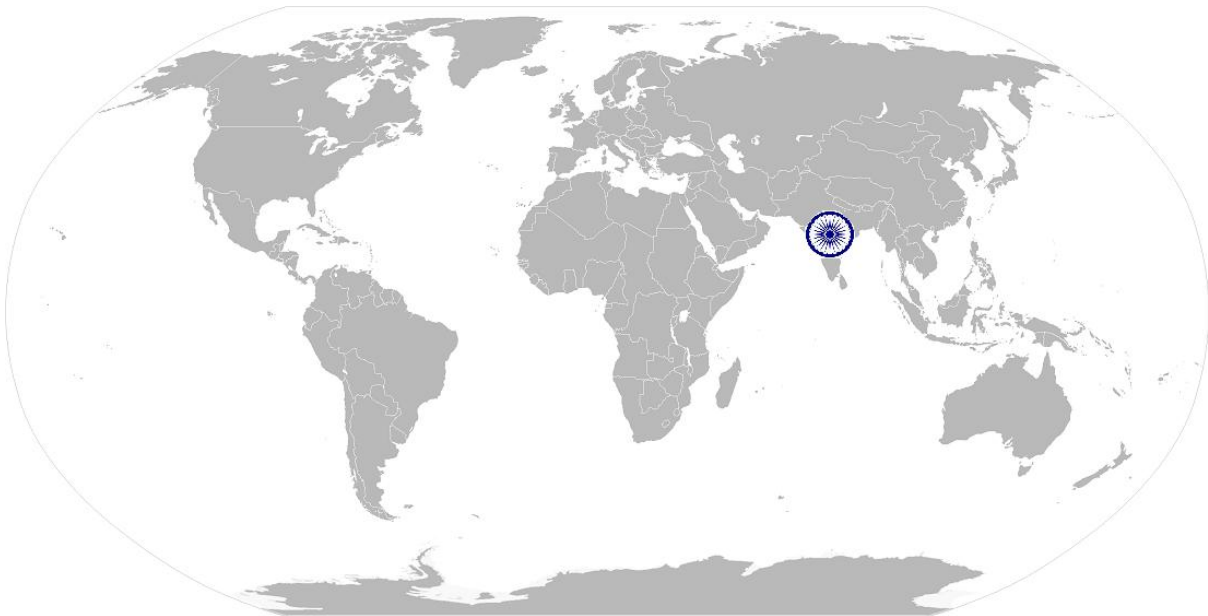
Inspect the reefer unit

NOS Version Control

NOS Code	LSC/N8901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	17/08/16
Industry Sub-sector	Cold Chain	Last reviewed on	11/01/17
Occupation	Transportation	Next review date	11/01/20



National Occupational Standard



Overview

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

LSC/N8902 Monitor the product loading and unloading operations

National Occupational Standard	Unit Code	LSC/N8902
	Unit Title (Task)	Monitor the product loading and unloading operations
	Description	This OS unit is about monitoring the loading and unloading operations for delivery taking account of various parameters as required and documenting the activities
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Verify the products for delivery before unloading • Inspect the loading and unloading operations • Take account of load characteristics and cold storage facilities • Document the operation <p>Range: Loading equipments such as hand trucks, forklift, conveyors, etc., usage of brakes, stepni, lights, petrol, accelerator, steering control, gear, etc, temperature requirements for each type of products and vehicle maintenance</p>
Performance Criteria(PC) w.r.t. the Scope		
Element	Performance Criteria	
Verifying the products for delivery before unloading	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. inspect the load before unloading begins</p> <p>PC2. check the quality, quantity and condition of the unloaded goods against the bill</p> <p>PC3. ensure the goods against the checklist to see if the order and the delivery matches</p> <p>PC4. ensure the load has not moved positions and no damages caused during transit</p>	
Inspecting the loading and unloading operations	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. assign spaces for loading and unloading activity to take place</p> <p>PC6. inform the concerned person on the loading and dispatch schedule</p> <p>PC7. ensure the required protective gears are used by the workers</p> <p>PC8. instruct loaders to maximize space during loading</p> <p>PC9. ensure proper spacing and air flow movement while loading</p> <p>PC10. ensure the loading operation is carried out in a cold tunnel/controlled environment where the temperature of the reefer container and the cold store are the same</p> <p>PC11. ensure the products are loaded within their designated compartments at their appropriate temperature and other requirements</p> <p>PC12. ensure the products are loaded in convenience to the delivery schedule</p> <p>PC13. check for any special delivery instructions and plan</p> <p>PC14. be aware of the hazards present and precautions to be taken in the delivery plan</p> <p>PC15. monitor to assess, clean and disinfect the unloading areas as per requirement</p> <p>PC16. ensure the area of unloading is safe and suitable for the products with respect to suitability of ground, stability, traffic management and other site conditions</p> <p>PC17. check if it is safe to proceed unloading with the concerned person</p>	

LSC/N8902

Monitor the product loading and unloading operations

	<p>PC18. ensure unloading happens safely and timelines are met</p> <p>PC19. make sure to rectify and remove the load safely if the position is changed or any damage caused during transit</p> <p>PC20. ensure to move the unloading location in this case to unload</p> <p>PC21. liason with the workers to understand the unanticipated difficulties in unloading</p> <p>PC22. ensure unstable loads do not fall to the ground</p> <p>PC23. ensure the persons do not jump on and off the vehicle while unloading</p> <p>PC24. ensure the persons take proper unloading access such as stairways, platform, etc.</p> <p>PC25. do not drag the product off the vehicle</p> <p>PC26. ensure the concerned and skilled person are only assigned the unloading operation in case of forklift or any specialized products</p> <p>PC27. identify the method of unloading such as manual, cranes, forklift, etc.</p> <p>PC28. provide sufficient instructions to the people in case of manual unloading</p> <p>PC29. identify the precautions and assess sufficiently the ways to reduce risk of injury</p> <p>PC30. find alternative ways of unloading in case if manual unloading is risky</p> <p>PC31. ensure the products are immediately shifted to the correct temperature controlled storage conditions after unloading</p>
<p>Taking account of load characteristics and cold storage facilities</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC32. be aware of the size and stability of the loads</p> <p>PC33. ensure the products are maintained at appropriate temperature at the time of unloading</p> <p>PC34. ensure to keep aside the extra goods that do not meet the requirement</p> <p>PC35. replace the items from warehouse in case of any damaged or missing item</p>
<p>Documenting the operation</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC36. record the temperature readings and product condition while unloading</p> <p>PC37. communicate any deviations to the concerned person</p> <p>PC38. record the signs of spillage or damage also if any</p> <p>PC39. prepare documentation with respect to bill of lading, order and delivery, inspection report on the condition of unloaded products, damage and returns, self inspection, etc.</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 and understand:</p> <p>KA1. company's reporting structure</p> <p>KA2. individual's role in cold chain process flow</p> <p>KA3. occupational health and safety standards</p> <p>KA4. company's quality control standards for perishable products</p> <p>KA5. company's policies, standard operating procedures and governance structure</p> <p>KA6. company's personnel management and incentive rules</p> <p>KA7. clients and suppliers of the company</p> <p>KA8. company's policies on the typical checks to be done before and during transportation</p> <p>KA9. companies transportation procedures and documentation</p>

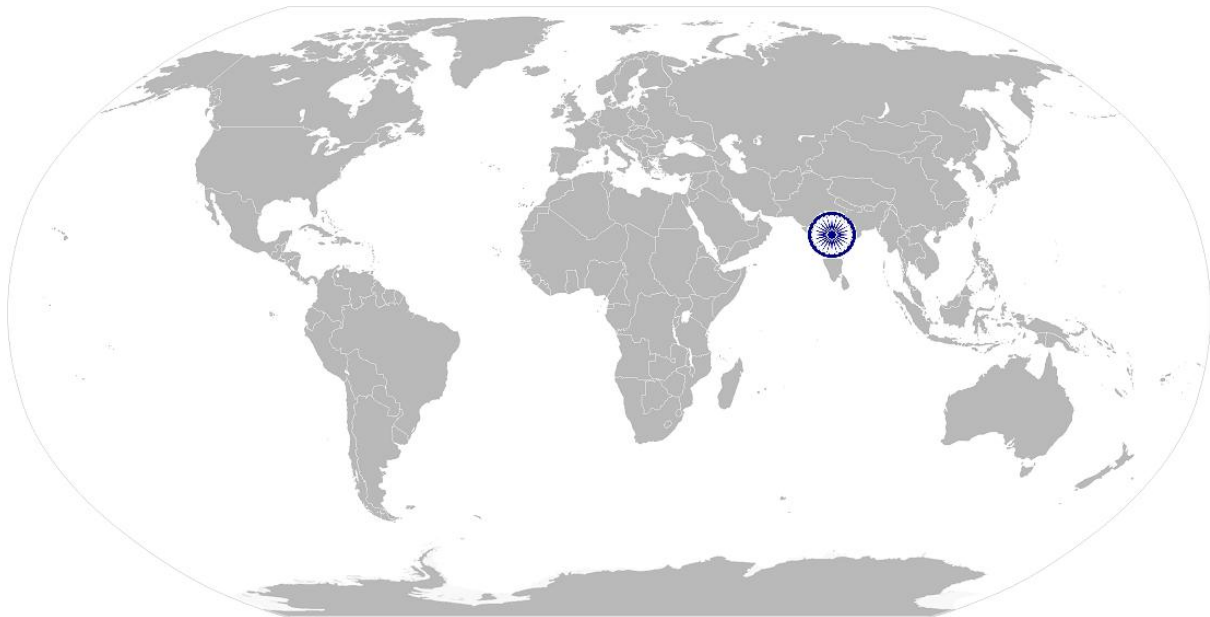
LSC/N8902 Monitor the product loading and unloading operations

<p>B. Technical Knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. loading and unloading operations KB2. delivery specifications KB3. load safety measures while loading KB4. spacing and air flow specifications for loading into the reefer unit for respective products KB5. protective gears used while loading and unloading KB6. temperature requirements for the different products KB7. compartment designations at the reefer for respective products loading KB8. workplace hazards and preventions KB9. cleaning and disinfecting the unloading area KB10. traffic management and other site conditions for unloading KB11. loading and unloading equipments such as cranes, forklift, etc. KB12. precautions to be taken to reduce risk while loading and unloading KB13. controlled storage conditions and specifications KB14. documentation of temperature, delivery and other product conditions KB15. latest checks for conducting quality checks KB16. characteristics of goods to be inspected while loading and unloading measurement units of the goods loaded and unloaded</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 and understand how to:</p> <p>SA1. read job sheet for delivery specifications SA2. read the loading and unloading requirements as per the job sheet SA3. read the product specifications to be transported</p> <p>Writing Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. record the temperature readings and product condition while unloading SA5. document bill of lading, order and delivery, inspection report on the condition of unloaded products, damage and returns, self inspection, etc.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. communicate to respective authority on any disruptions in the activity SA2. coordinate on the loaders and unloaders for the activity schedule and specifications</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SB1. decide number of people to be deployed for loading and unloading</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how:</p> <p>SB2. plan the loading and unloading operations schedule SB3. organize the required equipments for unloading such as forklift, cranes, etc. SB4. plan the methodology of unloading SB5. plan the cleaning and disinfection activity at the time of unloading</p> <p>Customer Centricity</p>

LSC/N8902

Monitor the product loading and unloading operations

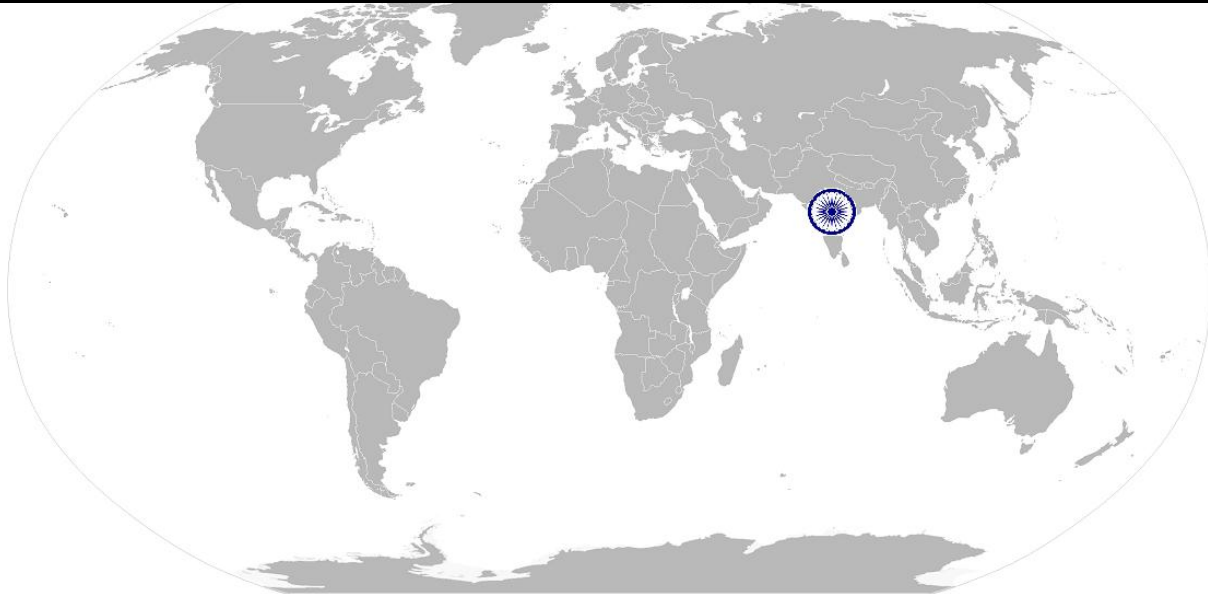
	The user/individual on the job needs to know and understand how to: SB6. customer requirements with respect to quality expectations
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. solve issues related to the quality disruptions at the time of loading and unloading SB8. handle problems related to the unloading operations
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB9. assess the loading and unloading operations
	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB10. spot process disruptions and delays while loading and unloading



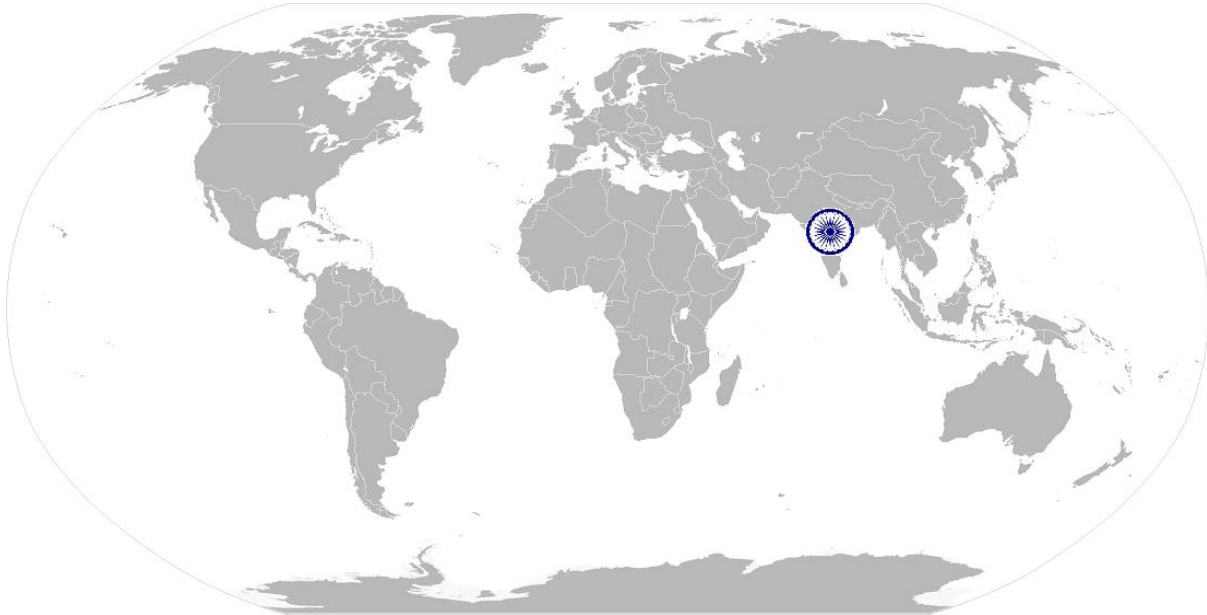
LSC/N8902 Monitor the product loading and unloading operations

NOS Version Control

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Industry	Logistics	Drafted on	17/08/16
Industry Sub-sector	Cold Chain	Last reviewed on	11/01/17
Occupation	Transportation	Next review date	11/01/20



National Occupational Standard



Overview

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

LSC/N8903 Operate and drive the reefer vehicle safely

National Occupational Standard

Unit Code	LSC/N8903
Unit Title (Task)	Operate and drive the reefer vehicle safely
Description	This OS unit is about operating and driving the reefer vehicle on the allocated routes to deliver the products at the specified destinations
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Understand the work requirements for delivery of perishable products by reefer vehicle • Inspect and ensure the various trip parameters • Drive the reefer vehicle safely on the allocated route • Complete the trip activity • Record and document the trip details and operation of reefer vehicle <p>Range: Loading equipments such as hand trucks, forklift, conveyors, etc., usage of brakes, stepni, lights, petrol, accelerator, steering control, gear, etc, temperature requirements for each type of products and vehicle maintenance</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Understanding the work requirements for delivery of perishable products by reefer vehicle	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand the job requirements and the delivery schedules for the day</p> <p>PC2. understand the vehicle assigned and the type of goods</p> <p>PC3. check the delivery destinations and chart out routes in case of multiple destinations</p> <p>PC4. plan the trip and manage road time for delivery</p> <p>PC5. coordinate the time and location of delivery and be familiar with the nearby landmarks</p>
Inspecting and ensuring the various trip parameters	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. carry all necessary papers while driving such as license, insurance and documents related to the goods carried such as order copy</p> <p>PC7. carry valid heavy duty driving license for refer vehicle preferably with ghat/hill driving permit</p> <p>PC8. inspect the vehicle condition before departure and check for brakes, stepney, lights, petrol, etc. as required</p> <p>PC9. intimate the customers on the time of arrival</p> <p>PC10. ensure the vehicle is not over loaded</p> <p>PC11. be familiar with the quantity of goods to be delivered</p> <p>PC12. be updated with the delivery details and traffic management plan</p> <p>PC13. ensure the doors are locked</p> <p>PC14. ensure the other parameters related to temperature within the vehicle, vehicle location monitoring, etc.</p> <p>PC15. be aware of the refrigerator temperature sensor, refrigerator operator sensor, fuel level sensor in refrigerator fuel tank, external temperature</p>

LSC/N8903
Operate and drive the reefer vehicle safely

	sensor, etc.
Driving the reefer vehicle safely on the allocated route	<p>To be competent, the user/ individual must be able to:</p> <p>PC16. ensure effective driving techniques and adherence to speed policies</p> <p>PC17. take adequate rest before driving to avoid accidents on the road and cause loss of men and material</p> <p>PC18. follow the assigned routes and minimize off route distances if any</p> <p>PC19. fasten seat belt while driving</p> <p>PC20. drive smoothly and at the correct speed using the accelerator, steering control, gear, etc. properly</p> <p>PC21. ensure conformance to traffic regulations</p> <p>PC22. keep updated of the up to date changes in traffic regulations</p> <p>PC23. ensure to be medically fit while driving</p> <p>PC24. take appropriate safety measures while driving such as avoiding alcohol, no usage of cell phones, etc. while driving</p> <p>PC25. perform a post trip check on the vehicle</p>
Completing the trip activity	<p>To be competent, the user/ individual must be able to:</p> <p>PC26. ensure to comply to the delivery timing committed with the customers</p> <p>PC27. collect the payment as specified from the delivery destination</p> <p>PC28. get the credit note signed if any</p> <p>PC29. obtain the delivery acknowledgement as required from the customers</p> <p>PC30. provide bills or receipts to the customers</p>
Recording and documenting the trip details and operation of reefer vehicle	<p>To be competent, the user/ individual must be able to:</p> <p>PC31. maintain mileage and kilometer logs</p> <p>PC32. record the expenses and incomes during the trip</p> <p>PC33. document the bills or other documents obtained from the customers</p> <p>PC34. fill the trip sheet as to name, time, date, destination, goods delivered, 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 and understand:</p> <p>KA1. company's reporting structure</p> <p>KA2. individual's role in cold chain process flow</p> <p>KA3. occupational health and safety standards</p> <p>KA4. company's quality control standards for perishable products</p> <p>KA5. company's policies, standard operating procedures and governance structure</p> <p>KA6. company's personnel management and incentive rules</p> <p>KA7. clients and suppliers of the company</p> <p>KA8. company's policies on the typical checks to be done before and during transportation</p> <p>KA9. companies transportation procedures and documentation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. delivery schedules and specifications</p>

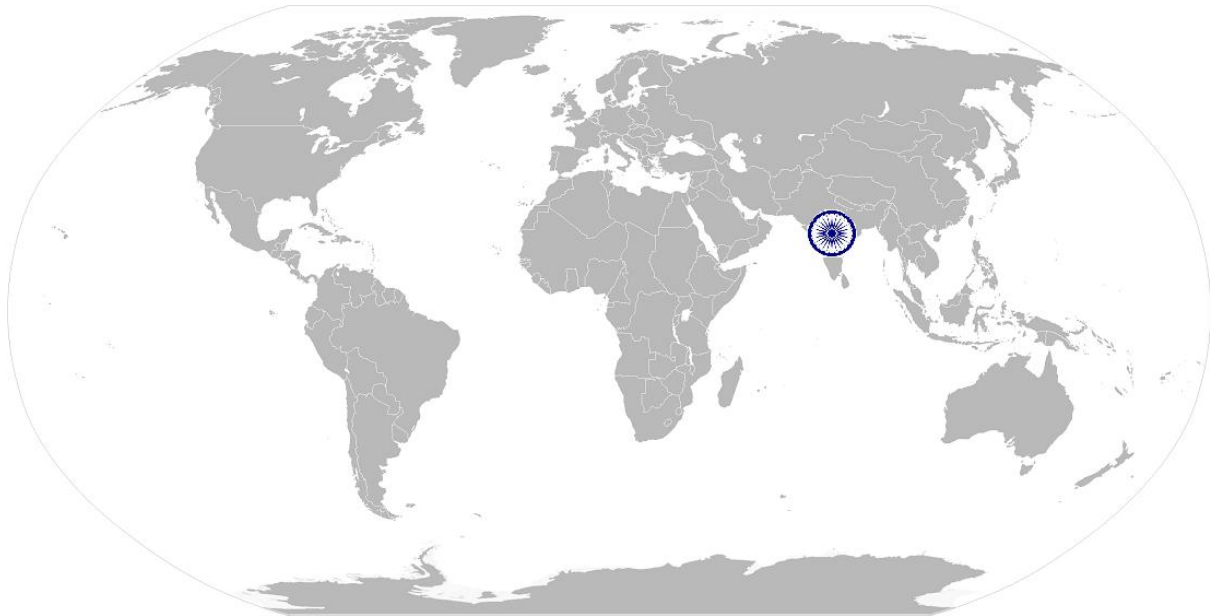
LSC/N8903
Operate and drive the reefer vehicle safely

	KB2. type of goods to transport KB3. temperature requirements of the different products KB4. trip planning and management KB5. documents required such as license, insurance and related papers to the goods transported KB6. vehicle inspection before driving KB7. check and usage of brakes, stepni, lights, petrol, accelerator, steering control, gear, etc. KB8. customer coordination KB9. site details and traffic management plan KB10. driving techniques KB11. adherence to speed policies KB12. routes and landmarks for driving KB13. traffic regulations and timely updations KB14. medical fitness requirements KB15. safety measures to be undertaken while driving KB16. payment procedures KB17. documentation of trip details
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read the delivery schedule for the day SA2. read maps and geographic directions SA3. read the traffic regulations
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA4. fill the trip sheet forms and document the mileage and kilometre logs SA5. record expenses and incomes during the trip
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA6. communicate with the clients on delivery confirmation and arrival time
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to: SB1. decide on the delivery routes
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB2. plan and manage the trip for timely delivery SB3. re-schedule any plans as per requirement
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB4. customer requirements with respect to quality expectations
	Problem Solving

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Operate and drive the reefer vehicle safely

	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB5. handle delays in delivery schedule</p> <p>SB6. solve emergency repair issues of the vehicle</p>
	<p>Analytical Thinking</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB7. assess the delivery schedule and perform traffic management plan</p> <p>SB8. assess the vehicle conditions for driving</p>
	<p>Critical Thinking</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB9. spot any faults or repair in the vehicle</p> <p>SB10. spot disruptions in the delivery schedule</p>



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Operate and drive the reefer vehicle safely

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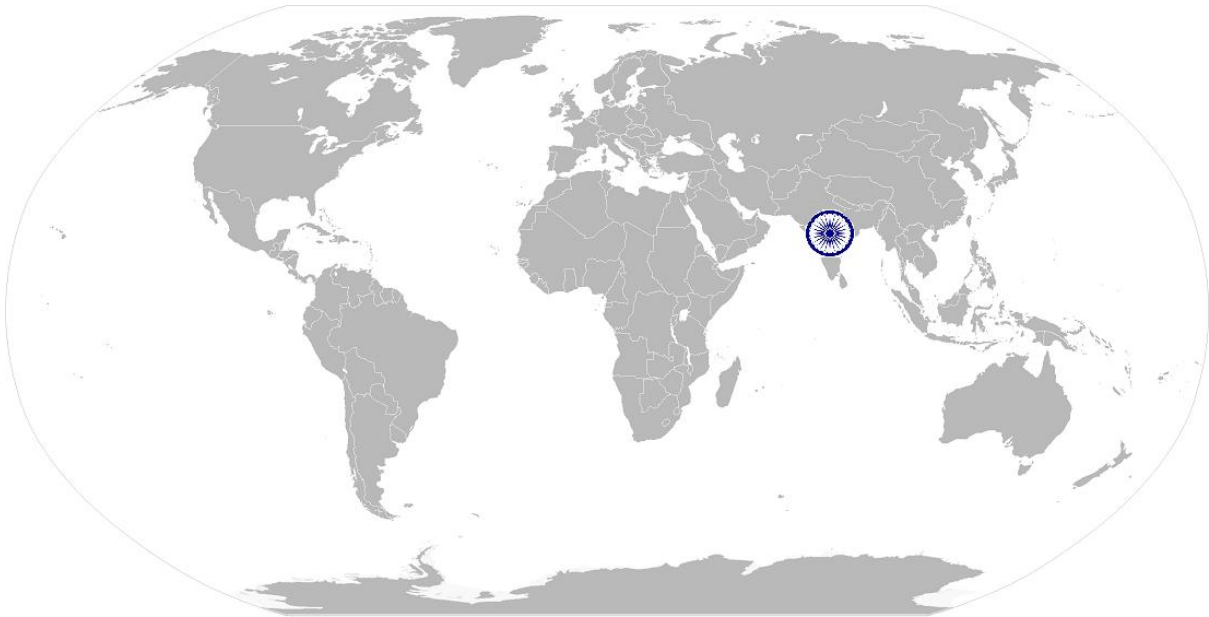
NOS Code	LSC/N8903		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	17/08/16
Industry Sub-sector	Cold Chain	Last reviewed on	11/01/17
Occupation	Transportation	Next review date	11/01/20



NSC/N8904

Supervise the load in transit for product safety

National Occupational Standard



Overview

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

LSC/N8904

Supervise the load in transit for product safety


National Occupational Standard

Unit Code	LSC/N8904
Unit Title (Task)	Supervise the load for product safety in transit
Description	This OS unit is about monitoring and supervising the product safety during transit with respect to temperature, quality, etc.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Monitor the temperature control logistics in transit • Operate the temperature monitoring device • Check constantly for the product safety in transit • Document the operation <p>Range: Loading equipments such as hand trucks, forklift, conveyors, etc., usage of brakes, stepni, lights, petrol, accelerator, steering control, gear, etc, temperature requirements for each type of products and vehicle maintenance</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Monitoring the temperature control logistics in transit	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. make sure the circulation of temperature controlled air is throughout the entire load while transporting chilled products such as fruit, vegetables, pharma, dairy, etc.</p> <p>PC2. ensure the internal air circulation is constantly maintained inside the reefer vehicle</p> <p>PC3. use a generator back up to supply power in case of long transit time</p> <p>PC4. place the container on power for few hours before the transit, in case of non availability of generator so that ambient air accumulated inside the container during loading is expelled</p> <p>PC5. take into account the nature of the product, local conditions and any seasonal variations</p>
Operating the temperature monitoring device	<p>To be competent, the user/ individual must be able to:</p> <p>PC6. monitor and meet the temperature device operation and optimum temperature compliance</p> <p>PC7. ensure to manage the temperature in multiple zones</p> <p>PC8. calibrate the temperature and humidity monitoring devices such as data loggers at predetermined intervals</p> <p>PC9. equip the vehicle with an on board electronic temperature monitoring device</p> <p>PC10. check for the label clearly stated and affixed on the products with controlled storage conditions such as “Time and Temperature sensitive” or “Do not Freeze”, etc.</p> <p>PC11. use the temperature indicators only when appropriate to monitor the products during shipment</p> <p>PC12. ensure the temperature check devices are in working conditions in case of automatic devices</p>

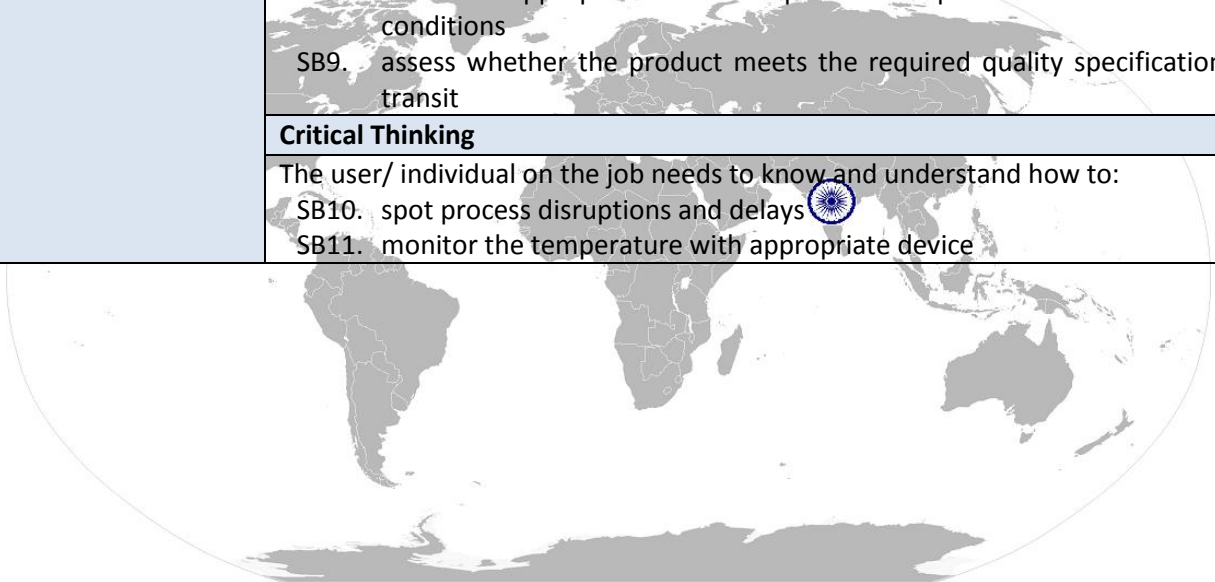
LSC/N8904
Supervise the load in transit for product safety

Checking constantly for the product safety in transit	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. monitor the products at every stage of the journey ensuring their correct functionality</p> <p>PC14. ensure the prescribed temperatures are maintained and check the refrigeration units</p> <p>PC15. ensure to provide fresh air ventilation or dehumidification where required</p> <p>PC16. ensure the vehicles are equipped with alarms</p> <p>PC17. ensure the cooling units are active throughout the journey including stops and rest</p> <p>PC18. ensure not to use energy saving modes of the cooling unit</p> <p>PC19. check the loading patterns for every commodity is maintained as per requirement</p> <p>PC20. ensure sufficient spacing around and within the load</p> <p>PC21. ensure the corners of the cartons are supported by pallet</p> <p>PC22. check the cargo packaging to ensure quality and specifications of the product is maintained during transportation</p> <p>PC23. ensure transit happens at the cooler climate (at nights) or with a generator or storage back up</p> <p>PC24. do not operate the reefer machinery when container doors are open</p> <p>PC25. avoid the entry of pests into the reefer transport</p> <p>PC26. understand which solution best matches the needs to assess the safety of the products in transit</p> <p>PC27. ensure necessary environment controls are in place for controlled storage conditions requirement</p> <p>PC28. open the vehicle doors with the products only during loading and unloading</p> <p>PC29. ensure the product freshness and quality is maintained</p>
Documenting the operation	<p>To be competent, the user/ individual must be able to:</p> <p>PC30. document the quality of products throughout the journey</p> <p>PC31. identify which stage (s) of journey the documentation needs to be done</p> <p>PC32. record the temperature conditions in transit</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's reporting structure</p> <p>KA2. individual's role in cold chain process flow</p> <p>KA3. occupational health and safety standards</p> <p>KA4. company's quality control standards for perishable products</p> <p>KA5. company's policies, standard operating procedures and governance structure</p> <p>KA6. company's personnel management and incentive rules</p> <p>KA7. clients and suppliers of the company</p> <p>KA8. company's policies (s) on the typical checks to be done before and during transportation</p>

LSC/N8904
Supervise the load in transit for product safety

B. Technical Knowledge	<p>KA9. companies transportation procedures and documentation</p> <p>The user/individual on the job needs to know and understand:</p> <p>KB1. temperature control for the transporting load for products such as fruit, vegetables, pharma, dairy, etc.</p> <p>KB2. maintenance of air circulation and spacing as per requirement</p> <p>KB3. generator back up and its working</p> <p>KB4. nature of the product transported</p> <p>KB5. temperature requirements and compliance of the different products</p> <p>KB6. operation of temperature and humidity monitoring device such as data loggers</p> <p>KB7. controlled storage conditions of the respective products</p> <p>KB8. checking and inspecting the temperature devices working conditions</p> <p>KB9. inspection of product safety during transit</p> <p>KB10. precautions to be taken to avoid damages to the product while in transit</p> <p>KB11. loading and unloading patterns</p> <p>KB12. quality specifications of the product</p> <p>KB13. environment control conditions for the various products</p> <p>KB14. maintenance of product freshness </p> <p>KB15. documentation of the product quality and conditions in transit</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read instructions on temperature requirements for various products</p> <p>SA2. read the operation manual of temperature operating device</p> <p>SA3. read the job sheet for product safety maintenance</p>
	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. document the product quality at the time of unloading</p> <p>SA5. report the product and temperature conditions during transit</p>
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. interface effectively with internal team across departments</p> <p>SA2. communicate with the loaders and unloaders to carry out their respective activities as per requirement</p>
	Decision Making
<p>The user/ individual on the job needs to know and understand how to:</p> <p>SB1. take decision on appropriate temperature for the respective type of goods</p> <p>SB2. take decision on appropriate time to use the temperature monitoring device</p>	
Plan and Organize	

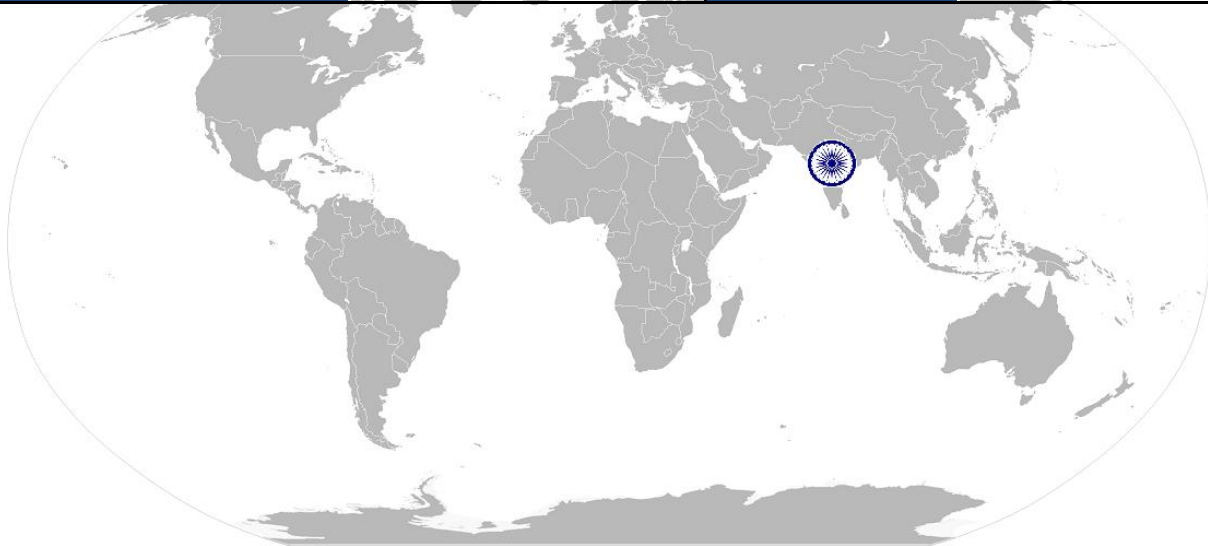
LSC/N8904
Supervise the load in transit for product safety

	The user/ individual on the job needs to know and understand: SB3. plan the effective ways of product inspection during transit SB4. organize the controlled storage conditions of the respective products
	Customer Centricity
	The user/ individual on the job needs to know and understand: SB5. maintain quality and vehicle hygienic conditions expected by customers
	Problem Solving
	The user/ individual on the job needs to know and understand how to: SB6. resolve basic problems with the products damaged during transit SB7. take action in case of any variations in the storage and environment conditions
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB8. assess the appropriate time to inspect the temperature and environment conditions SB9. assess whether the product meets the required quality specification during transit
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. spot process disruptions and delays SB11. monitor the temperature with appropriate device

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Supervise the load in transit for product safety

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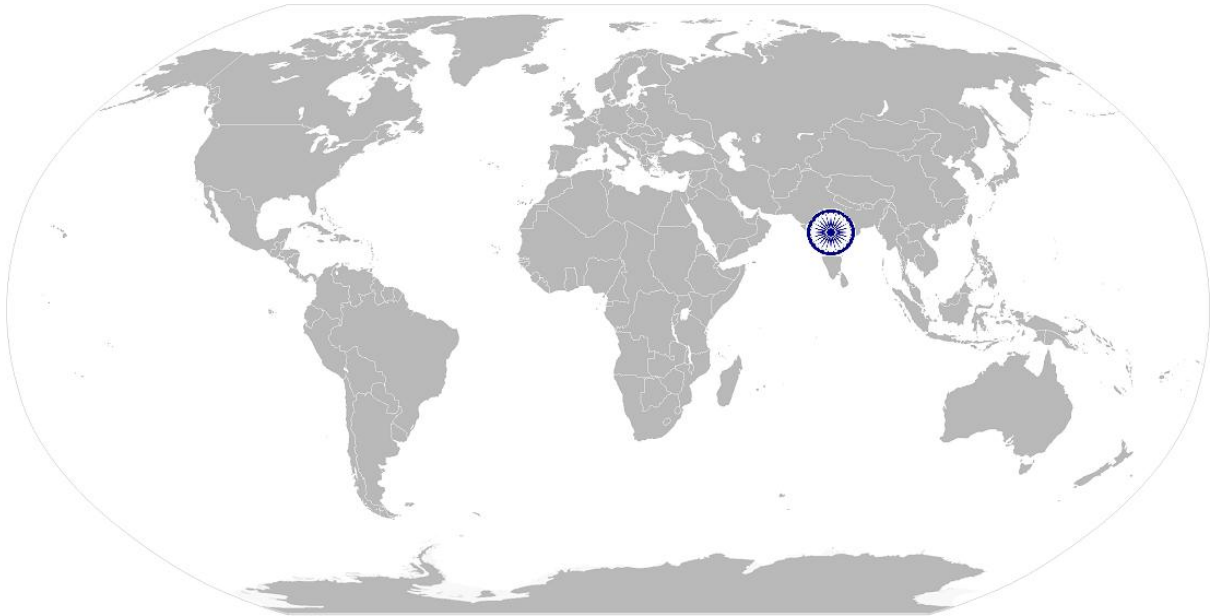
NOS Code	LSC/N8904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	17/08/16
Industry Sub-sector	Cold Chain	Last reviewed on	11/01/17
Occupation	Transportation	Next review date	11/01/20



LSC/N8905

Maintain the reefer vehicle

National Occupational Standard



Overview

This unit is about performing regular maintenance, service and repair of reefer vehicle and documenting the activities

LSC/N8905

Maintain the reefer vehicle

National Occupational Standard

Unit Code	LSC/N8905
Unit Title (Task)	Maintain the reefer vehicle
Description	This OS unit is about performing regular maintenance, service and repair of reefer vehicle and documenting the activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Perform vehicle maintenance activities in transit and in general • Carry out vehicle service and repair • Document and report the activities <p>Range: Loading equipments such as hand trucks, forklift, conveyors, etc., usage of brakes, stepni, lights, petrol, accelerator, steering control, gear, etc, temperature requirements for each type of products and vehicle maintenance</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Performing vehicle maintenance activities in transit and in general	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. review the job card and understand the work to be carried out</p> <p>PC2. understand the manufacturer specifications related to the vehicle</p> <p>PC3. clean and organize the workshop before the activity</p> <p>PC4. place the tools required for the service and maintenance</p> <p>PC5. ensure correct materials or tools are used</p> <p>PC6. mix solutions or other compounds for the activity</p> <p>PC7. ensure the vehicle is placed on a suitable platform to begin service and maintenance activity</p> <p>PC8. ensure the residues of previous cargo has been removed before loading the next batch</p> <p>PC9. ensure timely maintenance is carried out of the devices and vehicle by calibration and adjustments as required</p> <p>PC10. ensure the components and vehicle are clean and conditioned</p> <p>PC11. inspect the vehicle on regular basis for tyres, lights, body work, wheel fixings, load, etc.</p> <p>PC12. inspect the vehicle tyres in transit and fill air on regular basis</p> <p>PC13. ensure the working condition of the temperature and fuel sensors in the vehicle during transit</p> <p>PC14. ensure smooth running of vehicles during transit</p> <p>PC15. perform service and repairs as required during transit to these sensors and any other vehicle parts</p> <p>PC16. follow standard operating procedures for service and maintenance</p> <p>PC17. manage time, materials and cost effectively</p>
Carrying out vehicle service and repair	<p>To be competent, the user/ individual must be able to:</p> <p>PC18. diagnose faults and service requirements of the vehicle</p> <p>PC19. use the appropriate methodology for testing and diagnosis</p> <p>PC20. conduct inspection of electrical and electronic systems in the vehicle</p>

LSC/N8905
Maintain the reefer vehicle

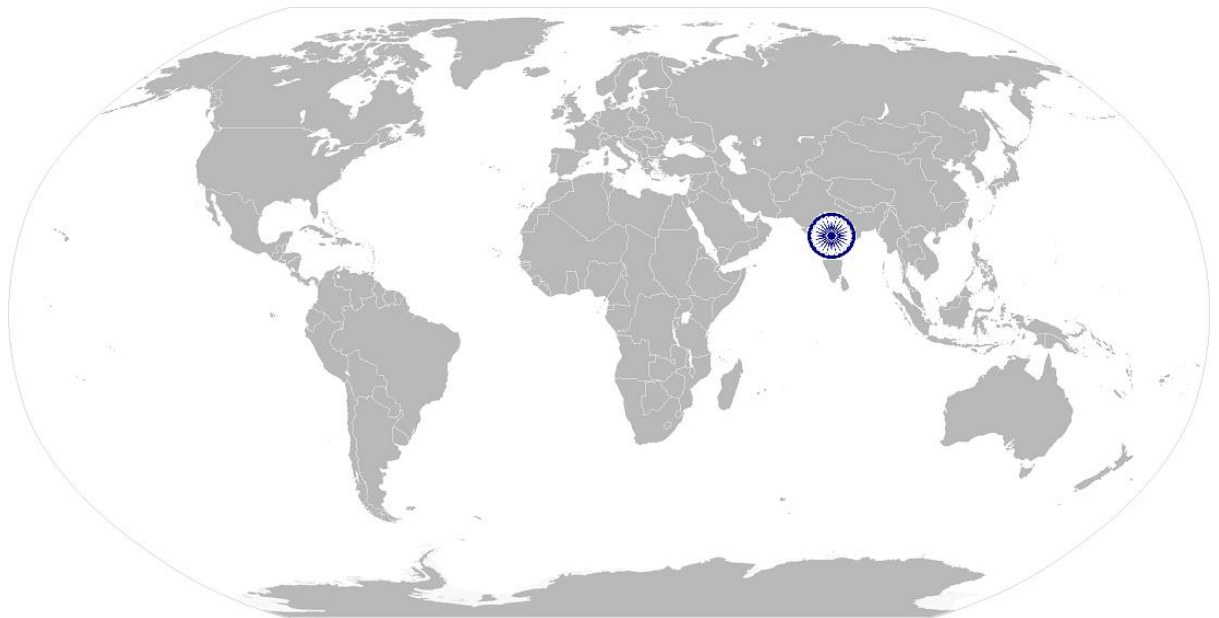
	<p>PC21. resolve the system failures as the monitoring systems are crucial to comply to the industry regulations</p> <p>PC22. monitor minor component repair, oil change and lubrication</p> <p>PC23. fit and balance the replaced and refitted parts</p> <p>PC24. perform the emergency repairs such as changing tyres in case of puncture, checking on light bulbs, etc.</p> <p>PC25. ensure no damage is caused while service and repair</p> <p>PC26. take the required precautions to avoid any damage to the vehicle</p> <p>PC27. monitor the mechanical and electrical functioning of the vehicle</p> <p>PC28. ensure to obtain the correct spare parts, lubricants, coolants, oils and grease as required</p> <p>PC29. be aware of the various machines and tools used for emergency repair and maintenance</p> <p>PC30. ensure to keep the work area clean and tidy</p> <p>PC31. verify the results of inspections and service with the vehicle specifications and requirements</p>
Documenting and reporting the activities	<p>To be competent, the user/ individual must be able to:</p> <p>PC32. observe and document any malfunctions or repair in the vehicle</p> <p>PC33. report to the concerned authority on any malfunctions or repair in the vehicle or tools and equipments</p> <p>PC34. record all the service and maintenance activities</p> <p>PC35. documents the repair activities undertaken</p> <p>PC36. provide all required details such as time, date of service and repair, activities undertaken, any malfunction, 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 and understand:</p> <p>KA1. company's reporting structure</p> <p>KA2. individual's role in cold chain process flow</p> <p>KA3. occupational health and safety standards</p> <p>KA4. company's quality control standards for perishable products</p> <p>KA5. company's policies, standard operating procedures and governance structure</p> <p>KA6. company's personnel management and incentive rules</p> <p>KA7. clients and suppliers of the company</p> <p>KA8. company's policies on the typical checks to be done before and during transportation</p> <p>KA9. companies transportation procedures and documentation</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. reefer vehicle maintenance</p> <p>KB2. service and repair procedures</p> <p>KB3. tools required for service, repair and maintenance</p> <p>KB4. solutions required for the maintenance activity and mixing requirements</p>

LSC/N8905
Maintain the reefer vehicle

	KB5. manufacturer specifications of different tools and equipments used KB6. cleaning procedures of the reefer vehicle KB7. calibrations and adjustments as required for maintenance KB8. inspection of vehicle on regular basis for tyres, lights, body work, wheel fixings, load, etc. KB9. standard operating procedures for service and maintenance KB10. methodology for testing and diagnosis of repairs and faults KB11. oil change and lubrication KB12. emergency repairs such as changing tyres in case of puncture, checking on light bulbs, etc. KB13. precautionary measures to avoid damage to the vehicle KB14. mechanical and electrical functioning of the vehicle KB15. correct spare parts, lubricants, coolants, oils and grease as required KB16. vehicle specifications and requirements KB17. documentation of service, repair and maintenance
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read maintenance and service requirements from job sheet SA2. read manufacturer specifications related to the vehicle SA3. read standard operating procedures for service and maintenance
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA4. document details of maintenance and service activities SA5. record details of faults and repair operations
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. take decision on correct materials and tools to be used for vehicle maintenance SB2. take decision on correct mix of solutions or any other compounds for the maintenance and service activities
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. plan the vehicle maintenance and service at regular intervals SB4. organize the various requirements for the activity
	Customer Centricity

LSC/N8905
Maintain the reefer vehicle

	The user/individual on the job needs to know and understand: SB5. maintain quality and hygienic vehicle conditions to the extent expected by customers
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. resolve the faults and malfunctions of the vehicle SB7. perform the emergency repairs such as changing tyres in case of puncture, checking on light bulbs, etc
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB8. assess the calibrations and adjustments as per requirements SB9. assess whether the vehicle meets the required condition after the maintenance and service
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. spot process disruptions and delays



LSC/N8905
Maintain the reefer vehicle

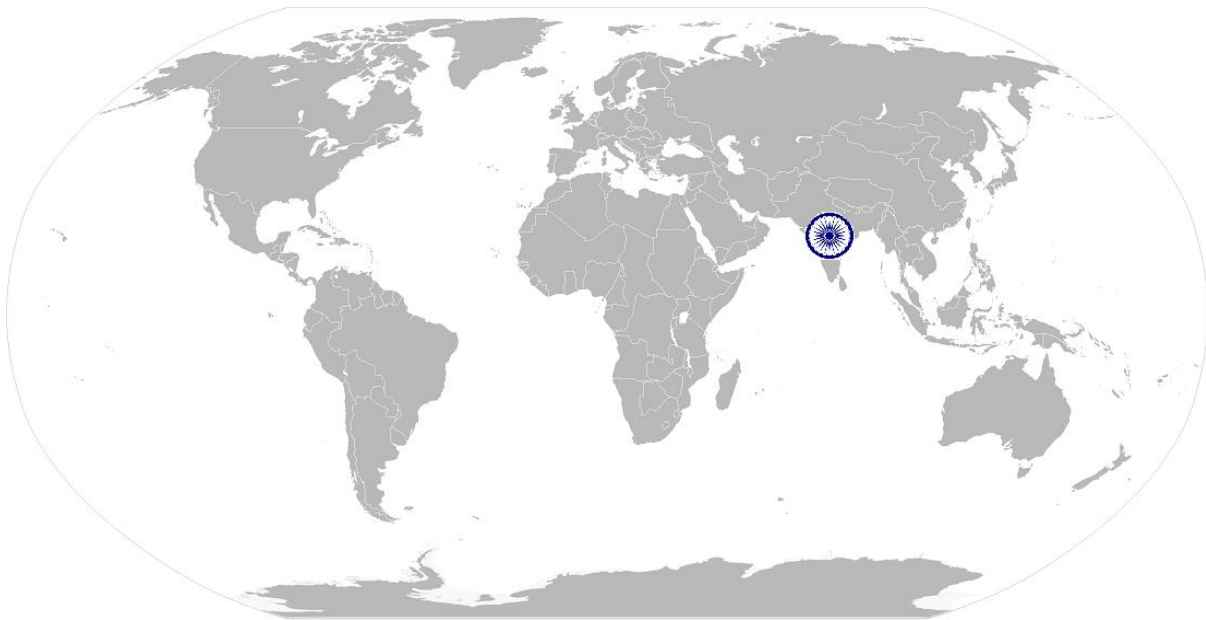
NOS Version Control

NOS Code	LSC/N8905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	17/08/16
Industry Sub-sector	Cold Chain	Last reviewed on	11/01/17
Occupation	Transportation	Next review date	11/01/20



LSC/N9901 Maintain food and personnel safety, health and hygiene in cold storage plant

National Occupational Standard



Overview

This unit is about complying with safety, health and hygiene at the workplace to have a hazard-free environment and avoid downtime.

LSC/N9901 Maintain food and personnel safety, health and hygiene in cold storage plant

National Occupational Standard

Unit Code	LSC/N9901
Unit Title (Task)	Maintain food and personnel safety, health and hygiene in cold storage plant
Description	This OS unit is about complying with safety, health and hygiene at the workplace to have a hazard-free environment and avoid downtime
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Take precautionary measures to avoid work hazards • Follow standard health, safety and hygiene procedures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Taking precautionary measures to avoid work hazards	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. assess the various health, safety and environmental hazards in the cold storage</p> <p>PC2. take necessary steps to eliminate or minimize the hazards</p> <p>PC3. analyze the causes of accidents at the workplace</p> <p>PC4. take preventive measures to avoid risk of cold burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.</p> <p>PC5. ensure the employees have access to first aid kit when needed</p> <p>PC6. ensure to use personal protective equipment and safety gear such as gloves, jacket, footwear etc. for loading and unloading material in cold rooms to protect themselves from hypothermia, frostbite etc</p> <p>PC7. ensure to display safety signs at places where necessary for people to be cautious</p> <p>PC8. use rubber mats in the places where floors are constantly wet</p> <p>PC9. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc</p> <p>PC10. display emergency exit plan at prominent places and have emergency assembly area earmarked as a grid for easy counting of on duty associates and workers.</p> <p>PC11. unplug the control panel, compressor, condensor etc before performing maintenance</p> <p>PC12. report to the superior on any problems and hazards identified</p> <p>PC13. install fire alarms (electrical/manual) in cold store/deep freeze and keep other safety devices like hammer/mallet in the storage area</p>
Following standard health, safety and hygiene procedures	<p>To be competent, the user/individual must be able to:</p> <p>PC14. maintain appropriate ventilation in the cold rooms to avoid unacceptable accumulation of heat, condensation or odours</p> <p>PC15. check and review the cold storage areas frequently</p> <p>PC16. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas</p> <p>PC17. ensure no sign of pest infestation and install rodent traps, fly glues and insectocutors wherever needed</p> <p>PC18. follow hygiene & sanitation standards of Government bodies like FSSAI, APEDA and /or EIA or importing countries like FAO, EU standards after PC 20</p>

LSC/N9901 Maintain food and personnel safety, health and hygiene in cold storage plant

	<p>PC19. use effective loading and unloading systems</p> <p>PC20. proper stock rotation (First in First out) to be practised</p> <p>PC21. segregate damaged/ non-conforming products from other products to designate area for appropriate disposition</p> <p>PC22. fumigate containers depending upon product and contamination or as per customers' requirement</p> <p>PC23. avoid smoking, spitting, eating etc near food storage area</p> <p>PC24. ensure reefers are covered, clean, free from pest infestation & other contaminants</p> <p>PC25. dispose cold storage plant waste in the designated areas safely as per company's policies and rules</p> <p>PC26. ensure to be safe while handling machines(generator, compressor, condensor etc), gas (ammonia) and chemicals(ethylene, refrigerants etc)</p> <p>PC27. keep the floors free from oil, water and grease to avoid slippery surface</p> <p>PC28. cut nails regularly and avoid applying nail paint. Avoid wearing bangles, rings, and chains in cold storage</p> <p>PC29. wash hands with soap solution and dry under a dryer as they enter for duty or after using wash room</p> <p>PC30. periodic examination of protective devices, pressure vessels and pipelines, and parts of pipework by a competent person to prevent defect that may give rise to danger</p> <p>PC31. ensure workers suffering from abscess, boils etc should be relieved from food handling</p> <p>PC32. develop personal hygiene habits like brushing teeth, taking shower everybody, wearing clean and tidy clothes after ironing etc</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 and understand:</p> <p>KA1. company's HR policies on personnel management</p> <p>KA2. company's reporting structure</p> <p>KA3. occupational health and safety standards</p> <p>KA4. cold storageplant inspection checklist</p> <p>KA5. company's sanitary standard operating procedures</p> <p>KA6. procedures to follow during emergency maintenance issues</p> <p>KA7. technical standards for design and construction of cold storages: Bureau of Indian standards(BIS), International standard(ISO) etc</p>

LSC/N9901 Maintain food and personnel safety, health and hygiene in cold storage plant

B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. the purpose and usage of protective gears such as gloves , jackets etc. while working</p> <p>KB2. use of first aid at workplace</p> <p>KB3. cold storage order 1980</p> <p>KB4. food safety and standards act 2006</p> <p>KB5. reporting procedure or heirarchy for signs of damage and potential hazards</p> <p>KB6. methods to minimize accidental risks</p> <p>KB7. safe storage and handling of chemicals like refrigerants, ammonia, ethylene etc</p> <p>KB8. loading and unloading systems</p> <p>KB9. standard operating procedure for safety drills and equipment maintenance</p> <p>KB10. operation of machines: compressor, condensor, evaporator etc</p> <p>KB11. emergency procedures to be followed in case of an mishap such as fire, accidents, etc. and communication of safety instructions to subordinate staff</p> <p>KB12. emergency responses in case of malfunctioning of refrigeration equipment as a whole or its components like evaporator, condenser or compressor</p> <p>KB13. solid, liquid and gaseous waste disposal, treatment norms and equipment</p> <p>KB14. necessary action to be taken for the hazards identified</p> <p>KB15. knowledge of Quality systems like BRC, FSSAI, ISO, FSSC, HACCP etc</p>																												
Skills (S)																													
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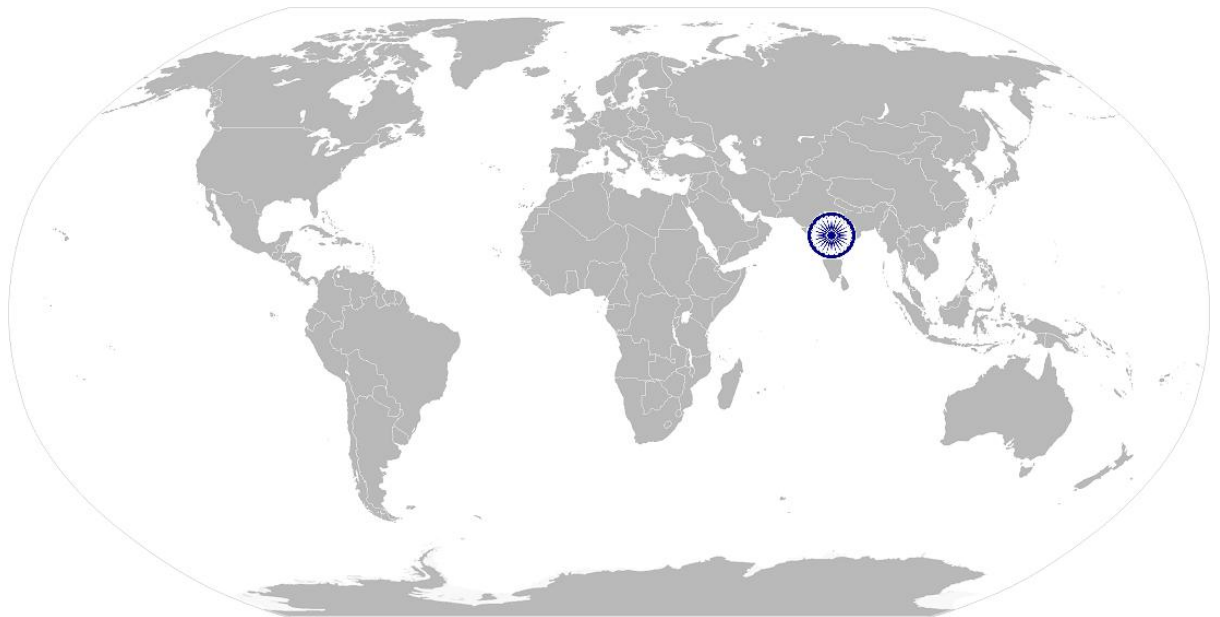
LSC/N9901 Maintain food and personnel safety, health and hygiene in cold storage plant

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB1. take preventive measures for the identified hazards SB2. select appropriate hand tools and personal protection equipment SB3. identify first aid needs in case of an injury
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB4. formalize and display evacuation plan at strategic locations
	<p>Customer Centricity</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB5. ensure targeted product delivery by practicing stipulated standards of occupational health safety and environmental measures
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB6. take care of personal and equipment protection SB7. identify the hazards and suggest possible solutions
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB8. use safety equipment such as fire extinguisher during fire accidents SB9. store tools in a safe way SB10. analyse the seriousness of the hazards
	<p>Critical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB11. evolve smooth workflow by avoiding hazards at workplace SB12. evaluate and apply the possible solutions for the hazards, as necessary

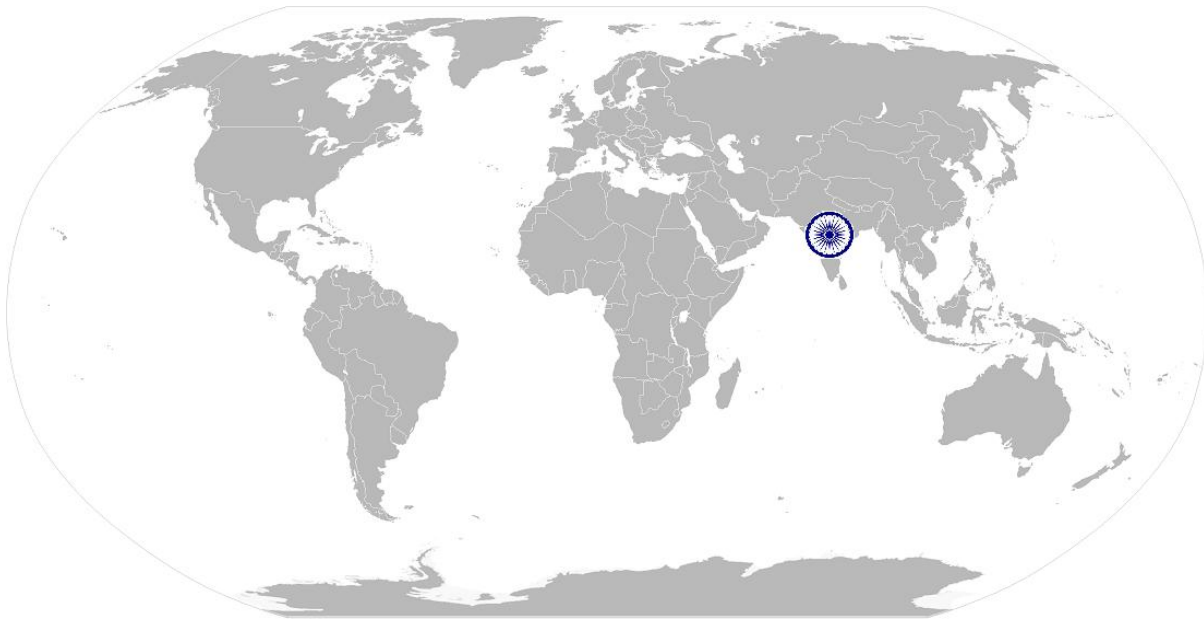
LSC/N9901 Maintain food and personnel safety, health and hygiene in cold storage plant

NOS Version Control

NOS Code	LSC/N9901		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	08/08/16
Industry Sub-sector	Cold chain logistics	Last reviewed on	11/01/17
Occupation	Transportation	Next review date	11/01/20



National Occupational Standard



Overview

This unit is about coordinating and communicating effectively with seniors, colleagues and clients to achieve a smooth workflow.

LSC/N9902

Communicate effectively with colleagues and clients

National Occupational Standard

Unit Code	LSC/N9902
Unit Title (Task)	Communicate effectively with colleagues and clients
Description	This OS unit is about coordinating and communicating effectively with seniors, colleagues and clients to achieve a smooth workflow
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Interact with seniors • Communicate with colleagues • Communicate effectively with clients
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interacting with seniors	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. understand the work output requirements, targets, performance indicators and incentives</p> <p>PC2. deliver quality work on time and report any anticipated reasons for delays</p> <p>PC3. escalate unresolved problems or complaints to the relevant superior</p> <p>PC4. communicate project progress proactively to the superior</p> <p>PC5. receive feedback on work standards</p> <p>PC6. document the completed work schedule and handover to the superior</p>
Communicating with colleagues	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. exhibit trust, support and respect to all the colleagues in the workplace</p> <p>PC8. aim to achieve hassle free cold chain operation</p> <p>PC9. help and assist colleagues with information and knowledge</p> <p>PC10. seek assistance from the colleagues when required</p> <p>PC11. identify the potential and existing conflicts with the colleagues and resolve</p> <p>PC12. pass on essential information to other colleagues on timely basis</p> <p>PC13. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues</p> <p>PC14. interact with colleagues from different departments: ripening chamber, cold storage, transport, packhouse etc to effectively carry out the work among the team and understand the nature of their work</p> <p>PC15. put team over individual goals and multi task or share work where necessary supporting the colleagues</p> <p>PC16. highlight any errors of colleagues, help to rectify and ensure quality output</p> <p>PC17. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance</p>
Communicating effectively with clients	<p>To be competent, the user/ individual must be able to:</p> <p>PC18. ask relevant questions to the client and identify their needs</p> <p>PC19. possess strong knowledge on market and cold chain operation</p> <p>PC20. brief the client clearly on potential costs and challenges involved in the cold chain industry</p> <p>PC21. communicate with the client in a polite, professional and friendly manner</p>

LSC/N9902
Communicate effectively with colleagues and clients

	<p>PC22. build effective but impersonal relationship with the client</p> <p>PC23. ensure the appropriate language and tone are used with clients</p> <p>PC24. listen actively and have a two way communication</p> <p>PC25. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.</p> <p>PC26. understand the client expectations correctly and provide the appropriate products and services</p> <p>PC27. understand the client dissatisfaction and address or escalate their complaints effectively</p> <p>PC28. maintain a positive, sensible and cooperative manner all time</p> <p>PC29. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the client</p> <p>PC30. avoid interrupting the client while they talk</p> <p>PC31. ensure to avoid negative questions and statements to the client</p> <p>PC32. inform the client on any issues or problems before hand and also on the developments involving them</p> <p>PC33. ensure to respond back to the client immediately for their voice messages, e-mails, apps, etc.</p> <p>PC34. develop good rapport with the client and promote other products and services</p> <p>PC35. seek feedback from the client on their understanding to what was discussed</p> <p>PC36. explain the terms and conditions clearly</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. vision, mission and values of the company</p> <p>KA2. business and performance of the company</p> <p>KA3. company's policies on personnel management, effective team work at workplace</p> <p>KA4. company's HR policies</p> <p>KA5. company's reporting structure</p> <p>KA6. company's documentation policy</p> <p>KA7. company's customer profile</p> <p>KA8. occupational health and safety standards</p> <p>KA9. company's policy on business ethics and code of conduct</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. methods for effective communication with various categories of people and the different departments in the organization</p> <p>KB2. significance of team coordination and productivity targets of the organisation</p> <p>KB3. how to record the job activity as required on various types of documents</p> <p>KB4. how to use computer or smartphone to communicate effectively and productively</p> <p>KB5. significance of helping colleagues with specific issues and problems</p> <p>KB6. importance of meeting quality and time standards as a team</p>

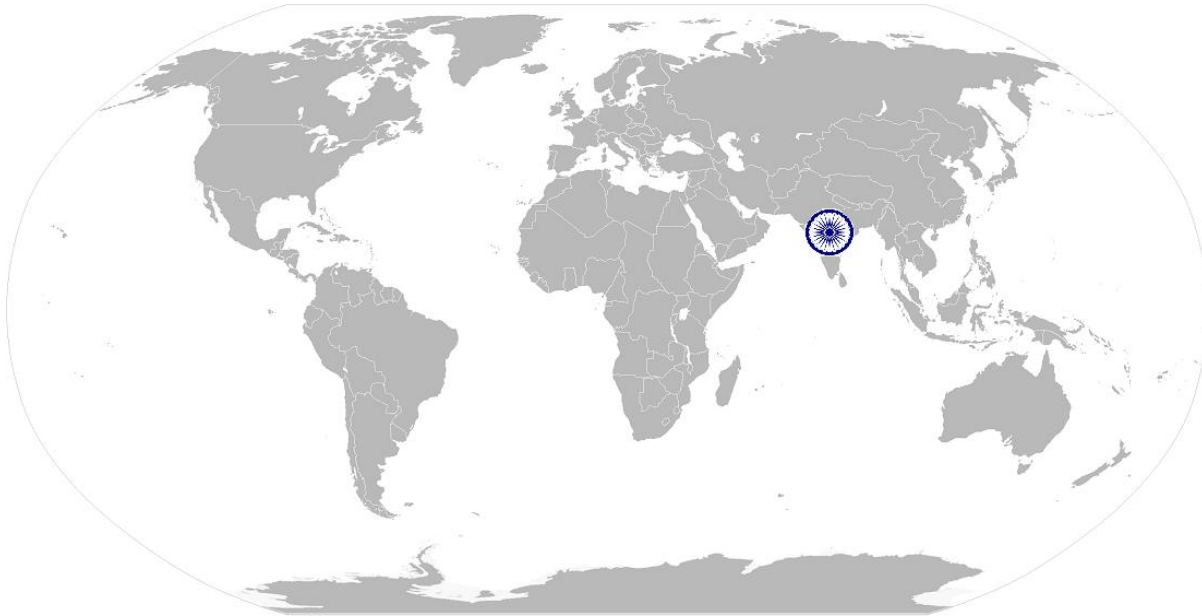
LSC/N9902
Communicate effectively with colleagues and clients

	KB7. how to practice effective listening and talking KB8. effective use of voice tone and pitch for communication KB9. how to demonstrate ethics and convey discipline to the clients KB10. how to build effective working relationship with mutual trust and respect within the team KB11. importance of dealing with grievances effectively and in time
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job needs to know and understand how to: SA1. read job sheets, company policy documents and information displayed at the workplace SA2. read notes/comments from the senior
	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA3. fill up documentation pertaining to job requirement
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job needs to know and understand how to: SA4. interact with team members to work efficiently SA5. communicate effectively with senior to achieve smooth workflow SA6. communicate effectively with the clients to build a good rapport with them SA7. use language that the client or colleague understands SA8. use the communication systems of the company, e.g., telephone, fax, public announcement systems SA9. E-mail and use Internet for communicating SA10. use of audio-visual aids to communicate complex issues
B. Professional Skills	Decision Making
	The user/ individual on the job needs to know and understand how to: SB1. spot and communicate potential areas of disruptions to work process and report the same SB2. report to supervisor and deal with a colleague individually, depending on the type of concern
	Plan and Organize
	The user/ individual on the job needs to know and understand how to: SB3. plan communication strategy in order to avoid conflicts and work disruption
	Customer Centricity
	The user/ individual on the job needs to know and understand how to: SB4. practice patient listening, careful talking and paraphrasing in order to avoid misunderstanding
Problem Solving	
The user/ individual on the job needs to know and understand how to: SB5. coordinate with different departments and multi-task as necessary SB6. contribute to quality of team work and achieve smooth workflow	

LSC/N9902

Communicate effectively with colleagues and clients

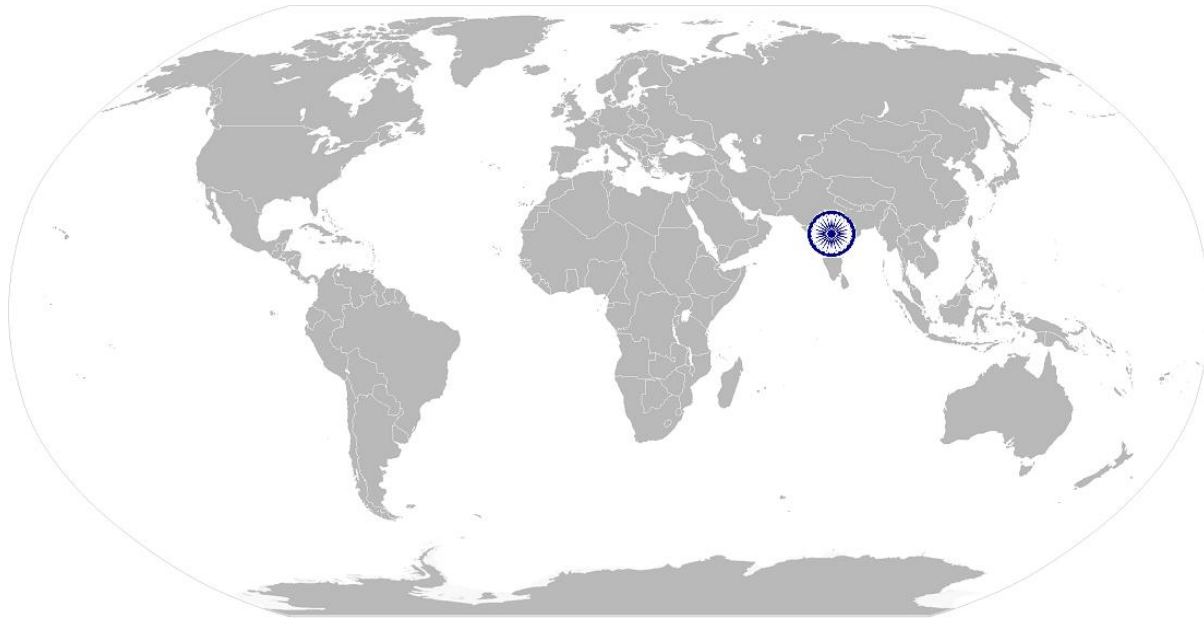
	SB7. share work load as required
	SB8. delegate work in consultation with senior or as necessary instead of allowing work to pile up
	Analytical Thinking
	The user/ individual on the job needs to know and understand how to: SB9. resolve recurring inter-personal conflicts by clear and two-way dialogue
	Critical Thinking
	The user/ individual on the job needs to know and understand how to: SB10. improve work processes by interacting with others and adopting best practices



LSC/N9902 Communicate effectively with colleagues and clients

NOS Version Control

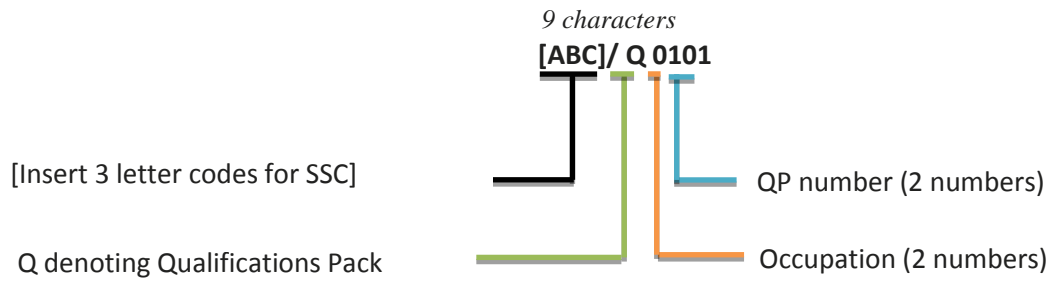
NOS Code	LSC/N9902		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	08/08/16
Industry Sub-sector	Cold chain logistics	Last reviewed on	11/01/17
Occupation	Transportation	Next review date	11/01/20



Annexure

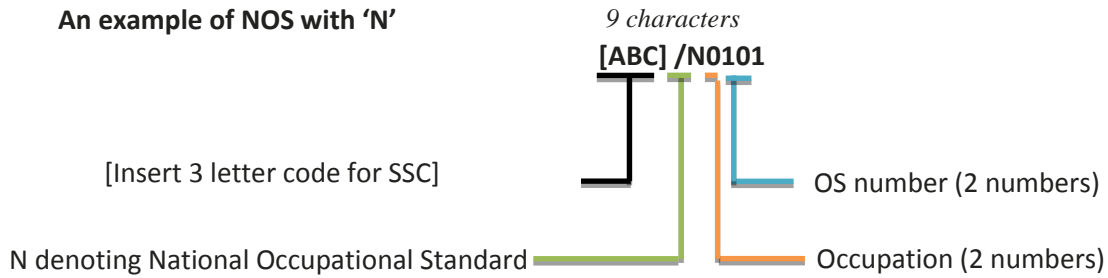
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



[Back to top...](#)

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

Sub-sector	Range of Occupation numbers
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Warehousing Storage	21,23
Warehouse Packaging	22,23
Courier and Mail Services	30
Shipping / Port Operation	46 – 60
Air cargo operation	61 – 75
EXIM logistics	76 – 85
Cold Chain Logistics	86 - 95
Generic Occupations	96 – 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 Reefer Vehicle Operator

Qualification Pack LSC/Q8901

Sector Skill Council Logistics

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 criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
LSC/N8901 Inspect the reefer unit	PC1. take stock of the pending tasks/ shipments, brief the work plan and responsibility allocations to loaders and unloaders and coordinate for delivery orders	50	3	1	2
	PC2. be aware of the nature of product, type of packaging used, place of origin and final destination, quantity, weight and dimension of product like fruits, vegetables, meat, pharma and other perishable products, temperature required and other conditions of the reefer transport		4	1	3
	PC3. Ensure the inside of unit is clean and correct functioning of the cooling unit, check the unit for physical damages, technical unit functions of the reefer unit and the generator set according to the manufacturer and shipping specifications and ensure the reefer machinery is running properly at correct settings		4	1	3
	PC4. check the refrigerant and lubricant level, electric insulation value for compressor, motor and heaters, ensure battery level is in range		3	1	2

Qualifications Pack For Reefer Vehicle Operator

PC5.	supervise the cleaning of any spills or breakage in the reefer unit, inspect the reefer for any leakage from roof, open spaces, etc. effectively inspect the different parameters such as cleaning, disinfection and temperature control of the reefer vehicle, loading equipments such as hand trucks, forklift, conveyors, etc. and the pallets	4	1	3
PC6.	ensure the interior surfaces of the vehicle are made of suitable materials based on the type of product to be loaded and no abnormal noises from the components	3	1	2
PC7.	preset the temperature setting, ensure the cooling effects are in proper direction, pre cool the reefers for the required amount of time before loading and maintain the temperatures at pre cooled or pre set temperature level	3	1	2
PC8.	calibrate the sensors and detect proper working of the unit	3	1	2
PC9.	set the reefer vehicle with the correct temperature for the respective products	4	1	3
PC10.	ensure the environment conditions in the cold store and the reefer vehicle are the same	3	1	2
PC11.	avoid pre cooling in open environment resulting in condensation on the reefer interior surfaces once the doors are opened and ensure the interior surface of the reefer container is cool to the desired carrying temperature	4	1	3
PC12.	keep the doors closed at all times except while performing the storage operations and check the conditions of the material handling equipment storage racks	3	1	2
PC13.	ensure unit is odor free and system is in perfect condition	3	1	2
PC14.	test the thermometer and cooling equipment before starting	3	1	2
PC15.	ensure the reefer unit is ready to load products	3	1	2
POINTS		50	15	35
TOTAL POINTS			50	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
LSC/N8902 Monitor the product loading and	PC1. inspect the load before unloading begins, ensure the load has not moved positions and no damages caused during transit and assign spaces for loading and	50	3	1	2

Qualifications Pack For Reefer Vehicle Operator

unloading operations	unloading activity to take place			
	PC2. check the quality, quantity and condition of the unloaded goods against the bill, ensure if the order and the delivery matches and inform the concerned person on the loading and dispatch schedule	3	1	2
	PC3. ensure the required protective gears are used by the workers, instruct loaders to maximize space during loading, ensure proper spacing and air flow movement while loading and ensure the loading operation is carried out in a cold tunnel/controlled environment where the temperature of the reefer container and the cold store are the same	5	2	3
	PC4. ensure the products are loaded in convenience to the delivery schedule within their designated compartments at their appropriate temperature, any special delivery instructions, plan and other requirements and be aware of the hazards present and precautions to be taken in the delivery plan	4	1	3
	PC5. monitor to assess, clean and disinfect the unloading areas as per requirement and ensure the area is safe and suitable for the products with respect to suitability of ground, stability, traffic management and other site conditions	4	1	3
	PC6. ensure unloading happens safely, unstable loads do not fall to the ground and timelines are met. Also make sure to rectify and remove the load safely if the position is changed or any damage caused during transit	4	1	3
	PC7. ensure the persons allocated are skilled to perform the job for every product specific, ensure they do not jump on and off the vehicle while unloading, take proper unloading access such as stairways, platform, etc. and ensure the products are not dragged off the vehicle	3	1	2
	PC8. identify the method of unloading such as manual, cranes, forklift, etc. and provide sufficient instructions to the people in case of manual unloading. find alternative ways of unloading in case if manual unloading is risky	4	1	3
	PC9. identify the precautions and assess sufficiently the ways to reduce risk of injury	3	1	2

Qualifications Pack For Reefer Vehicle Operator

PC10.	ensure the products are immediately shifted to the correct temperature controlled storage conditions after unloading and be aware of the size and stability of the loads	4	1	3
PC11.	ensure the products are maintained at appropriate temperature at the time of unloading and record the temperature readings and product condition while unloading	4	1	3
PC12.	keep aside the extra goods that do not meet the requirement and replace the items from warehouse in case of any damaged or missing item	3	1	2
PC13.	communicate to the workers on work instructions and in case of any deviations to the concerned person	3	1	2
PC14.	record the signs of spillage or damage also if any and prepare documentation with respect to bill of lading, order and delivery, inspection report on the condition of unloaded products, damage and returns, self inspection, etc.	3	1	2
POINTS		50	15	35
TOTAL POINTS			50	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
LSC/N8903 Operate and drive the reefer vehicle safely	PC1. understand the job requirements, delivery schedules for the day, vehicle assigned and the type of goods	50	3	1	2
	PC2. check the delivery destinations, chart out routes in case of multiple destinations, plan the trip and manage road time for delivery		3	1	2
	PC3. coordinate the time and location of delivery and be familiar with the nearby landmarks		3	1	2
	PC4. carry valid heavy duty driving license for refer vehicle preferably with ghat/hill driving permit, all necessary papers while driving such as license, insurance and documents related to the goods carried such as order copy		3	1	2
	PC5. ensure the vehicle is not over loaded, be familiar with the quantity of goods to be delivered, ensure the doors are locked and the other parameters related to temperature within the vehicle, vehicle location monitoring, etc.		4	1	3
	PC6. be updated with the delivery details and traffic management plan and intimate		3	1	2

Qualifications Pack For Reefer Vehicle Operator

	the customers on the time of arrival			
PC7.	be aware of the refrigerator temperature sensor, refrigerator operator sensor, fuel level sensor in refrigerator fuel tank, external temperature sensor, etc.	4	1	3
PC8.	inspect the vehicle condition before departure and check for brakes, stepney, lights, petrol, etc. as required, ensure effective driving techniques and adherence to speed policies	4	1	3
PC9.	take adequate rest before driving to avoid accidents on the road and cause loss of men and material and ensure to be medically fit while driving	3	1	2
PC10.	fasten seat belt while driving, drive smoothly and at the correct speed using the accelerator, steering control, gear, etc. properly, ensure conformance and updated knowledge to traffic regulations, and follow the assigned routes and minimize off route distances if any	4	1	3
PC11.	take appropriate safety measures while driving such as avoiding alcohol, no usage of cell phones, etc. while driving	3	1	2
PC12.	perform a post trip check on the vehicle and ensure to comply to the delivery timing committed with the customers	3	1	2
PC13.	collect the payment as specified from the delivery destination, get the credit note signed if any, provide bills or receipts to the customers and obtain the delivery acknowledgement as required from the customers	3	1	2
PC14.	maintain mileage and kilometer logs and record the expenses and incomes during the trip	3	1	2
PC15.	fill the trip sheet as to name, time, date, destination, goods delivered, etc. and document the bills or other documents obtained from the customers	4	1	3
	POINTS	50	15	35
	TOTAL POINTS		50	

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
LSC/N8904 Supervise the load in transit for product	PC1. make sure the circulation of temperature controlled air is throughout the entire load while transporting chilled products such as fruit, vegetables, pharma, dairy, etc.	50	3	1	2

Qualifications Pack For Reefer Vehicle Operator

safety	PC2.	ensure the internal air circulation is constantly maintained inside the reefer vehicle, equip the vehicle with an on board electronic temperature monitoring device and use a generator back up to supply power in case of long transit time	3	1	2
	PC3.	place the container on power for few hours before the transit, in case of non availability of generator so that ambient air accumulated inside the container during loading is expelled	3	1	2
	PC4.	take into account the nature of the product, local conditions and any seasonal variations	3	1	2
	PC5.	monitor and meet the temperature device operation and optimum temperature compliance, calibrate the temperature and humidity monitoring devices such as data loggers at predetermined intervals and ensure to manage the temperature in multiple zones	4	1	3
	PC6.	check for the label clearly stated and affixed on the products with controlled storage conditions such as “Time and Temperature sensitive” or “Do not Freeze”, etc.	4	1	3
	PC7.	use the temperature indicators only when appropriate to monitor the products during shipment and monitor the products at every stage of the journey ensuring their correct functionality	3	1	2
	PC8.	ensure the temperature check devices are in working conditions in case of automatic devices and ensure the prescribed temperatures are maintained and check the refrigeration units	4	1	3
	PC9.	ensure to provide fresh air ventilation or dehumidification where required and the cooling units are active throughout the journey including stops and rest	3	1	2
	PC10.	ensure the vehicles are equipped with alarms, ensure transit happens at the cooler climate (at nights) or with a generator or storage back up and do not operate the reefer machinery when container doors are open	3	1	2
	PC11.	ensure not to use energy saving modes of the cooling unit, sufficient spacing around and within the load and ensure the corners of the cartons are supported by pallet	3	1	2

Qualifications Pack For Reefer Vehicle Operator

	PC12. check the loading patterns for every commodity is maintained as per requirement and the cargo packaging to ensure quality and specifications of the product is maintained during transportation		3	1	2
	PC13. understand which solution best matches the needs to assess the safety of the products in transit		3	1	2
	PC14. open the vehicle doors with the products only during loading and unloading, ensure necessary environment controls are in place for controlled storage conditions requirement and avoid the entry of pests into the reefer transport		4	1	3
	PC15. ensure the product freshness and quality is maintained, record the temperature conditions in transit and document the quality of products and other details as required at every stage throughout the journey		4	1	3
	POINTS		50	15	35
	TOTAL POINTS				50

	Performance Criteria	Total Marks (350)	Out of	Theory	Skills Practical
LSC/N8905 Maintain the reefer vehicle	PC1. review the job card, understand the work to be carried out and the manufacturer specifications related to the vehicle	50	3	1	2
	PC2. clean and organize the workshop before the activity and place the correct tools required for the service and maintenance		3	1	2
	PC3. mix solutions or other compounds for the activity and ensure the vehicle is placed on a suitable platform to begin service and maintenance activity		3	1	2
	PC4. ensure the residues of previous cargo has been removed before loading the next batch and timely maintenance is carried out of the devices and vehicle by calibration and adjustments as required		3	1	2
	PC5. ensure the components and vehicle are clean and conditioned and perform service and repairs as required during transit to these sensors and any other vehicle parts, following the standard operating procedures		3	1	2
	PC6. inspect the vehicle on regular basis for tyres, lights, body work, wheel fixings, load, etc.; vehicle tyres in transit and fill air on regular basis		3	1	2

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PC7.	ensure the working condition of the temperature and fuel sensors in the vehicle during transit and smooth running of vehicles during transit	3	1	2
PC8.	manage time, materials and cost effectively and diagnose faults and service requirements of the vehicle	3	1	2
PC9.	use the appropriate methodology for testing and diagnosis, be aware of the various machines and tools used for emergency repair and maintenance, obtain the correct spare parts, lubricants, coolants, oils and grease as required and ensure no damage is caused while service and repair	5	1	4
PC10.	conduct inspection of electrical and electronic systems in the vehicle, resolve the system failures as the monitoring systems are crucial to comply to the industry regulations, monitor minor component repair, oil change and lubrication and fit and balance the replaced and refitted parts	5	1	4
PC11.	perform the emergency repairs such as changing tyres in case of puncture, checking on light bulbs, etc.	4	1	3
PC12.	take the required precautions to avoid any damage to the vehicle and monitor the mechanical and electrical functioning of the vehicle	3	1	2
PC13.	ensure to keep the work area clean and tidy	3	1	2
PC14.	verify the results of inspections and service with the vehicle specifications and requirements and report to the concerned authority on any malfunctions or repair in the vehicle or tools and equipments	3	1	2
PC15.	observe and document any malfunctions or repair in the vehicle, record all the service and maintenance activities and document the repair activities undertaken providing all required details such as time, date of service and repair, activities undertaken, any malfunction, etc	3	1	2
POINTS		50	15	35
TOTAL POINTS			50	

	Performance Criteria	Total Marks (350)	out of	Theory	Practical
LSC/N9901	PC1. assess the various health, safety and	50	5	2	3

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<p>Maintain food and personnel safety, health and hygiene in cold storage plant</p>	<p>environmental hazards in the cold storage; take necessary steps to eliminate or minimize the hazards; analyze the causes of accidents at the workplace; take preventive measures to avoid risk of burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc</p>			
	<p>PC2. ensure the employees have access to first aid kit when needed; ensure to use personal protective equipment and safety gear such as gloves, jacket, footwear etc. for loading and unloading material in cold rooms to protect themselves from hypothermia, frostbite etc;</p>	2	1	1
	<p>PC3. ensure to display safety signs at places where necessary for people to be cautious; use rubber mats in the places where floors are constantly wet; ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc; practice correct emergency procedures: operating fire extinguishers, emergency exits, etc; unplug the control panel, compressor, condenser etc before performing maintenance; report to the superior on any problems and hazards identified</p>	5	2	3
	<p>PC4. install fire alarms (electrical/manual) in cold store/deep freeze and keep other safety devices like hammer/mallet in the storage area</p>	3	1	2
	<p>PC5. maintain appropriate ventilation in the cold rooms to avoid unacceptable accumulation of heat, condensation or odors; check and review the cold storage areas frequently</p>	5	2	3
	<p>PC6. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas; use effective loading and unloading systems; proper stock rotation (First in First out) to be practiced; segregate damaged/ non-conforming products from other products to designate area for appropriate disposition</p>	5	2	3
	<p>PC7. ensure no sign of pest infestation and install rodent traps, fly glues and insectocutors wherever needed; follow hygiene & sanitation standards of Government bodies like FSSAI, APEDA and /or EIA or importing countries like FAO, EU standards; fumigate containers depending upon product and contamination or as per customers' requirement</p>	5	2	3
	<p>PC8. avoid smoking, spitting, eating etc near food storage area; cut nails regularly and avoid applying nail paint. Avoid wearing bangles, rings, and chains in cold storage; develop personal hygiene habits like brushing teeth, taking shower everybody, wearing clean and tidy clothes after ironing etc; wash hands with soap solution and dry under a dryer as they enter for duty or after using wash room</p>	2	1	1
	<p>PC9. ensure reefers are covered, clean, free from pest infestation & other contaminants</p>	3	1	2

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PC10. dispose cold storage plant waste in the designated areas safely as per company's policies and rules	5	2	3
PC11. ensure to be safe while handling machines(generator, compressor, condenser etc), gas (ammonia) and chemicals(ethylene, refrigerants etc); keep the floors free from oil, water and grease to avoid slippery surface	3	1	2
PC12. periodic examination of protective devices, pressure vessels and pipelines, and parts of pipework by a competent person to prevent defect that may give rise to danger	5	2	3
PC13. ensure workers suffering from abscess, boils etc should be relieved from food handling	2	1	1
POINTS	50	20	30
TOTAL POINTS		50	

	Performance Criteria	Total Marks (350)	out of	Theory	Practical
LSC/N9902 Communicate effectively with colleagues and clients	PC1. understand the work output requirements, targets, performance indicators and incentives	50	4	2	2
	PC2. deliver quality work on time and report any anticipated reasons for delays; escalate unresolved problems or complaints to the relevant superior; receive feedback on work standards; document the completed work schedule and handover to the superior		4	2	2
	PC3. exhibit trust, support and respect to all the colleagues in the workplace		3	1	2
	PC4. aim to achieve hassle free cold chain operation		4	2	2
	PC5. help and assist colleagues with information and knowledge; seek assistance from the colleagues when required ; pass on essential information to other colleagues on timely basis; highlight any errors of colleagues, help to rectify and ensure quality output		3	1	2
	PC6. identify the potential and existing conflicts with the colleagues and resolve		4	1	3
	PC7. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues		3	1	2
	PC8. interact with colleagues from different departments: ripening chamber, cold storage, transport, packhouse etc to effectively carry out the work among the team and understand the nature of their work; put team over individual goals and multi task or share work where necessary supporting the colleagues; work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance		3	1	2
	PC9. ask relevant questions to the client and identify their needs; brief the client clearly on potential costs and challenges involved in the cold chain industry		4	2	2

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PC10. possess strong knowledge on market and cold chain operation		4	2	2
PC11. communicate with the client in a polite, professional and friendly manner; build effective but impersonal relationship with the client; ensure the appropriate language and tone are used with clients; listen actively and have a two way communication; be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.; maintain a positive, sensible and cooperative manner all time ; ensure to maintain a proper body language, dress code, gestures and etiquettes towards the client; avoid interrupting the client while they talk		6	2	4
PC12. understand the client expectations correctly and provide the appropriate products and services; understand the client dissatisfaction and address or escalate their complaints effectively; ensure to avoid negative questions and statements to the client; ensure to respond back to the client immediately for their voice messages, e-mails, apps, etc. ; develop good rapport with the client and promote other products and services; inform the client on any issues or problems before hand and also on the developments involving them; seek feedback from the client on their understanding to what was discussed		6	2	4
PC13. explain the terms and conditions clearly		2	1	1
POINTS		50	20	30
TOTAL POINTS			50	
GRAND TOTAL	350			