Automotive
Skills Development Council

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

N·S·D·C
National Skill Development Corporation
Transforming the skill landscape

Contents:

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- Loader/Loading and Unloading Operator

SECTOR: AUTOMOTIVE

SUB-SECTOR: SUPPLY CHAIN MANAGEMENT

OCCUPATION: LOGISTICS

JOBROLE: LOADING & UNLOADING OPERATOR *or*LOADER

REFERENCE ID: ASC/Q 6101

ALIGNED TO: NCO-2004/ 9333.10

Brief Job Description: Individuals at this job need to safely load and unload different vehicles, parts, assemblies, components etc. internally to various departments of a manufacturing process and on to the vehicles for dispatch based on requirements.

Personal Attributes: This job requires the individual to coordinate with stores, shop floor, dispatch and other departments for carrying out his day to day loading and unloading activities. The individual should also be able to demonstrate skills for information ordering, oral expression and comprehension. He should have sound health to withstand long hours of duty and the strenuous conditions associated with material handling tasks.

Qualifications Pack Code	ASC/Q6101		
Job Role	**Loading and Unloading Operator/ Loader**		
Credits(NSQF)	TBD	Version number	1.0
Sector	Automotive	Drafted on	20/06/13
Sub-sector	Supply Chain Management	Last reviewed on	10/07/13
Occupation	Logistics	Next review date	Under revision expected date of revised version 31-Dec-15
NSQC Clearance on	20/07/15		

Job Role	Loading and Unloading Operator/ Loader
Role Description	Safely loading and unloading goods and moving it from stores to shop floor, loading vehicles and vice versa respectively
NSQF level **Minimum Educational Qualifications*** **Maximum Educational Qualifications***	2 10th Not Applicable
Training (Suggested but not mandatory)	Not Applicable
Minimum Job Entry Age	1 ASDC recommends that candidates should seek full Employment not before attaining an age of 18 years. 2 However, as per Factories Act1948 : - No one can be employed before attaining the age of 15 A person between the age of 15 – 18 (both inclusive) could be employed only with employers who follow safety and security systems & processes and also that the employee in this bracket will be working under supervision. 3 Please note that under the Factories Act 1948, different States may have slightly varying provision which need to be adhered to
Experience	Not Applicable
Applicable National Occupational Standards (NOS)	Compulsory: 1. ASC/N6101 :Safely unload raw material to stores and load finished goods from stores 2. ASC/N0006 :Maintain a safe and healthy working environment
Performance Criteria	As described in the relevant OS units

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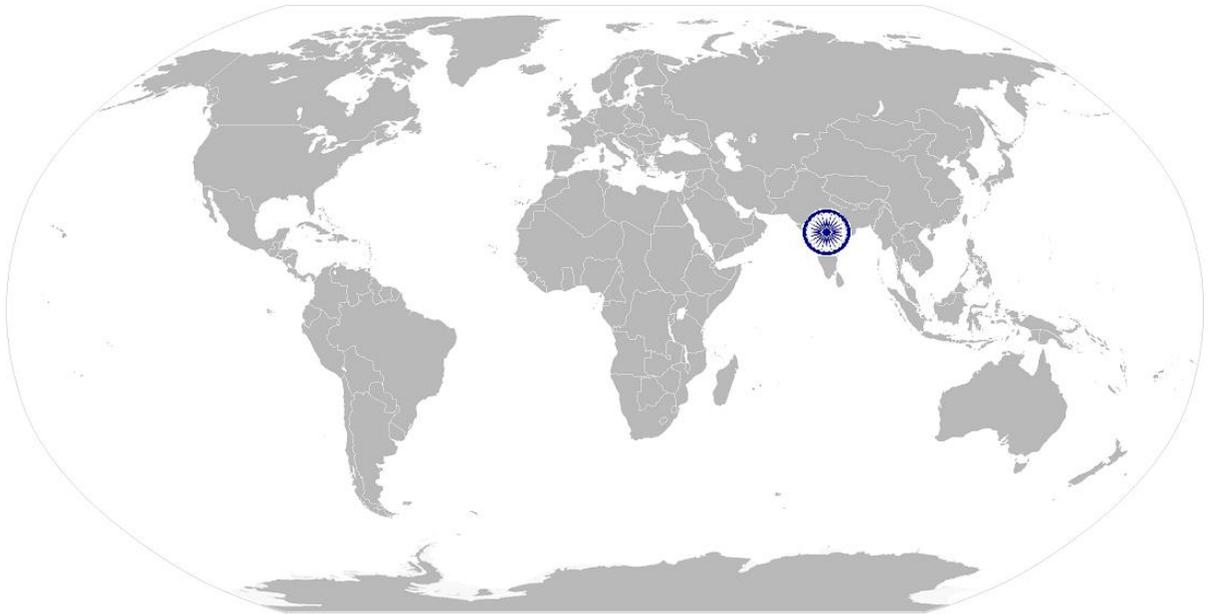| Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Definitions

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Core Skills/ Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	**Description**
NOS	National Occupational Standard(s)
NSQF	National Standards Qualifications Framework
QP	Qualifications Pack
GRN	Goods Receipt Note
SAP	System Application and Products

Acronyms

National Occupational Standards

<u>Overview</u>

This unit is about safely unloading the raw material received from vendors to stores and loading the finished goods from stores to the transport vehicle for dispatch to customer.

Unit Code	ASC/N6101
Unit Title (Task)	Safely unload raw material to stores and load finished goods from stores
Description	This OS unit is about the executive safely unloading received raw material from vendors and moving it to stores. The executive is also responsible for loading the finished goods kept in stores into the transport vehicle for despatch to customer
Scope	The unit/ task covers the following for the loading / unloading operator working in a stores of a manufacturing unit or a god own / warehouse of a Logistics Unit (referred to as a "Store" in this document): • unloading the raw material • loading the finished goods

National Occupational Standard

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
General	PC1. Understand from supervisor the exact task of loading /unloading and in case of heavy objects co-ordinate with a team member for carrying out the task jointly PC2. Plan the days / weeks requirement of packing material viz. the boxes, trolleys, strapping etc. as per the BOM/WI. Report consumption and shortages as per the instructions of the supervisor. PC3. Take care to load appropriate numbers / quantity to avoid over-loading . PC4. In case of large and different shaped objects take help of supervisor and load components, assemblies, vehicles in space efficient layouts. PC5. Be sure to use appropriate protective equipment for personal safety. PC6. Always move trolleys / forklifts in designated lanes, paths which do not criss cross any manufacturing process area , or people vehicle movement zones . PC7. To work as per the Stores officer/ supervisor's instructions for tasks such as application of protective treatment (plug, covers, anti-rust oil etc.) counting , physical stock taking, tagging etc.
Unloading	To be competent , the user/individual on the job must be able to: PC8. take the trolley/forklift truck and unload the received raw material/ parts safely from vendor's vehicle PC9. move the material using the trolley /fork lift truck and take it to stores PC10. Take charge of papers, documents to hand these over to Stores for verification. PC11. The empty trolleys which are being used after return should be checked for damages and counted to tally with documents.
Loading	To be competent , the user/individual on the job must be able to: PC12. based on the weight of the goods, load them manually or by material Handling equipment like forklift /trolley in a safe manner. Take care to follow The WI regarding delicate material, orientation etc.

	PC13. take the trolley /forklift truck to stores and place the finished goods kept in Stores that are to be dispatched. PC14. move the trolley /fork lift truck along with the goods near to the transport vehicle PC15. for usage of component specific trolleys (items being shipped in without packing boxes) take care to check correspondence of ID and parts, rain/ dust protective covers, no damage to the parts in the loading /unloading operation. PC16. take care that there is no damage to the parts/vehicles' paint, finish etc while Loading unloading. PC17. inform supervisor based on days' load if specific material handling Equipment like crane etc. needed for loading / unloading for big consignments. PC18. hand over the documents (dispatch, insurance etc.)to the vehicle driver making sure that these are jointly tallied for correspondence, completeness with the shipment. PC19. take the trolley /forklift truck to stores and place the finished goods kept in stores that are to be dispatched. Move the trolley /fork lift truck along with the goods near to the transport vehicle as is needed. PC 20.Take care that appropriate rain/ dust protection is used with suitable tieing- up arrangement to last during the travel duration.
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. the location of stores and dispatch departments in company KA2. material handling equipments used in the company KA3. escalation procedure in case of emergency and crisis situations KA4. product knowledge from the point of view of care to be taken during handling, storage and preservation.
Skills (S)	
A. Core Skills/ Generic Skills	**Communication skills**
	The user/individual on the job needs to know and understand how to: SA1. communicate with the shop floor and dispatch/stores supervisor in case of any discrepancy arising in the process

NOS Version Control

NOS Code	ASC/N6101		
Credits(NSQF)	TBD	Version number	1.0
Industry	Automotive	Drafted on	20/06/13
Industry Sub-sector	Supply Chain Management	Last reviewed on	10/07/13
Occupation	Logistics	Next review date	Under revision expected date of revised version 31-Dec-15

ASC/N0006   Maintain a safe and healthy working environment

National Occupational Standards
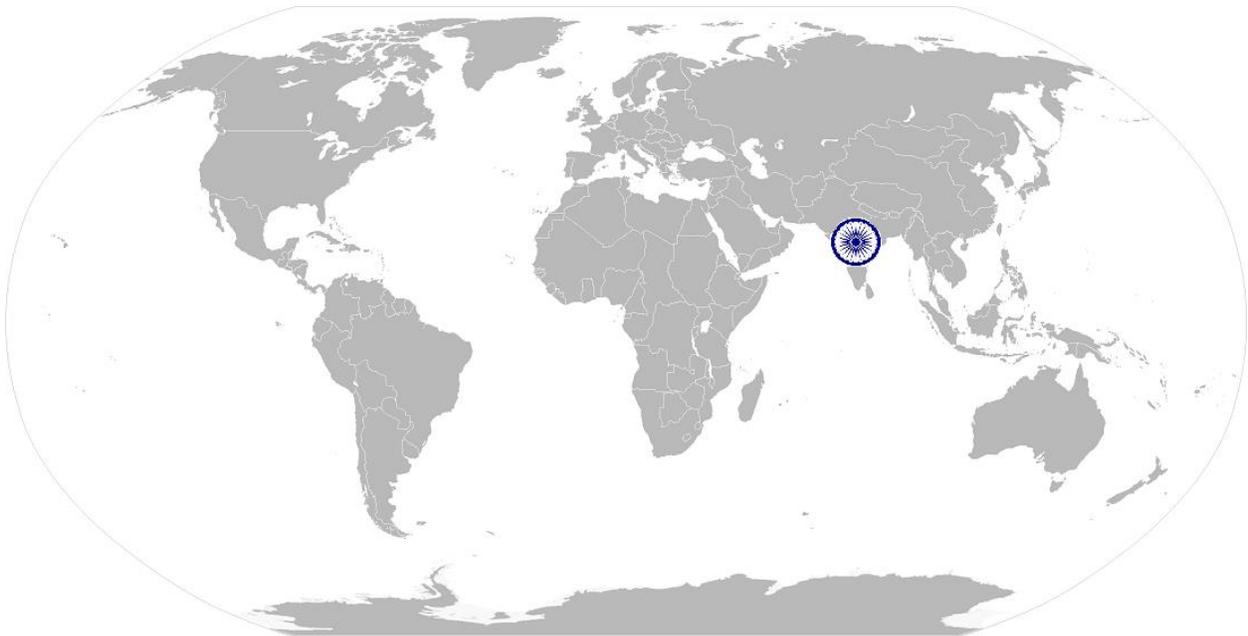
Overview

This unit is about establishing a Safe, Healthy and Environment friendly workplace

ASC/N0006   Maintain a safe and healthy working environment

National Occupational Standard

Unit Code	ASC/N0006
Unit Title (Task)	Maintain a safe and healthy working environment
Description	This OS unit is about creating a Safe and Healthy work place, adhering to the safety guidelines in the working area, following practices which are not impacting the environment in a negative manner
Scope	This unit/task covers the following: Types of supportprocesses: • Material loading and unloading • Stores Types of products • individual child parts • part assemblies

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Identify and report the risks identified	To be competent , the user/individual on the job must be able to : PC1. identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals ,loud noise PC2. inform the concerned authorities about the potential risks identified in the processes, workplace area/ layout, materials used etc. PC3. inform the concerned authorities about damages which can potentially harm man/ machine during operations PC3. create awareness amongst other by sharing information on the identified risks
Create and sustain a Safe, clean and environment friendly work place	To be competent , the user/individual on the job must be able to: PC4. follow the instructions given on the equipment manual describing the operating process of the equipment's PC5. follow the Safety, Health and Environment related practices developed by the organization PC6. operate the machine using the recommended Personal Protective Equipments (PPE) PC7. maintain a clean and safe working environment near the work place and ensure there is no spillage of chemicals, production waste, oil, solvents etc PC8. maintain high standards of personal hygiene at the work place PC9. ensure that the waste disposal happens in the designated area as per organization SOP. PC10. inform appropriately the medical officer/ HR in case of self or an

ASC/N0006   Maintain a safe and healthy working environment

	employee's illness of contagious nature so that preventive actions can be planned for others.
Knowledge and Understanding (K) w.r.t. the scope	
Element	**Knowledge and Understanding**
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. relevant standards, procedures and policies related to Health, Safety and Environment followed in the company
A. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. basic knowledge of Safety procedures(fire fighting, first aid) within the organization KB2. basic knowledge of various types of PPEs and their usage KB3. basic knowledge of risks associated with each occupation in the organization KB4. knowledge of personal hygiene and how an individual an contribute towards creating a highly safe and clean working environment
Skills (S)w.r.t. the scope	
Element	**Skills**
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. write basic level notes and observations
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read safety instructions put up across the plant premises SA3. read safety precautions mentioned in equipment manuals and panels to understand the potential risks associate with the equipment
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. effectively communicate information to team members and Inform employees in the plant and concerned functions about potentials Safety, Health and Environment related risks observed SA5. question operator/ supervisor in order to understand the safety related issues SA6. attentively listen with full attention and comprehend the information given by the speaker during safety drills and training programs
B. Professional Skills	**Judgmental Thinking**
	The user/individual on the job needs to know and understand how to:

	SB1. use common sense and make judgments during day to day basis
	SB2. use reasoning skills to identify and resolve basic problems

NOS Version Control

NOS Code	ASC/N0006		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Automotive	**Drafted on**	20/06/13
Industry Sub-sector	Supply Chain Management	**Last reviewed on**	10/07/13
Occupation	Logistics	**Next review date**	Under revision expected date of revised version 31-Dec-15

Qualification Pack for Loading and Unloading Operator/ Loader

Criteria for assessment of Trainees
Job Role:-   Loader /Loading unloading operator Level 2
Qualification Pack: -   ASC/Q 6101
Sector Skill Council   Automotive Skills Development

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. To pass the Qualification Pack, every trainee should score a minimum of 60% of aggregate marks to successfully clear the assessment.
5. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment Criteria of Outcomes	Total Marks	Out Of	Theory	Skills Practical
ASC/N6101(Safely unload raw material to stores and load finished goods from stores) -General	PC1. Understand from supervisor the exact task of loading /unloading and in case of heavy objects co-ordinate with a team member for carrying out the task jointly		6	4	2
	PC2. Plan the days / weeks requirement of packing material viz. the boxes, trolleys, strapping etc. as per the bom/wi. report consumption and shortages as per the instructions of the supervisor.		6	3	3
	PC3. Take care to load appropriate numbers / quantity to avoid over-loading.	100	6	3	3
	PC4. In case of large and different shaped objects take help of supervisor and load components, assemblies, vehicles in space efficient layouts.		6	2	4
	PC5. Be sure to use appropriate protective equipment for personal safety.		5	1	4

	PC6. Always move trolleys / forklifts in designated lanes, paths which do not criss cross any manufacturing process area, or people vehicle movement zones .	5	1	4
	PC7. To work as per the stores officer/ supervisor's instructions for tasks such as application of protective treatment (plug, covers, anti-rust oil etc.) counting, physical stock taking, tagging etc.	6	2	4
Unloading	PC8. Take the trolley/forklift truck and unload the received raw material/ parts safely from vendor's vehicle	6	2	4
	PC9. Move the material using the trolley /forklift truck and take it to stores	5	1	4
	PC10. Take charge of papers, documents to hand these over to stores for verification.	4	1	3
	PC11. The empty trolleys which are being used after return should be checked for damages and counted to tally with documents.	4	1	3
loading	PC12. Based on the weight of the goods, load them manually or by material handling equipment like forklift /trolley in a safe manner. take care to follow the wi regarding delicate material, orientation etc.	6	2	4
	PC13. Take the trolley /forklift truck to stores and place the finished goods kept in stores that are to be dispatched.	5	1	4
	PC14. Move the trolley /forklift truck along with the goods near to the transport vehicle	4	1	3
	PC15. For usage of component specific trolleys (items being shipped in without packing boxes) take care to check correspondence of id and parts, rain/ dust protective covers, no damage to the	6	2	4

	parts in the loading /unloading operation.			
	PC16. Take care that there is no damage to the parts/vehicles' paint, finish etc while loading unloading.	4	1	3
	PC17. Inform supervisor based on days' load if specific material handling equipment like crane etc. needed for loading / unloading for big consignments.	4	1	3
	PC18. Hand over the documents (dispatch, insurance etc.)to the vehicle driver making sure that these are jointly tallied for correspondence, completeness with the shipment.	5	1	4
	PC19. Take the trolley /forklift truck to stores and place the finished goods kept in stores that are to be dispatched. move the trolley /forklift truck along with the goods near to the transport vehicle as is needed.	5	1	4
	PC20. Take care that appropriate rain/ dust protection is used with suitable tieing- up arrangement to last during the travel duration.	4	1	3
		100	30	70
ASC/N0006(Maintain a safe and healthy working environment)- Identify and report the risks identified	PC1.Identify activities which can cause potential injury through sharp objects, burns, fall, electricity, gas leakages, radiation, poisonous fumes, chemicals, loud noise	9	3	6
	PC2. Inform the concerned authorities about the potential risks identified in the processes, workplace area/ layout, materials used etc	8	2	6
	PC3. Inform the concerned authorities about machine breakdowns, damages which can potentially harm man/ machine during operations	8	2	6

Note: "100" appears in the third column spanning the ASC/N0006 rows.

	PC4. Create awareness amongst other by sharing information on the identified risks	6	1	5
Create and sustain a Safe, clean and environment friendly workplace	PC5. Follow the instructions given on the equipment manual describing the operating process of the equipments	10	3	7
	PC6. Follow the Safety, Health and Environment related practices developed by the organization	11	3	8
	PC7. Operate the machine using the recommended Personal Protective Equipments (PPE)	11	3	8
	PC8. Maintain a clean and safe working environment near the workplace and ensure there is no spillage of chemicals, production waste, oil, solvents etc	10	2	8
	PC9. Maintain high standards of personal hygiene at the workplace	9	2	7
	PC10. Ensure that the waste disposal is done in the designated area and manner as per organization SOP.	11	3	8
	PC11. Inform appropriately the medical officer/ HR in case of self or an employee's illness of contagious nature so that preventive actions can be planned for others	7	1	6
		100	**25**	**75**