

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

### 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 – Loading Supervisor

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Warehousing Storage and Warehouse Packaging

**OCCUPATION:** Loading Supervisor

**REFERENCE ID:** LSC/Q2314

**ALIGNED TO:** NCO-2004/1226.50

**Brief Job Description:** Loading Supervisors are also known as Dispatch Supervisors or Supervisors. Individuals in this role are responsible for checking inbound or outbound goods, recording information regarding the shipment of goods, allocating work and supervising the loading and unloading function. They are typically found in warehouses with large scale operations and may also perform certain activities of the warehouse supervisor role as required.

**Personal Attributes:** This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Job Details

Qualifications Pack Code	LSC/Q2314		
Job Role	Loading Supervisor		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	02/02/2015
Sub-sector	Warehousing Storage and Warehouse Packaging	Last reviewed on	25/02/2015
Occupation	Loading Supervisor	Next review date	02/08/2016

Job Role	Loading Supervisor (Dispatch Supervisor, Supervisor)
Role Description	Supervise loading and unloading function
NSQF level	3
Minimum Educational Qualifications*	Class X
Maximum Educational Qualifications*	Graduate (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	NA
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<b>Compulsory:</b> <ol style="list-style-type: none"> <li>LSC/N2324 (<a href="#">Prepare for Supervising Operations</a>)</li> <li>LSC/N2325 (<a href="#">Oversee Loading and Unloading Activities</a>)</li> <li>LSC/N2326 (<a href="#">Update Status, Perform Inspection and Reporting</a>)</li> <li>LSC/N2331 (<a href="#">Maintain Health, Safety and Security measures in loading/unloading goods</a>)</li> </ol> <b>Optional:</b> Not Applicable
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
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.
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 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.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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.
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.

# National Occupational Standard



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## Overview

This unit is about preparing for supervising operations.

<b>Unit Code</b>	<b>LSC/N2324</b>
<b>Unit Title (Task)</b>	<b>Prepare for Supervising Operations</b>
<b>Description</b>	This unit is about preparing for supervising operations
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Collect information lists and tracking documents</li> <li>Allocate work to loaders/unloaders</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Collect information lists and tracking documents</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain the day's work schedule, incoming truck schedules, work orders, checklist and bill of lading from the warehouse supervisor.</p> <p>PC2. Obtain tracking sheets for outbound goods from the warehouse supervisor.</p> <p>PC3. Understand manpower, machine availability, priorities and deadlines (if any) from the warehouse supervisor.</p> <p>PC4. Coordinate with Transport Coordinator/Consolidator for loading schedules.</p>
<b>Allocate work to loaders/unloaders</b>	<p>PC5. Based on the work schedule, assign loaders and unloaders to different loading docks.</p> <p>PC6. Briefly explain the nature of the goods to be loaded or unloaded and the work plan along with the targets.</p> <p>PC7. Conduct handover meeting when shift change happens to update the new workers on the status of activities.</p> <p>PC8. Ensure periodic reviews to maintain productivity</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Role and responsibilities of workers on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Nature and characteristics of goods in the warehouse</p> <p>KA6. Knowledge of all relevant safety and security procedures</p> <p>KA7. Knowledge of coding system being used by the organization for labelling</p> <p>KA8. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p>

<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of quick fixes for minor issues.</p> <p>KB2. Detailed knowledge of all activities being done in a warehouse.</p> <p>KB3. Knowledge of loading/unloading methods for different types of goods.</p> <p>KB4. Knowledge of how and when to use each MHE.</p> <p>KB5. Knowledge of product labels to be pasted onto each packing case.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of technical specifications of inbound/outbound goods.</p> <p>KB8. Knowledge of possible difficulties in the loading/unloading function.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down in which truck each consignment is loaded into (or unloaded from).</p> <p>SA2. Fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation as required.</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read labels and understand products contained in the packages.</p> <p>SA4. Read labels and understand instructions on loading and unloading different products.</p> <p>SA5. Read safety manuals and safety signs on the warehouse floor</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB2. Ability to make a judgment as to whether the goods are in good condition or not.</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p>

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**Prepare for Supervising Operations**

	SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals SB7. Flexibility to re-assess schedule in case of delays/additional orders
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB8. Understand the customer requirements and ensure that they are met.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. Identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline the loading/unloading process. SB12. Ability to cross check goods and quantities against a check list.
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors



## NOS Version Control

<b>NOS Code</b>	<b>LSC/N2324</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>02/02/2015</b>
<b>Industry Sub-sector</b>	<b>Warehousing Storage and Warehouse Packaging</b>	<b>Last reviewed on</b>	<b>25/02/2015</b>
<b>Occupation</b>	<b>Loading Supervisor</b>	<b>Next review date</b>	<b>02/08/2016</b>





# National Occupational Standard



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## Overview

This unit is about overseeing loading and unloading activities.

<b>Unit Code</b>	<b>LSC/N2325</b>
<b>Unit Title (Task)</b>	<b>Oversee Loading and Unloading Activities</b>
<b>Description</b>	This unit is about overseeing loading and unloading activities
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Inspect the work areas</li> <li>Check inbound and outbound goods</li> <li>Monitor loading and unloading activity</li> <li>Resolve loading/unloading issues</li> <li>Ensure MHEs/PPEs used are maintained as per requirements</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Inspect the work areas</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Perform continuous inspections of loading/unloading, staging, inbound and outbound areas.</p> <p>PC2. Have any spills or breakage cleaned up by the loader before starting any work.</p> <p>PC3. Visual inspection of truck to be loaded (particularly during monsoon like leakage from roof, open spaces in the truck platform, through there could be water entry etc.)</p> <p>PC4. Identify unsafe conditions or work practices and correct them.</p>
<b>Check inbound and outbound goods</b>	<p>PC5. Check the condition, quantity and quality of all the unloaded goods in the staging area against the bill of lading.</p> <p>PC6. Keep aside any extra goods or goods that do not meet the requirements to be quarantined. Send the rest for storage in the warehouse.</p> <p>PC7. Check the condition, quantity and quality of all the picked goods against work/customer orders.</p> <p>PC8. Keep aside any extra goods or goods that do not meet requirements to be quarantined.</p> <p>PC9. Request for replacement items from the warehouse supervisor and ensure that the order is ready before loading.</p>
<b>Monitor loading and unloading activity</b>	<p>PC10. Ensure all the required Personal Protective Equipment (PPE) are being used by the workers.</p> <p>PC11. Inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.</p> <p>PC12. Verify that trucks are docked correctly to avoid confusion.</p>

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### Oversee Loading and Unloading Activities

	<p>PC13. Assign spaces (staging area) to dispatcher and loader for loading or unloading goods from each consignment.</p> <p>PC14. Note down in which truck each consignment was loaded into (or unloaded from) for tracking purposes.</p> <p>PC15. Ensure loading and unloading happens safely and timelines are met and verify goods against checklist.</p>
<b>Resolve loading/unloading issues</b>	<p>PC16. Constantly monitor the loading function and re-assign resources as required.</p> <p>PC17. Identify problems and guide workers to solve them.</p> <p>PC18. Instruct loaders on how to arrange goods in the truck to maximize truck space.</p>
<b>Ensure MHEs/PPEs used are maintained as per requirements</b>	<p>PC19. Check the condition of material handling equipment (MHE), storage racks and PPE during rounds.</p> <p>PC20. Ensure timely maintenance is carried out by the maintenance technician as per company policies</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Role and responsibilities of workers on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Nature and characteristics of goods in the warehouse</p> <p>KA6. Knowledge of all relevant safety and security procedures</p> <p>KA7. Knowledge of coding system being used by the organization for labelling</p> <p>KA8. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of quick fixes for minor issues.</p> <p>KB2. Detailed knowledge of all activities being done in a warehouse.</p> <p>KB3. Knowledge of loading/unloading methods for different types of goods.</p> <p>KB4. Knowledge of how and when to use each MHE.</p> <p>KB5. Knowledge of product labels to be pasted onto each packing case.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of technical specifications of inbound/outbound goods.</p> <p>KB8. Knowledge of possible difficulties in the loading/unloading function.</p>

Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down in which truck each consignment is loaded into (or unloaded from). SA2. Fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation as required.</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read labels and understand products contained in the packages. SA4. Read labels and understand instructions on loading and unloading different products. SA5. Read safety manuals and safety signs on the warehouse floor</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with supervisors and peers SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly SA8. Provide advice and guidance to peers and juniors</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Ability to make a judgment as to whether the goods are in good condition or not.</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals SB7. Flexibility to re-assess schedule in case of delays/additional orders</p>
	<b>Customer Centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Understand the customer requirements and ensure that they are met.</p>

LSC/N2325

### Oversee Loading and Unloading Activities

	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. Identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline the loading/unloading process. SB12. Ability to cross check goods and quantities against a check list.
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors



## NOS Version Control

<b>NOS Code</b>	<b>LSC/N2325</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>02/02/2015</b>
<b>Industry Sub-sector</b>	<b>Warehousing Storage and Warehouse Packaging</b>	<b>Last reviewed on</b>	<b>25/02/2015</b>
<b>Occupation</b>	<b>Loading Supervisor</b>	<b>Next review date</b>	<b>02/08/2016</b>



# National Occupational Standard



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## Overview

This unit is about updating status and performing inspection and reporting.



<b>Unit Code</b>	<b>LSC/N2326</b>
<b>Unit Title (Task)</b>	<b>Update Status, Perform Inspection and Reporting</b>
<b>Description</b>	This unit is about updating status and performing inspection and reporting
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Update loading/unloading status</li> <li>• Inspect work areas and equipment</li> <li>• Report to management</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Update loading/unloading status</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Take note of the pending tasks/shipments that did not arrive during the workday.</p> <p>PC2. Conduct sun down meeting with workers and explain work to be done for the next day.</p>
<b>Inspect work areas and equipment</b>	<p>PC3. Make sure the quarantined items are moved by the housekeeping staff to the quarantine area for rework or for disposal.</p> <p>PC4. Perform a safety inspection of loading/unloading, staging and inbound/outbound areas in the warehouse.</p> <p>PC5. Monitor loading equipment shortage (HOPT's, BOPT's, loading conveyor etc.)</p> <p>PC6. Check on the condition of equipment and PPE.</p> <p>PC7. Ensure that all the work areas are clean and equipment is in working order.</p>
<b>Report to management</b>	<p>PC8. Report any suspicious looking carton / object to the warehouse supervisor. Any repeated excess carton to a particular transporter / customer need to be reported (pilferage angle).</p> <p>PC9. Escalate to warehouse supervisor on receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.</p> <p>PC10. Notify warehouse supervisor regarding any concerns faced during the day and obtain rescheduled loading plans if required.</p> <p>PC11. Provide daily report to warehouse supervisor regarding shipments that did not arrive, condition of equipment, damage if any, delays, inability to meet an order, etc.</p> <p>PC12. Place orders for replacement items with the warehouse supervisor.</p>

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## Update Status, Perform Inspection and Reporting

	PC13. Complete any forms as required by management.
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Role and responsibilities of workers on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Nature and characteristics of goods in the warehouse</p> <p>KA6. Knowledge of all relevant safety and security procedures</p> <p>KA7. Knowledge of coding system being used by the organization for labelling</p> <p>KA8. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of quick fixes for minor issues.</p> <p>KB2. Detailed knowledge of all activities being done in a warehouse.</p> <p>KB3. Knowledge of loading/unloading methods for different types of goods.</p> <p>KB4. Knowledge of how and when to use each MHE.</p> <p>KB5. Knowledge of product labels to be pasted onto each packing case.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of technical specifications of inbound/outbound goods.</p> <p>KB8. Knowledge of possible difficulties in the loading/unloading function.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down in which truck each consignment is loaded into (or unloaded from).</p> <p>SA2. Fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation as required.</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read labels and understand products contained in the packages.</p> <p>SA4. Read labels and understand instructions on loading and unloading different products.</p> <p>SA5. Read safety manuals and safety signs on the warehouse floor</p>

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**Update Status, Perform Inspection and Reporting**

<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA6. Communicate clearly with supervisors and peers
	SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
	SA8. Provide advice and guidance to peers and juniors
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	SB2. Ability to make a judgment as to whether the goods are in good condition or not.
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB4. Prioritize and execute tasks within the scheduled time limits
	SB5. Maintain schedules and punctuality. Avoid absenteeism.
	SB6. Be a team player and achieve joint goals
	SB7. Flexibility to re-assess schedule in case of delays/additional orders
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB8. Understand the customer requirements and ensure that they are met.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB9. Identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
	SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB11. Suggest methods to streamline the loading/unloading process.
	SB12. Ability to cross check goods and quantities against a check list.
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB13. Ability to concentrate on task at hand and complete it without errors

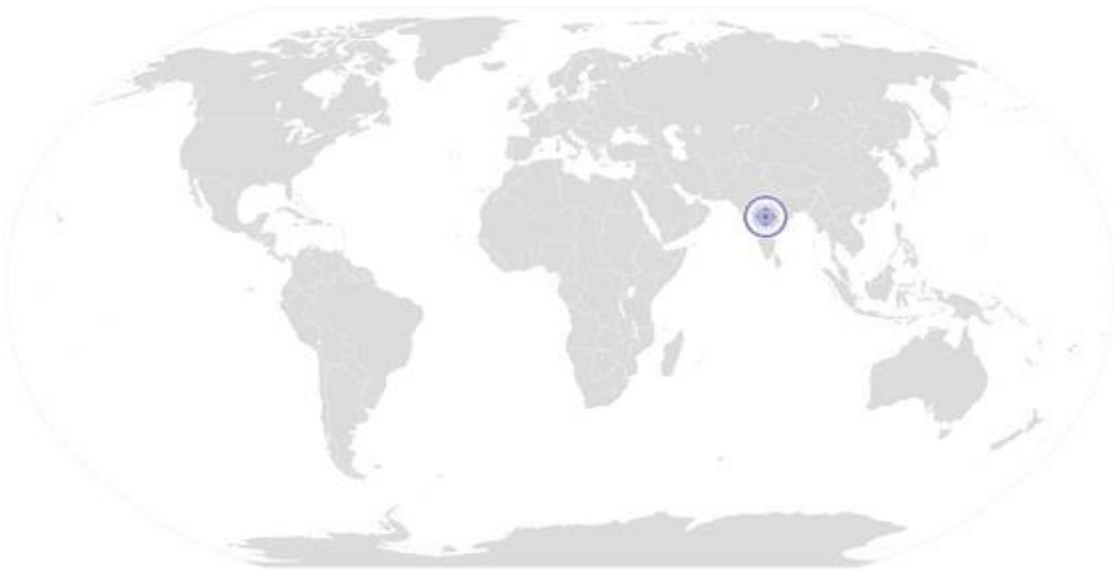
## NOS Version Control

<b>NOS Code</b>	LSC/N2326		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	02/02/2015
<b>Industry Sub-sector</b>	Warehousing Storage and Warehouse Packaging	<b>Last reviewed on</b>	25/02/2015
<b>Occupation</b>	Loading Supervisor	<b>Next review date</b>	02/08/2016



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# National Occupational Standard



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## Overview

This unit is about maintaining health, safety and security measures in loading/unloading goods

<b>Unit Code</b>	<b>LSC/N2331</b>
<b>Unit Title (Task)</b>	<b>Maintain Health, Safety and Security Measures in loading/unloading goods</b>
<b>Description</b>	This unit is about health and safety measures
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Maintain health, safety and security measures during all activities</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Maintain health, safety and security measures during all activities</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC2. Wear all safety equipment including protective gear, helmets etc.</p> <p>PC3. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC4. Recognize and report unsafe conditions or activities.</p> <p>PC5. Adhere to security regulations of the company.</p> <p>PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>PC7. Identify reasons for occurrence of incident</p> <p>PC8. Capture reasons and response/action taken into incident report/note to manager</p> <p>PC9. Report any deviations from standard protocol along with reasons (if any)</p> <p>PC10. Visually inspect the activity area and equipment for appropriate and safe condition.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Role and responsibilities of workers on the shop floor</p> <p>KA3. Procedures for dealing with loss or damage to goods</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Nature and characteristics of goods in the warehouse</p> <p>KA6. Knowledge of all relevant safety and security procedures</p> <p>KA7. Knowledge of coding system being used by the organization for labelling</p> <p>KA8. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p>



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**Maintain Health, Safety and Security Measures in loading/unloading goods**

<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. Knowledge of quick fixes for minor issues.</li> <li>KB2. Detailed knowledge of all activities being done in a warehouse.</li> <li>KB3. Knowledge of loading/unloading methods for different types of goods.</li> <li>KB4. Knowledge of how and when to use each MHE.</li> <li>KB5. Knowledge of product labels to be pasted onto each packing case.</li> <li>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</li> <li>KB7. Knowledge of technical specifications of inbound/outbound goods.</li> <li>KB8. Knowledge of possible difficulties in the loading/unloading function.</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. Note down in which truck each consignment is loaded into (or unloaded from).</li> <li>SA2. Fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation as required.</li> </ul>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA3. Read labels and understand products contained in the packages.</li> <li>SA4. Read labels and understand instructions on loading and unloading different products.</li> <li>SA5. Read safety manuals and safety signs on the warehouse floor</li> </ul>
	<b>Oral Communication (Listening and Speaking skills)</b>
<b>B. Professional Skills</b>	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA6. Communicate clearly with supervisors and peers</li> <li>SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</li> <li>SA8. Provide advice and guidance to peers and juniors</li> </ul>
	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</li> <li>SB2. Ability to make a judgment as to whether the goods are in good condition or not.</li> </ul>



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**Maintain Health, Safety and Security Measures in loading/unloading goods**

	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB4. Prioritize and execute tasks within the scheduled time limits
	SB5. Maintain schedules and punctuality. Avoid absenteeism.
	SB6. Be a team player and achieve joint goals
	SB7. Flexibility to re-assess schedule in case of delays/additional orders
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB8. Understand the customer requirements and ensure that they are met.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB9. Identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
	SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB11. Suggest methods to streamline the loading/unloading process.
	SB12. Ability to cross check goods and quantities against a check list.
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB13. Ability to concentrate on task at hand and complete it without errors

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Maintain Health, Safety and Security Measures in loading/unloading goods

## NOS Version Control

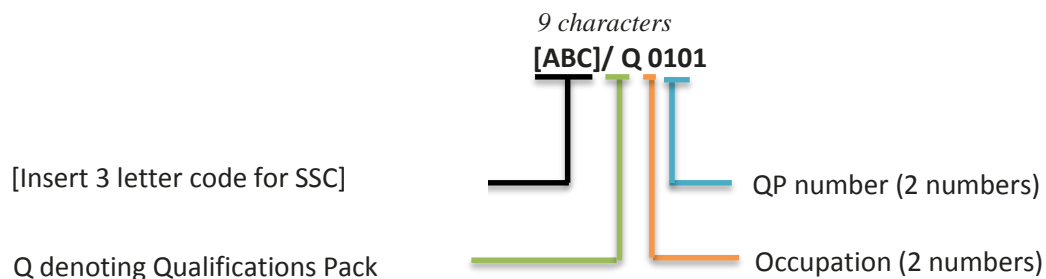
NOS Code	LSC/N2331		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	25/02/2015
Industry Sub-sector	Warehousing Storage and Warehouse Packaging	Last reviewed on	25/02/2015
Occupation	Loading Supervisor	Next review date	25/08/2016

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## Annexure

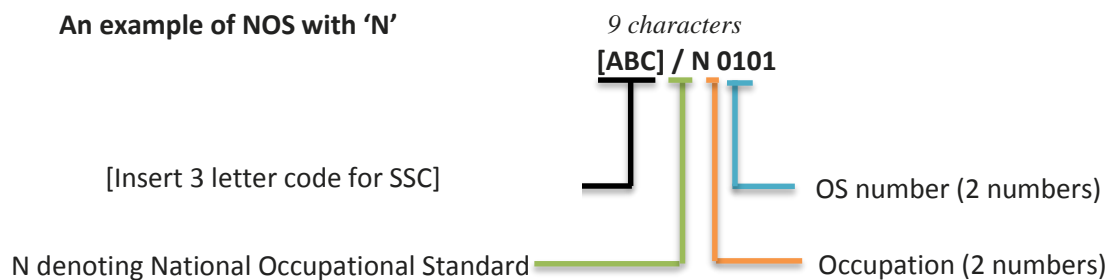
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



*Qualifications Pack For Loading Supervisor*

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

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier	30

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

*Qualifications Pack For Loading Supervisor*

**PERFORMANCE CRITERIA**

**Job Role: Loading Supervisor**

**Qualification Pack: LSC/Q2314**

**Sector Skill Council: LSC**

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. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. 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.

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N2326 (Prepare for Supervising Operations)	PC1. Obtain the day's work schedule, incoming truck schedules, work orders and bill of lading from the warehouse supervisor.	100	15	3	12
	PC2. Obtain tracking sheets for outbound goods from the warehouse supervisor.		15	3	12
	PC3. Understand priorities and deadlines (if any) from the warehouse supervisor.		15	3	12
	PC4. Based on the work schedule, assign loaders and unloaders to different loading docks.		15	3	12
	PC5. Briefly explain the nature of the goods to be loaded or unloaded and the work plan along with the targets.		20	4	16
	PC6. Conduct handover meeting when shift change happens to update the new workers on the status of activities.		20	4	16
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
2. LSC/N2327 (Oversee Loading and Unloading Activities)	PC1. Perform continuous inspections of loading/unloading, staging, inbound and outbound areas.	100	5	1	4
	PC2. Have any spills or breakage cleaned up by the loader before starting any work.		5	1	4
	PC3. Identify unsafe conditions or work practices and correct them.		5	1	4
	PC4. Check the condition, quantity and quality of all the unloaded goods in the staging area against the bill of lading.		5	1	4

*Qualifications Pack For Loading Supervisor*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC5. Keep aside any extra goods or goods that do not meet the requirements to be quarantined. Send the rest for storage in the warehouse.		5	1	4
	PC6. Check the condition, quantity and quality of all the picked goods against work/customer orders.		5	1	4
	PC7. Keep aside any extra goods or goods that do not meet requirements to be quarantined.		5	1	4
	PC8. Request for replacement items from the warehouse supervisor and ensure that the order is ready before loading.		5	1	4
	PC9. Ensure all the required Personal Protective Equipment (PPE) are being used by the workers.		5	1	4
	PC10. Inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.		5	1	4
	PC11. Verify that trucks are docked correctly to avoid confusion.		5	1	4
	PC12. Assign spaces (staging area) to dispatcher and loader for loading or unloading goods from each consignment.		5	1	4
	PC13. Note down in which truck each consignment was loaded into (or unloaded from) for tracking purposes.		5	1	4
	PC14. Ensure loading and unloading happens safely and timelines are met.		5	1	4
	PC15. Constantly monitor the loading function and re-assign resources as required.		5	1	4
	PC16. Identify problems and guide workers to solve them.		5	1	4
	PC17. Instruct loaders on how to arrange goods in the truck to maximize truck space.		10	2	8
	PC18. Check the condition of material handling equipment (MHE), storage racks and PPE during rounds.		5	1	4
	PC19. Ensure timely maintenance is carried out by the maintenance technician as per company policies.		5	1	4
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
3. LSC/N2328 (Update Status, Perform Inspection and Reporting)	PC1. Take note of the pending tasks/shipments that did not arrive during the workday.	100	8	2	6
	PC2. Conduct sun down meeting with workers and explain work to be done for the next day.		12	4	8
	PC3. Make sure the quarantined items are moved by the housekeeping staff to the quarantine area for rework or for disposal.		8	2	6

*Qualifications Pack For Loading Supervisor*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC4. Perform a safety inspection of loading/unloading, staging and inbound/outbound areas in the warehouse.		12	2	10
	PC5. Check on the condition of equipment and PPE.		8	2	6
	PC6. Ensure that all the work areas are clean and equipment is in working order.		8	2	6
	PC7. Escalate to warehouse supervisor on receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.		8	2	6
	PC8. Notify warehouse supervisor regarding any concerns faced during the day.		8	2	6
	PC9. Provide daily report to warehouse supervisor regarding shipments that did not arrive, condition of equipment, damage if any, delays, inability to meet an order, etc.		12	8	4
	PC10. Place orders for replacement items with the warehouse supervisor.		8	2	6
	PC11. Complete any forms as required by management.		8	2	6
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
4. LSC/N2331 (Maintain Health, Safety and Security Measures in loading/unloading goods)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	<b>100</b>	10	3	7
	PC2. Wear all safety equipment including protective gear, helmets etc.		10	3	7
	PC3. Follow organization procedures with respect to security, materials handling and accidents		10	3	7
	PC4. Recognize and report unsafe conditions or activities.		10	3	7
	PC5. Adhere to security regulations of the company.		10	3	7
	PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action		10	3	7
	PC7. Identify reasons for occurrence of incident		10	3	7
	PC8. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC9. Report any deviations from standard protocol along with reasons (if any)		10	3	7



*Qualifications Pack For Loading Supervisor*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC10. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
		<b>Total</b>	100	30	70

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