

Revision made by NSDA\_25 May, 2015

## **QUALIFICATION FILE - CONTACT DETAILS OF SUBMITTING BODY**

### **Name and address of submitting body:**

**Logistics Skills Council**

**CII – IL, IIT-M Research Park, Unit-E, 10<sup>th</sup> Floor, Kanagam Road, Taramani, Chennai – 113.**

### **Name and contact details of individual dealing with the submission**

**Name: Dhanasekar B**

**Position in the organisation: Head – Standards & Quality**

**Address if different from above**

**Tel number(s)**

**T: +91-44-42928901-05 (ext. 30)**

**M: +91-7200072711**

**E-mail address: [dhanab@lsc-india.com](mailto:dhanab@lsc-india.com)**

### **List of documents submitted in support of the Qualifications File**

1. Qualification Pack
2. RFP for development of Occupational Standards
3. Selection process of the Consultants to develop Occupational Standards
4. LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.
5. Sample of Assessors Guide
6. Minutes of the meeting of GC meetings
  - a. Composition of the Technical Committee
  - b. Approval of Occupational Standards by Technical Committee and Governing Council
7. NSDC Human Resource & Skills Requirement in Logistics Sector is  
<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>
8. Occupational Map & Progression matrix  
  
List of companies and Industry associations participated in the development of these qualification packs (part of report)
10. List of QP/NOS validating companies.

## QUALIFICATION FILE SECTION 1 SUMMARY

<b>Qualification Title with QP Code</b> Goods Packaging Machine Operator – LSC/Q2216			
<b>Body/bodies which will assess candidates</b> Logistics Skill Council			
<b>Body which will award the certificate for the qualification</b> Logistics Skill Council			
<b>Body which will accredit providers to offer the qualification</b> Logistics Skill Council			
<b>Legal and/or other basis of the qualification</b> Has been developed following all guidelines laid down by NSDC for NOS and Qualification Pack development. The same can be viewed at <a href="http://nsdcindia.org/documents-nos-creation">http://nsdcindia.org/documents-nos-creation</a> Has been cleared by the due diligence and QRC process of NSDC and has been put up as National Occupational Standards in public view by NSDC. The link to the web page is <a href="http://nsdcindia.org/nos">http://nsdcindia.org/nos</a> Has been validated by 45 Employers, 17 large, 12 medium and 16 small. The names of industry is mentioned at Annexure 1.1			
<b>Occupation(s) to which the qualification gives access</b> for operating packaging equipment to pack goods and pasting labels onto the sealed packing cases.			
<b>Proposed level of the qualification in the NSQF</b> 4			
<b>Anticipated volume of training/learning required to complete the qualification</b> 360 hours			
<b>Entry requirements / recommendations</b> Class X (Preferred) with minimum age of 18 years completed.			
<b>Progression from the qualification</b> Supervisory Role or Executive Level. Refer to Annexure 8.			
<b>Planned arrangements for RPL</b> RPL arrangements and policies are under development. The guidelines will get ready in 4-5 months.			
<b>International comparability where known</b> Under Study			
<b>Formal structure of the qualification</b>			
<b>Title of unit or other component</b> (include any identification code used)	<b>Mandatory/Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
LSC/N2201: Prepare for Packaging	Mandatory	50	4
LSC/N2202 : Perform Packaging	Mandatory	100	4
LSC/N2203: Carry out Labelling	Mandatory	80	4
LSC/N2204 : Perform Post Packaging Activities	Mandatory	70	4
LSC/N2104: To Carry Out Housekeeping	Mandatory	30	4
LSC/N2205 : Maintain Health, Safety and Security measures in operating a reach truck	Mandatory	30	4

Please attach any document giving further detail about the structure of the qualification - eg a Curriculum or Qualification Pack.

Give details of the document here:

- Qualification Pack is attached as Annexure 1

## QUALIFICATION FILE SECTION 2 ASSESSMENT

### **Name of assessment body:**

If there will be more than one assessment body for this qualification, give details.

Logistics Skills Council has received EOI from assessment bodies and is in the process of evaluating them and will empanel assessment bodies before May 2015

### **Will the assessment body be responsible for RPL assessment?Yes**

Give details of how RPL assessment for the qualification will be carried out and quality assured.

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack.

The process of RPL assessment is under development.

## ASSESSMENT POLICY

**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:**

LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.

### **Assessment policy of LSC**

- 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.
- 2) Qualification and experience have to be set for the assessors.
- 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.
- 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.
- 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.
- 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open ended questions to the minimum) such as multiple choice questions, yes/no or True / False types.
- 13) Questions framed should be simple and without ambiguity
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

### **Assessment strategy:**

#### **Assessment process to be adhered by assessment bodies and LSC**

- 1) Logistics Skills Council to inform the assessment body on assessment details like name of the training partner, assessment location and job role to be assessed at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Skills Council and inform the assessor details to Logistics Skills Council at least 1 week in advance from the date of assessment.
- 3) Logistics Skills Council to cross check the assessor details with the relevant documents submitted by the assessment body and approve the assessor on the same day of submission
- 4) Assessment body to submit the details of mode of assessment and a detailed paper has to submit to logistics skills council on assessment pattern, clearly defining the weightage of theory, practical and viva distribution, at least 5 days in advance from the date of assessment.
- 5) Logistics Skills Council to approve the pattern on the same day of submission
- 6) Assessment bodies to design the question paper for theory, practical & viva in 3 sets and submit to logistics skills council at least before 3 days in advance from the date of assessment.
- 7) Logistics Skills Council to approve the Question papers and inform assessment body on the same day of submission.
- 8) Assessment bodies to send the assessor to the assessment location at least before 12 hrs in advance from the time of assessment.
- 9) Assessor to start the assessment exactly on the time agreed by Training partner, Logistics Skills Council and assessment body.
- 10) Assessor to verify the candidates with any valid Govt. id reference and also collect a copy of ID proof produced by the candidate.
- 11) Assessor to record the attendance sheet with the ID number and the name of the candidate and also capture a photograph covering the Training partners sign board.
- 12) Assessor also need to have a photograph clicked with all the candidates in group.
- 13) Assessor to collect the details of biometric attendance details and CCTV footage of the assessment and produce the same to Logistics skills council on demand.
- 14) Assessment bodies to submit the result to logistics skills council with in a weeks' time from the date of assessment.
- 15) Assessment body to maintain hard and soft copies of assessment sheets and produce to logistics Skills Council on demand.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

- LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.

## ASSESSMENT EVIDENCE

Complete a grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

**Job Role: Goods Packaging Machine Operator**

**Qualification Pack: LSC/Q2216**

**Sector Skill Council: Logistics Skill Council**

### 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 and skill practical part for each candidate at each examination/training center.
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 40% in every NOS overall 50% pass percentage.
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.

Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of 100	Theory	Skills Practical
1. LSC/N2201 (Prepare for Packaging)	PC1. Get the shift schedule and the total number of packages required by the end of the day from supervisor.	100	5	1	4
	PC2. Understand the number of packages required for each type of product.		5	1	4
	PC3. Collect a list with details of type of packaging material, size of packaging case to be used and desirable weight range of each product from the supervisor.		10	2	8
	PC4. Remove any unnecessary items from the area to make space for the items to be packaged.		5	1	4
	PC5. Perform a quick safety inspection of the workplace.		5	1	4
	PC6. Clean up any spills or breakages.		5	1	4
	PC7. Assess the Personal Protective Equipment (PPE) required based on the product and the work environment.		10	2	8
	PC8. Collect and wear all the necessary PPE.		5	1	4
	PC9. Collect any small packaging equipment such		5	1	4

Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of 100	Theory	Skills Practical
	as tape gun and check its condition.				
	PC10. Check the condition of packaging equipment such as cartoners, tray packer, blister packer, over wrappers, etc.		10	2	8
	PC11. Make any setting changes that are required to ensure the machines are working well.		5	1	4
	PC12. Ensure there is sufficient tape and other sealants. Load them into the packaging machine.		5	1	4
	PC13. Switch on packaging equipment and ensure that that it is warmed up and ready for packaging. Note the temperature, speed, etc.		5	1	4
	PC14. Perform a trial to ensure that the machine is working well.		5	1	4
	PC15. Recalibrate machine setting if required to ensure that work will be done properly.		5	1	4
	PC16. Report to the supervisor if there is a problem that could not be fixed.		10	2	8
			<b>Total</b>	<b>100</b>	<b>20</b>
2.LSC/N2202 (Perform Packaging)	PC1. Check that the goods to be packed are in their appropriate packaging cases.	100	5	1	4
	PC2. Ensure that the packaging cases are lined up and ready on the conveyor belt of the packaging machine.		5	1	4
	PC3. Use the packaging equipment to seal the packaging cases in an optimal manner.		10	2	8
	PC4. Weigh the package to determine if it is within the allowed limits.		10	2	8
	PC5. Report errors and discrepancies, if any to supervisor.		10	2	8
	PC6. Remove sealed package from the packaging machine.		5	1	4
	PC7. Follow guidelines with respect to handling, move sealed packages to the labelling area and hand over to carpenters if required.		10	2	8
	PC8. Perform labelling or handover sealed package to a labeler for labelling as per company policy.		10	2	8
	PC9. If there is a machine jam or the conveyor gets stuck, press the reset button and perform the corrective measures.		10	2	8
	PC10. If the machine stops because the sealant got over, reload the sealant.		10	2	8
	PC11. If a package was missed during sealing, identify it and place it near the end of the line to be sealed again.		5	1	4
	PC12. Ensure machine is not operated beyond rated capacity or in case of breakdown.		5	1	4
	PC13. For any other issues, including accidents report to the supervisor.		5	1	4
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
3. LSC/N2203 (Carry out Labelling)	PC1. Understand labelling schedule, products being labelled and number of labelled packages required by the end of the day from the supervisor.	100	7	2	5

Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of 100	Theory	Skills Practical
	PC2. Get information on the type and size of packing cases used for each product.		10	2	8
	PC3. Determine what labels are required.		20	4	16
	PC4. Collect all the required labels from the supervisor		7	2	5
	PC5. Inform supervisor to place orders for more labels if insufficient.		7	1	6
	PC6. Collect sealed packages from the labelling area.		5	1	4
	PC7. Identify the product contained in the packing case.		7	1	6
	PC8. Paste all the required labels onto the packing case in the right areas.		10	2	8
	PC9. Verify that all required labels have been pasted onto the packing case in the right areas.		20	4	16
	PC10. Move labelled packages to the finished packages area.		7	1	6
			Total	100	20
4. LSC/N2204 (Perform Post Packaging activities)	PC1. Switch off packaging equipment.	100	10	2	8
	PC2. Dispose damaged labels and packing cases.		12	4	8
	PC3. Perform a quick safety inspection of the packaging and labelling areas.		12	2	10
	PC4. Clean up any spills or breakages.		10	2	8
	PC5. Return any PPE and equipment used to their storage racks.		10	2	8
	PC6. Clean and inspect the packaging equipment to ensure that it is fit for the next day's operations.		12	2	10
	PC7. Notify supervisor regarding any concerns faced at work such as delays due to machine stops, damaged packages, etc.		12	4	8
	PC8. Provide feedback regarding damage if any, delays in packaging and labelling, inability to meet an order, etc.		12	4	8
	PC9. Complete any forms as required by management such as packaging machine status, shift status, etc		10	3	7
		Total	100	25	75
5. LSC/N2104 (Carry out Housekeeping)	PC1. Inspect the area while taking into account various surfaces	100	4	1	3
	PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain		4	1	3
	PC3. Ensure that the cleaning equipment is in proper working condition		5	2	3
	PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person		5	2	3
	PC5. Plan the sequence for cleaning the area to		4	2	2

Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of 100	Theory	Skills Practical	
	avoid re-soiling clean areas and surfaces	Total				
	PC6. Inform the affected people about the cleaning activity		4	2	2	
	PC7. Display the appropriate signage for the work being conducted		4	2	2	
	PC8. Ensure that there is adequate ventilation for the work being carried out		5	2	3	
	PC9. Wear the personal protective equipment required for the cleaning method and materials being used		5	2	3	
	PC10. Use the correct cleaning method for the work area, type of soiling and surface		5	2	3	
	PC11. Carry out cleaning activity without disturbing others		5	2	3	
	PC12. Deal with accidental damage, if any, caused while carrying out the work		5	2	3	
	PC13. Report to the appropriate person any difficulties in carrying out your work		5	2	3	
	PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		5	2	3	
	PC15. Ensure that there is no oily substance on the floor to avoid slippage		5	2	3	
	PC16. Ensure that no scrap material is lying around		5	2	3	
	PC17. Maintain and store housekeeping equipment and supplies		5	2	3	
	PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process		5	2	3	
	PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements		5	2	3	
	PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored		5	2	3	
	PC21. Dispose the waste garnered from the activity in an appropriate manner		5	2	3	
			<b>100</b>	<b>40</b>	<b>60</b>	
6. LSC/N2205 (Maintain Health, Safety and Security measures for operating packaging equipment)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		100	10	3	7
	PC2. Wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments.			10	3	7
	PC3. Follow organization procedures with respect to documentation.			10	3	7
	PC4. Recognize and report unsafe conditions and practices.	10		3	7	
	PC5. In case of signs of any emergency situation or accident or breach of safety immediately	10		3	7	



Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of 100	Theory	Skills Practical
	follow organizational protocol to deploy action				
	PC6. Identify reasons for occurrence of incident		10	3	7
	PC7. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC8. Report any deviations from standard protocol along with reasons (if any)		10	3	7
	PC9. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
	PC10. Adhere to the standard operating procedures (SOP) of the company.		10	3	7
		Total	100	30	70

### QUALIFICATION FILE SECTION 3 EVIDENCE OF NEED

**What evidence is there that the qualification is needed?**

While collecting data from the companies for the occupational map, we also took feedback from industry players, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the industry feels they face. Governing council of LSC gave final approval and endorsement for the same. Refer

to annexure 8 as well as other mail interactions provided.

**What is the estimated uptake of this qualification and what is the basis of this estimate?**

Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is <https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>

- Feedback from industry players for demand though again sample size may not lend to accurate figures
- Training duration, and current and potential training capacity envisaged
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply
- For 2013 – 17, the estimated manpower employment is as follows,

Estimated Year / Employment Demand in Sub-Sector	Warehousing (Storage & Packaging) (In million)	Land Transportation (In million)	Courier / Express (In million)
2013 - 17	0.18	2.20	0.07
2017 - 22	0.16	1.90	0.06

**What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?**

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?**

- Regular interaction with the training partners to gather feedback in implementation.
- Monitoring of results in assessments.
- Employer feedback will be sought post-placement.
- A formal review is scheduled in a year's time.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Report to the Governing Council
2. Minutes of the meeting of GC meetings
3. NSDC Human Resource & Skills Requirement in Logistics Sector is

<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>

**QUALIFICATION FILE SECTION 4 SUMMARY EVIDENCE OF LEVEL**

Level of qualification: 4

Summary of Direct Evidence (from learning outcomes):

**Goods Packaging Machine Operator - LSC/Q2216**

Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Level
The process is based on the shift schedule and the total number of packages with details of type of packaging material, size of packaging case to be used and desirable weight range of each product, labelling schedule, products being labelled and number of labelled packages required by the end of the day from supervisor. S/he has to make situation of clear choice to identify the product contained in the packing case, paste all the required labels onto the packing case in the right areas. The packaging and labelling activity performed at warehouse, moving labelled packages to the finished packages area and removing any unnecessary items from the area to make space for the items to be packaged is predictable and routine which will the same set of standards.	The job holder has to be aware about nature and characteristics of components being packaged, controls and parameters that need to be set to operate the packaging machine, operating packaging equipment such as cartoners, tray packer, blister packer, over wrappers, etc. as well as labelling equipment. S/he to know coding system being used by the organization for labelling, possible packaging machine problems and solutions and packing materials that can be used for different products. S/he has to be aware safety procedures, security practises and housekeeping activities followed in the warehouse.	The job holder has to have the ability to pack the goods and label it with clear specification as per customer's requirement. S/he has to be able to prioritize and execute tasks within the scheduled time limits. The job holder has to identify the damages in goods / parts / components received for packing and segregate it for supervisor's approval. Packing and Labelling are routine and repetitive in narrow range of application where the job holder mayn't able to take individual decisions in case of discrepancy. S/he can use the quality concepts in housekeeping after packaging activity is completed.	The job holder communicates and seeks the instruction from the supervisor on regular basis for daily targets on packaging schedule. S/he has to read and understand the label codes, handling instructions / company log books, records, safety manuals and safety signs on the shop floor. S/he has to be aware of basic arithmetic to keep counts on the packed numbers of materials. S/he has to fill out status reports, shift status reports, damage reports, any complaint / insurance related forms for damaged goods. S/he has the ability to make a judgment as to whether the packaging equipment is in good condition.	The job holder is responsible for his own work such as operating packaging equipment to pack goods, pasting labels onto the sealed packing cases, prepare the packaging area by removing any unnecessary items from the area to make space for the items to be packaged and assess requirement and collect necessary items require for packaging. S/he has to plan and execute the packaging activity based on the supervisor's instruction. S/he has to be able to individually perform by using the packaging equipment to seal the packaging cases in an optimal manner and learn to deal with issues and common packaging machine problems.	4
Level:4	Level:4	Level:4	Level:4	Level:4	4

**OTHER EVIDENCE OF LEVEL** [This need only be filled in where evidence other than primary outcomes was used to allocate a level] (Optional)

Nature of Evidence	Comments	EL-1	EL1	EL+1
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Summary of other evidence (if used):

## **SECTION 4**

### **EVIDENCE OF RECOGNITION OR PROGRESSION**

**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?**

Horizontal and vertical mobility options have been articulated. Refer to Annexure 8.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- Occupational Map and progression matrix - Annexure 8.
- List of companies and Industry associations participated in developed of these qualifications (part of report)– Annexure 9.