

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

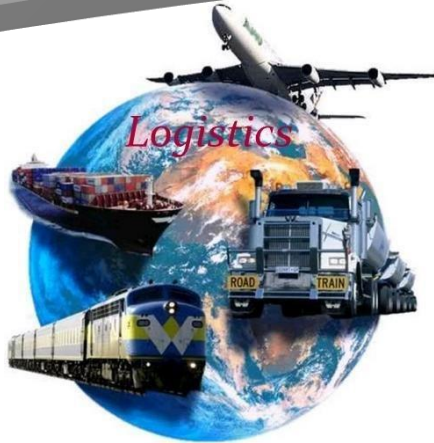
### What are Occupational Standards(OS)?

- 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

#### Contact Us:

**LOGISTICS SKILLS COUNCIL**  
IIT Madras Research Park  
Unit "E", 10th floor  
Kanagam road  
Taramani  
Chennai- 600113

Email:  
[headnos@lsc-india.com](mailto:headnos@lsc-india.com)



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## Introduction

### Qualifications Pack – Reach Truck Operator

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Warehousing Storage

**OCCUPATION:** Reach Truck Operator

**REFERENCE ID:** LSC/Q2111

**ALIGNED TO:** NCO-2004/8334.90

**Brief Job Description:** A Reach Truck Operator is also known as MHE Operator, Reach Truck Assistant. Individuals in this role are responsible for transporting material from staging area to the storage racks, moving items from the storage racks to the picking area and assisting in inventory counts.

**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.

Qualifications Pack Code	LSC/Q2111		
Job Role	Reach Truck Operator		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	02/02/2015
Sub-sector	Warehousing Storage	Last reviewed on	25/02/2015
Occupation	Reach Truck Operator	Next review date	02/08/2016

Job Role	Reach Truck Operator (MHE Operator, Reach Truck Assistant)
Role Description	Operate reach truck to assist in warehouse operations
NSQF level	4
Minimum Educational Qualifications*	Middle School (Class VIII)
Maximum Educational Qualifications*	Diploma/Degree (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	Trained in operating and handling the reach truck
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>1. LSC/N2121 (<a href="#">Prepare For Moving goods</a>)</li> <li>2. LSC/N2122 (<a href="#">Carry out reach truck operations</a>)</li> <li>3. LSC/N2123 (<a href="#">Perform Post-Shift Activities</a>)</li> <li>4. LSC/N2126 (<a href="#">Maintain Health,Safety and Security measures in operating a reach truck</a>)</li> </ol> <p><b>Optional:</b> Not Applicable</p>
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 moving goods.

<b>Unit Code</b>	<b>LSC/N2121</b>
<b>Unit Title (Task)</b>	<b>Prepare for moving goods</b>
<b>Description</b>	This unit is about preparing for moving goods
<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Obtain necessary information from the supervisor</li> <li>Inspect reach truck and cage</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Obtain necessary information from the supervisor</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand the work schedule, daily targets and priorities (if any) from the supervisor.</p> <p>PC2. Obtain the daily inspection checklist from the supervisor.</p> <p>PC3. Obtain the list of goods to be put away or picked along with the quantities and their respective locations.</p> <p>PC4. Understand from the supervisor what assistance is required by other staff such as the inventory clerk for daily stock counting, quality assessor etc.</p> <p>PC5. Obtain the location of allotted reach truck from Supervisor</p> <p>PC6. Ensure any exchange/replacement of allotted truck has the necessary approvals</p>
<b>Inspect reach truck and cage</b>	<p>PC7. Visually check the condition of the reach truck and the cage and carry out detailed inspection as per the daily inspection checklist.</p> <p>PC8. Test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly.</p> <p>PC9. Check if the reach truck has sufficient battery charge. Check condition of parking brake, main horn, reverse horn, warning lamp and head light.</p> <p>PC10. Verify that all points on the maintenance checklist are complete.</p> <p>PC11. If there are any technical issues, resolve those within capabilities. Escalate other issues to supervisor to have the MHE maintenance technician resolve the issue.</p> <p>PC12. Record the condition of the reach truck and any maintenance or repair that was carried out.</p>

Knowledge and Understanding (K)	
<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> <ul style="list-style-type: none"> <li>KA1. Types of documentation in organization e.g. daily maintenance checklist, pick list, putaway list, etc.</li> <li>KA2. Risk and impact of not following defined procedures/work instructions</li> <li>KA3. Records to be maintained and implications of non-maintenance of the same</li> <li>KA4. Knowledge of security procedures</li> <li>KA5. Rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)</li> <li>KA6. Risk and impact of not following safety procedures</li> <li>KA7. Shift handover and takeover procedures according to company's SOP</li> <li>KA8. Escalation matrix for reporting identified problems</li> <li>KA9. Implications of delays in process to the company</li> </ul>
	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. Controls and switches needed to operate the reach truck properly</li> <li>KB2. Basic physics and mechanics involved in using the reach truck.</li> <li>KB3. Road signs, factory signs and other safety and emergency signals</li> <li>KB4. Logistics management concepts such as First-In-First-Out (FIFO), Kanban etc.</li> <li>KB5. Basic maintenance procedures for reach truck</li> <li>KB6. Response to emergencies e.g. fire</li> <li>KB7. Safety regulations while operating the reach truck</li> <li>KB8. Optimal working condition of reach truck components e.g. parking brake, main horn, reverse horn, etc.</li> <li>KB9. Ability to carry out different manoeuvres like forward, reverse, U turn and also handle tight situations.</li> </ul>
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> <ul style="list-style-type: none"> <li>SA1. Note down condition of reach truck and any maintenance or repair that was carried out on a daily basis.</li> <li>SA2. Fill out any complaint/insurance related forms for damaged goods</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 the codes as per company procedures</li> <li>SA4. Read and understand handling instructions/company log books and records</li> <li>SA5. Read safety manuals and safety signs on the warehouse floor</li> </ul>
	<b>Oral Communication (Listening and Speaking 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> </ul>

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**Prepare For moving goods**

	<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>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. Ability to judge work loads, reach truck limitations
	<b>Plan and organize</b>
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Prioritize and execute tasks within the scheduled time limits
	SB4. 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:
	SB5. Understand the customer timelines and ensure that they are met.
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB6. Identify trends/common causes for errors and suggest possible solutions to the manager.
	SB7. Notice common accidents and suggest safety measures to prevent the same
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB8. Suggest methods to streamline warehousing activities involving reach truck
	SB9. Ability to keep track of the progress of each truck in real time.
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB10. Ability to concentrate on task at hand and complete it without errors



## NOS Version Control

NOS Code	LSC/N2121		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
Industry Sub-sector	Warehousing Storage	Last reviewed on	25/02/2015
Occupation	Reach Truck Operator	Next review date	02/08/2016



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# National Occupational Standard



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## Overview

This unit is about carrying out reach truck operations.

<b>Unit Code</b>	<b>LSC/N2122</b>
<b>Unit Title (Task)</b>	<b>Carry out reach truck operations</b>
<b>Description</b>	This OS unit is about carrying out truck operations
<b>Scope</b>	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Putaway goods that need to be stored</li> <li>• Pick required goods for transport</li> <li>• Assist in stock counting</li> </ul>
<b>Performance Criteria (PC)</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Putaway goods that need to be stored</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify goods to be moved either to the storage from the staging area / unloading area</p> <p>PC2. Check with Binner/warehouse staff on goods that need to be moved</p> <p>PC3. Understand storage details such as aisle number, rack number and bin number from the putaway list.</p> <p>PC4. Verify all items present on the putaway list are undamaged through visual inspection.</p> <p>PC5. Group goods which need to be stored in the same location onto pallets or obtain the grouped items from binner</p> <p>PC6. Place goods on the pallet or assist binner with placing the goods on the pallet</p> <p>PC7. Load half filled or completely filled pallets onto the forks of the reach truck.</p> <p>PC8. Transport the pallets to the respective storage locations and store them in the space allocated.</p> <p>PC9. If there is already another pallet in the specified location, or there are any other concerns, report to supervisor.</p> <p>PC10. In case of damaged/spills transport goods to quarantine area and unload them for further action</p> <p>PC11. Ensure goods put away are within the reach trucks weight and size limits</p> <p>PC12. Ensure breaks are taken as per organizational procedure and perform necessary health exercises to avoid fatigue</p>
<b>Pick required goods for transport</b>	<p>PC13. Locate the goods required in the pick list or obtain goods location from the picker</p> <p>PC14. If there are any issues such as pallet missing or insufficient number of goods, report to supervisor.</p>

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**Carry out reach truck operations**

	<p>PC15. Lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods.</p> <p>PC16. Lift the pallet using the reach truck and place it back in the storage space allocated once the required goods have been collected.</p> <p>PC17. If required, assist with movement of goods to loading area</p> <p>PC18. Ensure goods unloaded are within the reach trucks weight and size limits</p>
Assist in stock counting	<p>PC19. Coordinate with the inventory clerk and move the reach truck to the desired location.</p> <p>PC20. Attach the cage to the reach truck's fork.</p> <p>PC21. Help the inventory clerk get into the cage and lift it up using the reach truck so that the counting of full pallets can be done.</p> <p>PC22. Ensure safety harness is properly worn by inventory clerk or any other person who is in the cage</p> <p>PC23. Lower the cage so that the inventory clerk can get down after counting the full pallets.</p> <p>PC24. Detach the cage from the reach truck's fork.</p> <p>PC25. For pallets that are not full, use the fork of the reach truck to bring the pallet down for inventory counting.</p> <p>PC26. Raise the pallet and put it back in its place for storage once counting has been completed.</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization e.g. daily maintenance checklist, pick list, putaway list, etc.</p> <p>KA2. Risk and impact of not following defined procedures/work instructions</p> <p>KA3. Records to be maintained and implications of non-maintenance of the same</p> <p>KA4. Knowledge of security procedures</p> <p>KA5. Rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)</p> <p>KA6. Risk and impact of not following safety procedures</p> <p>KA7. Shift handover and takeover procedures according to company's SOP</p> <p>KA8. Escalation matrix for reporting identified problems</p> <p>KA9. Implications of delays in process to the company</p>

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**Carry out reach truck operations**

<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Controls and switches needed to operate the reach truck properly</p> <p>KB2. Basic physics and mechanics involved in using the reach truck.</p> <p>KB3. Road signs, factory signs and other safety and emergency signals</p> <p>KB4. Logistics management concepts such as First-In-First-Out (FIFO), Kanban etc.</p> <p>KB5. Basic maintenance procedures for reach truck</p> <p>KB6. Response to emergencies e.g. fire</p> <p>KB7. Safety regulations while operating the reach truck</p> <p>KB8. Optimal working condition of reach truck components e.g. parking brake, main horn, reverse horn, etc.</p> <p>KB9. Ability to carry out different manoeuvres like forward, reverse, U turn and also handle tight situations.</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 condition of reach truck and any maintenance or repair that was carried out on a daily basis.</p> <p>SA2. Fill out any complaint/insurance related forms for damaged goods</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 the codes as per company procedures</p> <p>SA4. Read and understand handling instructions/company log books and records</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>	<b>Decision Making</b> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to judge work loads, reach truck limitations</p>

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**Carry out reach truck operations**

	<b>Plan and organize</b>
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Prioritize and execute tasks within the scheduled time limits
	SB4. 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:
	SB5. Understand the customer timelines and ensure that they are met.
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB6. Identify trends/common causes for errors and suggest possible solutions to the manager.
	SB7. Notice common accidents and suggest safety measures to prevent the same
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB8. Suggest methods to streamline warehousing activities involving reach truck
	SB9. Ability to keep track of the progress of each truck in real time.
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB10. Ability to concentrate on task at hand and complete it without errors

## NOS Version Control

<b>NOS Code</b>	<b>LSC/N2122</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</b>	<b>Last reviewed on</b>	<b>25/02/2015</b>
<b>Occupation</b>	<b>Reach Truck Operator</b>	<b>Next review date</b>	<b>02/08/2016</b>



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# National Occupational Standard



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## Overview

This unit is about performing post shift activities.



LSC/N2123

**Perform Post- Shift Activities**

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<b>Unit Code</b>	<b>LSC/N2123</b>
<b>Unit Title (Task)</b>	<b>Perform Post-Shift Activities</b>
<b>Description</b>	This unit is about performing post picking activities
<b>Scope</b>	<p>The OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Park Reach truck and complete post-shift inspection</li> <li>• Reporting to management</li> <li>• Handover shift to the reliever</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Park Reach truck and complete post-shift inspection</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Park Reach truck in appropriate location</p> <p>PC2. Check if fuel/charge is required and inform maintenance technician accordingly</p> <p>PC3. Check for technical issues and inform technician if required</p> <p>PC4. Perform any minor repairs and inform supervisor accordingly</p> <p>PC5. Clean the forks of the reach truck and the cage.</p> <p>PC6. If there has been any spillage or breakage in the work area, clean it up.</p> <p>PC7. Perform a basic visual inspection of the workplace to ensure that it is clean and safe.</p>
<b>Reporting to management</b>	<p>PC8. Report any hits, accidents and other incidents to the supervisor.</p> <p>PC9. Report on the condition of the reach truck and any maintenance activity or replacement that may be required to the supervisor.</p> <p>PC10. Fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required.</p>
<b>Handover shift to the reliever</b>	<p>PC11. Briefly explain the work remaining from the shift (if any) to the relieving reach truck operator.</p> <p>PC12. Inform about the condition of the reach truck and any accidents that took place.</p> <p>PC13. Fill in log book on hours completed and obtain signature of reliever once handover is completed if required</p>

Knowledge and Understanding (K)	
<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> <ul style="list-style-type: none"> <li>KA1. Types of documentation in organization e.g. daily maintenance checklist, pick list, putaway list, etc.</li> <li>KA2. Risk and impact of not following defined procedures/work instructions</li> <li>KA3. Records to be maintained and implications of non-maintenance of the same</li> <li>KA4. Knowledge of security procedures</li> <li>KA5. Rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)</li> <li>KA6. Risk and impact of not following safety procedures</li> <li>KA7. Shift handover and takeover procedures according to company's SOP</li> <li>KA8. Escalation matrix for reporting identified problems</li> <li>KA9. Implications of delays in process to the company</li> </ul>
	<ul style="list-style-type: none"> <li>KB1. Controls and switches needed to operate the reach truck properly</li> <li>KB2. Basic physics and mechanics involved in using the reach truck.</li> <li>KB3. Road signs, factory signs and other safety and emergency signals</li> <li>KB4. Logistics management concepts such as First-In-First-Out (FIFO), Kanban etc.</li> <li>KB5. Basic maintenance procedures for reach truck</li> <li>KB6. Response to emergencies e.g. fire</li> <li>KB7. Safety regulations while operating the reach truck</li> <li>KB8. Optimal working condition of reach truck components e.g. parking brake, main horn, reverse horn, etc.</li> <li>KB9. Ability to carry out different manoeuvres like forward, reverse, U turn and also handle tight situations.</li> </ul>
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> <ul style="list-style-type: none"> <li>SA1. Note down condition of reach truck and any maintenance or repair that was carried out on a daily basis.</li> <li>SA2. Fill out any complaint/insurance related forms for damaged goods</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 the codes as per company procedures</li> <li>SA4. Read and understand handling instructions/company log books and records</li> <li>SA5. Read safety manuals and safety signs on the warehouse floor</li> </ul>

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**Perform Post- Shift Activities**

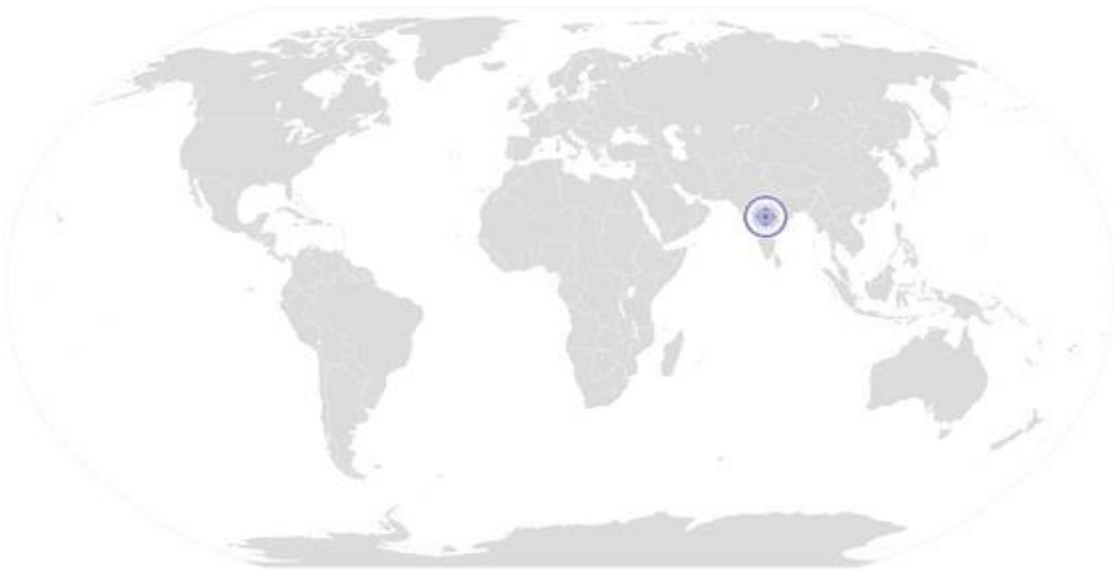
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to judge work loads, reach truck limitations</p>
	<b>Plan and organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB3. Prioritize and execute tasks within the scheduled time limits</p> <p>SB4. 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>SB5. Understand the customer timelines and ensure that they are met.</p>
	<b>Problem solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Identify trends/common causes for errors and suggest possible solutions to the manager.</p> <p>SB7. Notice common accidents and suggest safety measures to prevent the same</p>
	<b>Analytical Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Suggest methods to streamline warehousing activities involving reach truck</p> <p>SB9. Ability to keep track of the progress of each truck in real time.</p>
	<b>Critical Thinking Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Ability to concentrate on task at hand and complete it without errors</p>

## **NOS Version Control**

<b>NOS Code</b>	<b>LSC/N2123</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</b>	<b>Last reviewed on</b>	<b>25/02/2015</b>
<b>Occupation</b>	<b>Reach Truck Operator</b>	<b>Next review date</b>	<b>02/08/2016</b>



# National Occupational Standard



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## Overview

This unit is about maintaining health,safety and security measures in operating a reach truck

<b>Unit Code</b>	<b>LSC/N2126</b>
<b>Unit Title (Task)</b>	<b>Maintain Health,Safety and Security measures in operating a reach truck</b>
<b>Description</b>	This unit is about maintaining health, safety and security 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</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</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. Maintain required distance on the warehouse floor and stay within areas allotted for movement of Material Handling Equipment (MHE).</p> <p>PC5. Park or handover reach truck in case of shift breaks to authorized personnel</p> <p>PC6. Avoid damages and accidents and escalate all hits including minor ones</p> <p>PC7. Maintain recommended speed limits</p> <p>PC8. Follow height restrictions while raising or lowering mast of the reach truck.</p> <p>PC9. Follow specified instructions while maneuvering sharp bends/ramp/damp floor</p> <p>PC10. Adopt close tolerances while stuffing/de-stuffing containers</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. Types of documentation in organization e.g. daily maintenance checklist, pick list, putaway list, etc.</p> <p>KA2. Risk and impact of not following defined procedures/work instructions</p> <p>KA3. Records to be maintained and implications of non-maintenance of the same</p> <p>KA4. Knowledge of security procedures</p> <p>KA5. Rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)</p> <p>KA6. Risk and impact of not following safety procedures</p> <p>KA7. Shift handover and takeover procedures according to company's SOP</p>

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**Maintain Health, Safety and Security measures in operating a reach truck**

	<p>KA8. Escalation matrix for reporting identified problems</p> <p>KA9. Implications of delays in process to the company</p>
<b>B. Technical Knowledge</b>	<p>KB1. Controls and switches needed to operate the reach truck properly</p> <p>KB2. Basic physics and mechanics involved in using the reach truck.</p> <p>KB3. Road signs, factory signs and other safety and emergency signals</p> <p>KB4. Logistics management concepts such as First-In-First-Out (FIFO), Kanban etc.</p> <p>KB5. Basic maintenance procedures for reach truck</p> <p>KB6. Response to emergencies e.g. fire</p> <p>KB7. Safety regulations while operating the reach truck</p> <p>KB8. Optimal working condition of reach truck components e.g. parking brake, main horn, reverse horn, etc.</p> <p>KB9. Ability to carry out different manoeuvres like forward, reverse, U turn and also handle tight situations.</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 condition of reach truck and any maintenance or repair that was carried out on a daily basis.</p> <p>SA2. Fill out any complaint/insurance related forms for damaged goods</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 the codes as per company procedures</p> <p>SA4. Read and understand handling instructions/company log books and records</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>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to judge work loads, reach truck limitations</p>



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**Maintain Health, Safety and Security measures in operating a reach truck**

	<b>Plan and organize</b>
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Prioritize and execute tasks within the scheduled time limits
	SB4. 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:
	SB5. Understand the customer timelines and ensure that they are met.
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to:
	SB6. Identify trends/common causes for errors and suggest possible solutions to the manager.
	SB7. Notice common accidents and suggest safety measures to prevent the same
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB8. Suggest methods to streamline warehousing activities involving reach truck
	SB9. Ability to keep track of the progress of each truck in real time.
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB10. Ability to concentrate on task at hand and complete it without errors

## NOS Version Control

NOS Code	LSC/N2126		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	25/02/2015
Industry Sub-sector	Warehousing Storage	Last reviewed on	25/02/2015
Occupation	Reach Truck Operator	Next review date	25/08/2016



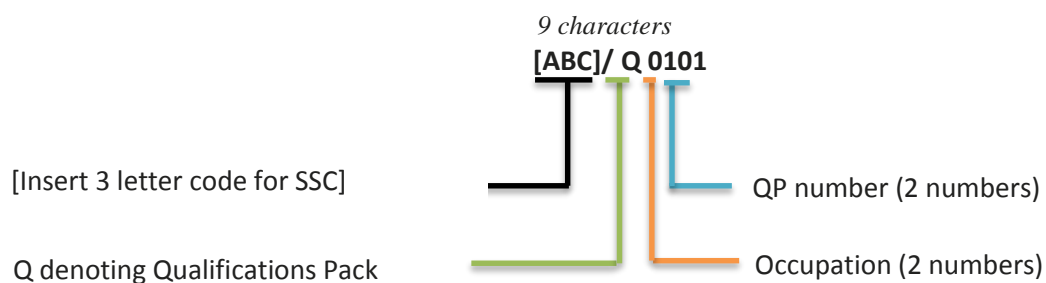
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## Qualifications Pack For Reach Truck Operator

### Annexure

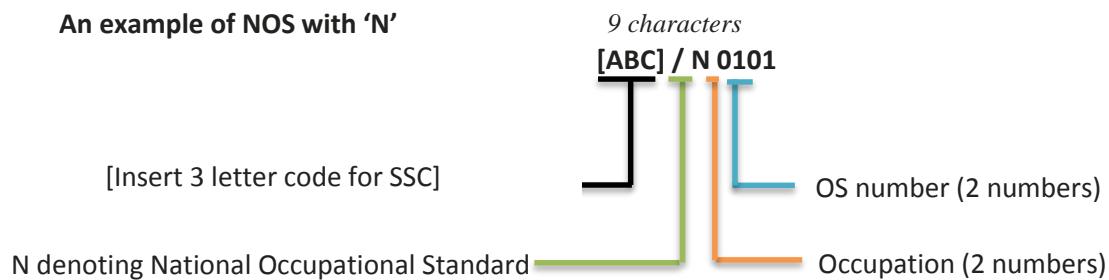
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

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



*Qualifications Pack For Reach Truck Operator*

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 Reach Truck Operator*

**PERFORMANCE CRITERIA**

**Job Role: Reach Truck Operator**

**Qualification Pack: LSC/Q2111**

**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/N2121 (Prepare for Moving Goods)	PC1. Understand the work schedule, daily targets and priorities (if any) from the supervisor.	100	10	2	8
	PC2. Obtain the daily inspection checklist from the supervisor.		10	2	8
	PC3. Obtain the list of goods to be put away or picked along with the quantities and their respective locations.		6	2	4
	PC4. Understand from the supervisor what assistance is required by other staff such as the inventory clerk for daily stock counting, quality assessor etc.		6	2	4
	PC5. Visually check the condition of the reach truck and the cage and carry out detailed inspection as per the daily inspection checklist.		10	4	6
	PC6. Obtain the location of allotted reach truck from Supervisor		4	0	4
	PC7. Ensure any exchange/replacement of allotted truck has the necessary approvals		4	0	4
	PC8. Test all the hydraulic/mechanical/electrical systems of the reach truck and the		10	6	4

*Qualifications Pack For Reach Truck Operator*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	information guages to ensure that they are functioning properly.				
	PC9. Check if the reach truck has sufficient battery charge. Check condition of parking brake, main horn, reverse horn, warning lamp and head light.		10	4	6
	PC10. Verify that all points on the maintenance checklist are complete.		10	2	8
	PC11. If there are any technical issues, resolve those within capabilities. Escalate other issues to supervisor to have the MHE maintenance technician resolve the issue.		10	2	8
	PC12. Record the condition of the reach truck and any maintenance or repair that was carried out.		10	4	6
		Total	100	30	70
2.LSC/N2122 (Perform Reach Truck Operations)	PC1. Identify goods to be moved either to the storage from the staging area / unloading area	100	5	2	3
	PC2. Check with Binner/warehouse staff on goods that need to be moved		5	2	3
	PC3. Understand storage details such as aisle number, rack number and bin number from the putaway list.		5	2	3
	PC4. Verify all items present on the putaway list are undamaged through visual inspection.		5	2	3
	PC5. Group goods which need to be stored in the same location onto pallets or obtain the grouped items from binner		5	2	3
	PC6. Place goods on the pallet or assist binner with placing the goods on the pallet		5	2	3
	PC7. Load half filled or completely filled pallets onto the forks of the reach truck.		4	1	3
	PC8. Transport the pallets to the respective storage locations and store them in the space allocated.		5	2	3
	PC9. If there is already another pallet in the specified location, or there are any other concerns, report to supervisor.		5	2	3

*Qualifications Pack For Reach Truck Operator*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC10. Incase of damaged/spills transport goods to quarantine area and unload them for further action		2	0	2
	PC11. Ensure goods put away are within the reach trucks weight and size limits		2	0	2
	PC12. Ensure breaks are taken as per organizational procedure and perform necessary health exercises to avoid fatigue		2	0	2
	PC13. Locate the goods required in the pick list or obtain goods location from the picker		4	2	2
	PC14. If there are any issues such as pallet missing or insufficient number of goods, report to supervisor.		4	2	2
	PC15. Lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods.		4	1	3
	PC16. Lift the pallet using the reach truck and place it back in the storage space allocated once the required goods have been collected.		4	1	3
	PC17. If required, assist with movement of goods to loading area		4	1	3
	PC18. Ensure goods unloaded are within the reach trucks weight and size limits		2	0	2
	PC19. Coordinate with the inventory clerk and move the reach truck to the desired location.		3	1	2
	PC20. Attach the cage to the reach truck's fork.		4	1	3
	PC21. Help the inventory clerk get into the cage and lift it up using the reach truck so that the counting of full pallets can be done.		4	1	3
	PC22. Ensure safety harness is properly worn by inventory clerk or any other person who is in the cage		4	1	3
	PC23. Lower the cage so that the inventory clerk can get down after counting the full pallets.		4	1	3
	PC24. Detach the cage from the reach truck's fork.		3	0	3
	PC25. For pallets that are not full, use the fork of the reach truck to bring the pallet down for inventory counting.		3	0	3



*Qualifications Pack For Reach Truck Operator*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC26. Raise the pallet and put it back in its place for storage once counting has been completed.		3	1	2
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
3. LSC/N2123 (Perform Post Shift activities)	PC1. Park Reach truck in appropriate location	100	7	1	6
	PC2. Check if fuel/charge is required and inform maintenance technician accordingly		8	2	6
	PC3. Check for technical issues and inform technician if required		8	2	6
	PC4. Perform any minor repairs and inform supervisor accordingly		8	1	7
	PC5. Clean the forks of the reach truck and the cage.		8	1	7
	PC6. If there has been any spillage or breakage in the work area, clean it up.		8	2	6
	PC7. Perform a basic visual inspection of the workplace to ensure that it is clean and safe.		8	2	6
	PC8. Report any hits, accidents and other incidents to the supervisor.		8	2	6
	PC9. Report on the condition of the reach truck and any maintenance activity or replacement that may be required to the supervisor.		8	2	6
	PC10. Fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required.		8	4	4
	PC11. Briefly explain the work remaining from the shift (if any) to the relieving reach truck operator.		7	2	5
	PC12. Inform about the condition of the reach truck and any accidents that took place.		7	2	5
	PC13. Fill in log book on hours completed and obtain signature of reliever once handover is completed if required		7	2	5
		<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>
4. LSC/N2126 (Maintain Health, Safety and Security measures in	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	100	10	3	7

*Qualifications Pack For Reach Truck Operator*

		Marks Allocation		
		Total Marks	Out of	Theory Skills Practical
operating a reach truck)				
	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. Maintain required distance on the warehouse floor and stay within areas allotted for movement of Material Handling Equipment (MHE).		10	3 7
	PC5. Park or handover reach truck in case of shift breaks to authorized personnel		10	3 7
	PC6. Avoid damages and accidents and escalate all hits including minor ones		10	3 7
	PC7. Maintain recommended speed limits		10	3 7
	PC8. Follow height restrictions while raising or lowering mast of the reach truck.		10	3 7
	PC9. Follow specified instructions while maneuvering sharp bends/ramp/damp floor		10	3 7
	PC10. Adopt close tolerances while stuffing/de-stuffing containers		10	3 7
		<b>Total</b>	<b>100</b>	<b>30 70</b>

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