FICSI
Food Industry Capacity and Skill Initiative

सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

NSDC
National
Skill Development
Corporation
Transforming the skill landscape

Store Assistant-Food Manufacturing Facility

QP Code: FIC/Q9101

Version: 1.0

NSQF Level: 3

Food Industry Capacity & Skill Initiative || Shriram Bharatiya Kala kendra, 3rd floor, 1, Copernicus Marg, Mandi House, New Delhi
Delhi 110001

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FIC/Q9101: Store Assistant-Food Manufacturing Facility

Brief Job Description

The Stores Assistant working in a food manufacturing facility receives, stores and maintains various essential elements of production line such as raw materials, flavours, preservatives, chemicals, packaging materials, engineering spare parts, etc. The individual also issues required materials to the concerned personnel, takes appropriate action against defective ones and records necessary information as per standard work practices.

Personal Attributes

A Store Assistant must have excellent communication skills and positive attitude. The individual must pay attention to detail, possess manual dexterity and be comfortable while working in a team.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N0301: Warehouse data entry and analysis using ERP

2. LSC/N0108: Perform quality check and inventory documentation

3. FIC/N9101: Manage various types of materials in a food manufacturing facility

4. FIC/N9901: Implement health and safety practices at the workplace

5. FIC/N9902: Work effectively in an organisation

6. SGJ/N1702: Optimize resource utilization at workplace

Qualification Pack (QP) Parameters

Sector	Food Processing
Sub-Sector	Generic
Occupation	Procurement, Logistics and Warehouse
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.0501

Minimum Educational Qualification & Experience	12th Class OR 10th Class (and 2 years course in any stream) OR 10th Class with 2 Years of experience OR 10th Class + I.T.I (2 years)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Basic knowledge of computer operations (MS Office, Excel, PowerPoint, etc.)
Minimum Job Entry Age	18 Years
Last Reviewed On	29/07/2021
Next Review Date	29/07/2024
Deactivation Date	29/07/2024
NSQC Approval Date	29/07/2021
Version	1.0
Reference code on NQR	2021/FI/FICSI/04379
NQR Version	1

LSC/N0301: Warehouse data entry and analysis using ERP

Description

This unit is about making data entries and updations in ERP as well as analysing data to draw inferences and ensuring information flow

Elements and Performance Criteria

Feed information into ERP

To be competent, the user/individual on the job must be able to:

PC1. collect information from associate regarding shipments, loading, un-loading, packing and binning activities, etc. and feed into ERP

PC2. obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, customer feedback etc. and feed into ERP

PC3. obtain information regarding change in inventory and feed into ERP

Analyze and report

To be competent, the user/individual on the job must be able to:

PC4. review entries made into the ERP with respect to daily warehouse operations

PC5. perform various data analysis such as variance analysis, financial, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc.

PC6. provide a daily report to management regarding different activities

Coordinate and communicate internally and to external stakeholders

To be competent, the user/individual on the job must be able to:

PC7. coordinate with customers to understand their requirements on dispatch, tracking of orders, goods in transit, etc.

PC8. coordinate with departments to resolve queries and provide information

PC9. liaise with clients, suppliers and transport companies and provide the necessary information

PC10. prepare periodic reports and update the management

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. different hubs and service stations of the organization

KU3. documentation and reporting as per organization's mandate

KU4. security procedures to be followed

KU5. escalation matrix for reporting identified problems

KU6. risk and impact of not following defined procedures/work instructions

KU7. coding system followed to label mail

KU8. Information Technology (IT) system and ERP system of the organization

KU9. use of computer and associated equipment

KU10. basic trouble shooting regarding telephones and computers

KU11. using the ERP

KU12. data analysis

KU13. report preparation

KU14. geographical spread of states and cities

KU15. how to read labels and understand instructions in the customer query resolution log book

KU16. understanding of various escalations regarding resolving and catering to the customer query

KU17. overall process from pickup to delivery and different departments engaged in the process

KU18. types of shipments being handled

KU19. special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. written instructions

GS2. product instructions, invoicing label and shipment labels

GS3. product tags and labels

GS4. various reports and notes

GS5. write damage reports and daily output reports

GS6. generate daiy reports from Management Information System (MIS)

GS7. Develop presentations on operational trends

GS8. communicate with supervisors and co-workers

GS9. collect information from supervisors, associates and peers

GS10. conduct basic checks and verify the accuracy of the data provided

GS11. identify errors in data reporting in ERP and resolve the same or escalate if required

GS12. draw inferences and conclusions based on trend analysis

GS13. maintain puntuality

GS14. plan for timely collection of information from spervisors and associates

GS15. organise the data to streamline data entry processes

GS16. be a team player and achieve joint goals

GS17. adhere to customer timelines

GS18. address urgency of customers

GS19. speak politiely with customers and take their feedback constructively

GS20. identify common trends as per analysis and report the same to management

GS21. suggest possible solutions for the common issues in daily operations identified based on information

GS22. verify the accuracy of the data and apply filters before updating the data into ERP

GS23. verify the authenticity of the data and apply filters to remove abberations in the data

GS24. analyse trends to identify defaults for corrective action as needed

GS25. observe the data to identify abberations in the same

GS26. cross check data to check for data gaps and mistakes in reporting

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Feed information into ERP	**9**	**21**	**-**	**-**
PC1. collect information from associate regarding shipments, loading, un-loading, packing and binning activities, etc. and feed into ERP	3	7	-	-
PC2. obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, customer feedback etc. and feed into ERP	3	7	-	-
PC3. obtain information regarding change in inventory and feed into ERP	3	7	-	-
Analyze and report	**9**	**21**	**-**	**-**
PC4. review entries made into the ERP with respect to daily warehouse operations	3	7	-	-
PC5. perform various data analysis such as variance analysis, financial, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc.	3	7	-	-
PC6. provide a daily report to management regarding different activities	3	7	-	-
Coordinate and communicate internally and to external stakeholders	**12**	**28**	**-**	**-**
PC7. coordinate with customers to understand their requirements on dispatch, tracking of orders, goods in transit, etc.	3	7	-	-
PC8. coordinate with departments to resolve queries and provide information	3	7	-	-
PC9. liaise with clients, suppliers and transport companies and provide the necessary information	3	7	-	-
PC10. prepare periodic reports and update the management	3	7	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0301
NOS Name	Warehouse data entry and analysis using ERP
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing operations, Documentation and Reporting
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

LSC/N0108: Perform quality check and inventory documentation

Description

This unit is about performing basic quality check and inventory documentation

Elements and Performance Criteria

Perform basic quality check

To be competent, the user/individual on the job must be able to:

PC1. identify the sample for quality check from the inbound and outbound shipments

PC2. conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in the Enterprise resource planning (ERP)

PC3. prepare quality check report and update to manager in case of any aberrations with respect to desired quality and product configuration

Perform inventory check and documentation

To be competent, the user/individual on the job must be able to:

PC4. obtain list of stored items from the supervisor and the system along with location of each

PC5. assess the number of items to be counted daily considering the sample size and the total number of Stock Keeping Units (SKU)

PC6. obtain Personal Protective Equipment (PPE) for working on the shop floor

PC7. physically count the number of items and cross check them with the system report

PC8. verify inventory records with system and the physical inspection and record the same

PC9. prepare a daily inventory report and highlight discrepancies

Print labels, product tags, and other codes

To be competent, the user/individual on the job must be able to:

PC10. obtain information from supervisor and MIS regarding the on-going activities for which bar codes, labels, invoices need to be printed

PC11. check and verify the list with the system for correctness

PC12. print the bar codes, product tags, address tags, labels, etc. and handover to the respective supervisors

PC13. maintain a count and record for daily printing activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys reporting structure to support and expedite project acivities

KU2. companys policy and work instructions on quality standards, documentation, etc.

KU3. importance of the individuals role in the workflow

KU4. occupational health and safety standards and security procedures to be followed

KU5. procedures for dealing with loss or damage to goods

KU6. coding system followed to label items

KU7. ERP and reporting system of the organization

KU8. use of computer and associated equipment like hand held data management devices

KU9. using various printing devices such as barcode printers, product tag, address tag label printers

KU10. different material handling equipment and their uses

KU11. different geographical locations

KU12. information from the ERP/MIS system

KU13. labels and understand instructions

KU14. escalations regarding resolving and catering to the customer query

KU15. overall process in warehouse operations

KU16. different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods

KU17. various inventory counting methods and processes

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. written instructions

GS2. product instructions, invoicing label and shipment labels

GS3. product tags and labels

GS4. various reports and notes

GS5. write damage reports and daily output reports

GS6. generate daiy reports from MIS

GS7. Develop presentations on operational trends

GS8. communicate with supervisors and co-workers

GS9. collect information from supervisors, associates and peers

GS10. conduct basic checks and verify the accuracy of the data provided

GS11. understand errors in data reporting and resolve the same or escalate if required

GS12. maintain punctuality

GS13. plan for timely collection of information from spervisors and associates

GS14. organise the data to streamline data entry processes

GS15. Be a team player and acheive joint goals

GS16. importance of customer timelines

GS17. label and invoice requirement as per customer instructions

GS18. resolve basic issues with system operations and printer operations

GS19. verify the accuracy of the data and apply

GS20. verify the authenticity of the data and apply filters to remove abberations in the data

GS21. analyse trends to identify defaults for corrective action as needed

GS22. observe the data to identify abberations in inventory data

GS23. cross check data to check for data gaps and mistakes in reporting

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform basic quality check	**10**	**18**	-	-
PC1. identify the sample for quality check from the inbound and outbound shipments	4	6	-	-
PC2. conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in the Enterprise resource planning (ERP)	4	6	-	-
PC3. prepare quality check report and update to manager in case of any aberrations with respect to desired quality and product configuration	2	6	-	-
Perform inventory check and documentation	**12**	**32**	-	-
PC4. obtain list of stored items from the supervisor and the system along with location of each	2	6	-	-
PC5. assess the number of items to be counted daily considering the sample size and the total number of Stock Keeping Units (SKU)	2	6	-	-
PC6. obtain Personal Protective Equipment (PPE) for working on the shop floor	2	5	-	-
PC7. physically count the number of items and cross check them with the system report	2	5	-	-
PC8. verify inventory records with system and the physical inspection and record the same	2	5	-	-
PC9. prepare a daily inventory report and highlight discrepancies	2	5	-	-
Print labels, product tags, and other codes	**8**	**20**	-	-
PC10. obtain information from supervisor and MIS regarding the on-going activities for which bar codes, labels, invoices need to be printed	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. check and verify the list with the system for correctness	2	5	-	-
PC12. print the bar codes, product tags, address tags, labels, etc. and handover to the respective supervisors	2	5	-	-
PC13. maintain a count and record for daily printing activities	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0108
NOS Name	Perform quality check and inventory documentation
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Operations
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

FIC/N9101: Manage various types of materials in a food manufacturing facility

Description

This unit talks about storing materials received, ensuring their upkeep, releasing it as per requirements and taking appropriate action against defective materials in a food processing workplace as per standard work practices.

Scope

The scope covers the following :

- Prepare for storing
- Store the materials
- Carry out fumigation of storage facility
- Issue required materials
- Manage defective materials
- Material conservation and environment-friendly practices

Elements and Performance Criteria

Prepare for storing

To be competent, the user/individual on the job must be able to:

PC1. obtain requirements/instructions from supervisor for storing various types of materials in processed food industry. Materials: raw materials, finished products, packaging materials, flavours, preservatives, chemicals, engineering spare parts, tools and machinery, etc.

PC2. inspect the storage area and equipment used for storing materials appropriately

PC3. report any shortfall in space or malfunction in the equipment (such as wooden pallets, forklift, etc.) and related infrastructure to the supervisor

PC4. dispose unwanted materials and other waste from the work area as per standard practice

PC5. maintain a clean and tidy workplace as per standard norms

Store the materials

To be competent, the user/individual on the job must be able to:

PC6. obtain instructions from concerned personnel for storing the materials

PC7. organize the materials received in the respective shelves/racks ensuring required safety

PC8. label the stocks appropriately for identification

PC9. rotate stocks as per need and standard practices. Standard practices: First In First Out (FIFO), First Expiry First Out (FEFO), First Manufactured First Out (FMFO), etc.

PC10. maintain ambient storage conditions for storing materials received. Ambient storage conditions: required ventilation, temperature, free from rodents and pests, clean racks/shelves, etc.

PC11. monitor the stored materials for spoilage, spillage and various types of contamination as per organisational practice

Carry out fumigation of storage facility

To be competent, the user/individual on the job must be able to:

PC12. obtain instructions from the supervisor for fumigation of food storage facility (such as type of fumigation, chemicals to be used, when to fumigate; appropriate measures to be taken before, during and after fumigation is complete; areas to be fumigated, etc.)

PC13. erect appropriate signages in and around the areas to be fumigated

PC14. check the stored food products to ensure they are adequately covered such as in airtight containers, canned, etc.

PC15. move the materials out from the areas to be fumigated to the designated place safely

PC16. ensure fumigation of the storage facility in coordination with the concerned personnel by following supervisor's instructions and standard work practices

PC17. clean and sanitise the storage facility using industry accepted chemical agents post fumigation

PC18. organise the materials in the storage facility as per supervisor's instructions

Issue required materials

To be competent, the user/individual on the job must be able to:

PC19. obtain instructions (such as materials required, quantity, quality, etc.) from concerned department for issuing various materials for production and sales

PC20. record information such as quality and quantity of materials issued for production and sales

PC21. inspect the loading vehicle and movable trolleys thoroughly with regards to desired suitability and storage capacity while dispatching the materials. Suitability: free from dust, water, pest infestations, contaminants, etc.

Manage defective materials

To be competent, the user/individual on the job must be able to:

PC22. identify defective and/or non-conformant materials after thorough inspections

PC23. record required information as per standard practices. Information: rejection note; list of defective items; type of defect; action taken against it

PC24. report product information to the concerned authority accurately

PC25. take appropriate action (such as return, disposal, etc.) against defective materials and expired finished goods

PC26. carry out product recall as per standard organisational practices

Material conservation and environment-friendly practices

To be competent, the user/individual on the job must be able to:

PC27. perform tasks in a way that ensures zero food wastage through spoilage, improper packaging, improper handling, etc.

PC28. ensure appropriate disposal and recycling of food and non-food items

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. standards, policies, and procedures followed in the organisation relevant to employment and performance conditions

KU2. role of various organizational departments, hierarchy, products, services

KU3. workplace safety requirements, hazard reporting and handling procedures

KU4. organizational reporting and documentation procedures

KU5. importance of following supervisor's instructions

KU6. various types of products and materials stored in a food manufacturing facility

KU7. how to inspect materials stored, equipment used and the storage area

KU8. types of equipment malfunctions that can occur in food industry

KU9. disposal of unwanted materials and waste from the work area

KU10. importance of a clean and tidy workplace

KU11. safe practice to be followed for movement of materials in food stores

KU12. how to organise materials in shelves, racks, etc. in processed food workplace

KU13. importance of labelling the stocks

KU14. stock rotation techniques such as FIFO, FEFO, etc.

KU15. ambient conditions for storing materials in food industry

KU16. monitoring the stocks for spoilage, spillage, contamination, etc.

KU17. pest management in food processing and importance of fumigation in the work process

KU18. types of fumigation, chemicals used, areas to be fumigated, etc.

KU19. safe practices to be followed to carry out fumigation effectively (such as covering stored materials adequately, movement of materials, organising materials post fumigation, etc.)

KU20. how to isolate the areas to be fumigated and signages to be erected before starting the fumigation

KU21. impact of fumigation on the quality of materials stored in processed food industry

KU22. chemicals used for cleaning and sanitising storage space post fumigation

KU23. information to be recorded while issuing materials from store

KU24. how to inspect the loading vehicle and movable trolleys

KU25. how to identify defective materials in food industry

KU26. information to be recorded and reported while handling defective items

KU27. procedure to be followed to return and dispose materials in food stores

KU28. standard work practices to carry out product recall

KU29. applicable Food Safety and Standards Authority of India (FSSAI) regulations for storage of products in a food processing industry

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read and interpret common words, signages, symbols, dimensions, terminologies, dates, etc. used in the food manufacturing facility

GS2. communicate with others effectively

GS3. prepare reports in local language or Hindi/English

GS4. plan daily tasks effectively

GS5. be punctual

GS6. establish workable solutions for problems in hand in consultation with others

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for storing	**5**	**10**	**-**	**-**
PC1. obtain requirements/instructions from supervisor for storing various types of materials in processed food industry. Materials: raw materials, finished products, packaging materials, flavours, preservatives, chemicals, engineering spare parts, tools and machinery, etc.	1	2	-	-
PC2. inspect the storage area and equipment used for storing materials appropriately	1	2	-	-
PC3. report any shortfall in space or malfunction in the equipment (such as wooden pallets, forklift, etc.) and related infrastructure to the supervisor	1	2	-	-
PC4. dispose unwanted materials and other waste from the work area as per standard practice	1	2	-	-
PC5. maintain a clean and tidy workplace as per standard norms	1	2	-	-
Store the materials	**7**	**14**	**-**	**-**
PC6. obtain instructions from concerned personnel for storing the materials	1	2	-	-
PC7. organize the materials received in the respective shelves/racks ensuring required safety	1	2	-	-
PC8. label the stocks appropriately for identification	1	2	-	-
PC9. rotate stocks as per need and standard practices. Standard practices: First In First Out (FIFO), First Expiry First Out (FEFO), First Manufactured First Out (FMFO), etc.	2	4	-	-
PC10. maintain ambient storage conditions for storing materials received. Ambient storage conditions: required ventilation, temperature, free from rodents and pests, clean racks/shelves, etc.	1	2	-	-
PC11. monitor the stored materials for spoilage, spillage and various types of contamination as per organisational practice	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out fumigation of storage facility	**7**	**17**	**-**	**-**
PC12. obtain instructions from the supervisor for fumigation of food storage facility (such as type of fumigation, chemicals to be used, when to fumigate; appropriate measures to be taken before, during and after fumigation is complete; areas to be fumigated, etc.)	1	2	-	-
PC13. erect appropriate signages in and around the areas to be fumigated	1	2	-	-
PC14. check the stored food products to ensure they are adequately covered such as in airtight containers, canned, etc.	1	2	-	-
PC15. move the materials out from the areas to be fumigated to the designated place safely	1	2	-	-
PC16. ensure fumigation of the storage facility in coordination with the concerned personnel by following supervisor's instructions and standard work practices	1	3	-	-
PC17. clean and sanitise the storage facility using industry accepted chemical agents post fumigation	1	3	-	-
PC18. organise the materials in the storage facility as per supervisor's instructions	1	3	-	-
Issue required materials	**3**	**7**	**-**	**-**
PC19. obtain instructions (such as materials required, quantity, quality, etc.) from concerned department for issuing various materials for production and sales	1	2	-	-
PC20. record information such as quality and quantity of materials issued for production and sales	1	3	-	-
PC21. inspect the loading vehicle and movable trolleys thoroughly with regards to desired suitability and storage capacity while dispatching the materials. Suitability: free from dust, water, pest infestations, contaminants, etc.	1	2	-	-
Manage defective materials	**6**	**16**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify defective and/or non-conformant materials after thorough inspections	1	3	-	-
PC23. record required information as per standard practices. Information: rejection note; list of defective items; type of defect; action taken against it	1	3	-	-
PC24. report product information to the concerned authority accurately	1	3	-	-
PC25. take appropriate action (such as return, disposal, etc.) against defective materials and expired finished goods	2	4	-	-
PC26. carry out product recall as per standard organisational practices	1	3	-	-
Material conservation and environment-friendly practices	**2**	**6**	**-**	**-**
PC27. perform tasks in a way that ensures zero food wastage through spoilage, improper packaging, improper handling, etc.	1	3	-	-
PC28. ensure appropriate disposal and recycling of food and non-food items	1	3	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9101
NOS Name	Manage various types of materials in a food manufacturing facility
Sector	Food Processing
Sub-Sector	Generic
Occupation	Procurement, Logistics and Warehouse
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	29/07/2021
Next Review Date	29/07/2024
NSQC Clearance Date	29/07/2021

FIC/N9901: Implement health and safety practices at the workplace

Description

This unit is about following health and safety procedures at the workplace.

Scope

The scope covers the following :

- Ensure food safety and personal hygiene
- Follow safety measures to avoid accidents
- Follow emergency procedures
- Manage infection control

Elements and Performance Criteria

Ensure food safety and personal hygiene

To be competent, the user/individual on the job must be able to:

PC1. follow relevant practices to avoid cross contamination at all stages of food processing operations

PC2. follow organisational procedures for handling items that may cause allergic reactions

PC3. follow Good Manufacturing Practices (GMP) at the workplace. Good Manufacturing Practices: location and layout (ergonomics), cleaning and sanitation, equipment and containers, pest control, facilities (lighting, water supply, drainage and waste disposal, air quality and ventilation), food storage, transportation, and distribution (Source: Schedule IV, FSSAI Licensing and Registration, 2011)

PC4. follow Good Hygiene Practices (GHP) at the workplace appropriately. Good Hygiene Practices: use of gloves, hairnets, masks, ear plugs, goggles, shoes etc; washing hands regularly; treating injuries such as cuts, boils, skin infections and grazes; preventive health check-ups ; getting vaccinated whenever required. (Source: Schedule IV, FSSAI Licensing and Registration, 2011)

Follow safety measures to avoid accidents

To be competent, the user/individual on the job must be able to:

PC5. use protective clothing/equipment for specific tasks and work conditions

PC6. identify job-site hazardous work and possible causes of risk or accident at the workplace

PC7. deal with hazards safely and appropriately to ensure safety of self and others as per organisational protocol

PC8. use various types of fire extinguishers effectively

PC9. respond promptly and appropriately to an accident situation or medical emergency

PC10. provide cardio-pulmonary resuscitation (CPR) as per the requirement (e.g. cardiac arrest)

Follow emergency procedures

To be competent, the user/individual on the job must be able to:

PC11. follow workplace emergency and evacuation procedures

PC12. use safe methods to free a person from electrocution

PC13. administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.

Manage infection control

To be competent, the user/individual on the job must be able to:

PC14. use appropriate disinfectants to disinfect the work area and equipment as per organisational protocol

PC15. ensure personal hygiene by washing hands regularly using alcohol based sanitisers and wearing personal protective equipment (PPE)

PC16. report illness of self and others to the supervisor or concerned authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. meaning of hazards and risks

KU2. possible causes of risk, hazard or accident in the workplace

KU3. where to find all the general health and safety equipment in the workplace

KU4. health and safety policy and procedures of the organization

KU5. health and safety hazards commonly present in the work environment

KU6. work practices and precautions used to control and prevent risks, hazards and accidents

KU7. applicable standards and regulations as listed in The Food Safety and Standards Act, 2006

KU8. importance of each personal protective equipment used such as eye protection, hard hats, gloves apron, rubber boots, etc.

KU9. importance of ensuring personal hygiene at the workplace

KU10. ways to prevent cross contamination at the workplace

KU11. importance of storing food at specified temperatures

KU12. various dangers associated with the use of electrical and other equipment

KU13. preventive and remedial actions to be taken in the case of exposure to toxic materials

KU14. various causes of fire and the ways to prevent them

KU15. techniques of using the different fire extinguishers

KU16. procedure followed for providing cardio-pulmonary resuscitation (CPR) to the affected

KU17. rescue techniques applied during a fire hazard

KU18. various types of safety signs and what they mean

KU19. workplace emergency and evacuation procedures

KU20. appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

KU21. potential injuries and ill health conditions associated with incorrect manual handing

KU22. safe lifting and carrying practices

KU23. safe practices to be followed for ensuring sanitisation of self and work area

KU24. procedure for storing the sanitising materials appropriately

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. write an accident/incident report in local language or English

GS2. read and comprehend basic content to read labels, charts, signages, symbols and product manuals

GS3. communicate with coworkers appropriately in order to clarify instructions and other issues

GS4. make appropriate decisions pertaining to the concerned area of work regarding the work objective, span of authority, responsibility, laid down procedure and guidelines

GS5. plan and organize the work schedule, work area, tools, equipment and materials for improved productivity

GS6. identify probable solutions to the problems in hand and evaluate them

GS7. seek official and authorised sources of help and guidance to resolve problems that cannot be solved at one's level of authority

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure food safety and personal hygiene	**7**	**19**	**-**	**-**
PC1. follow relevant practices to avoid cross contamination at all stages of food processing operations	1	4	-	-
PC2. follow organisational procedures for handling items that may cause allergic reactions	1	4	-	-
PC3. follow Good Manufacturing Practices (GMP) at the workplace. Good Manufacturing Practices: location and layout (ergonomics), cleaning and sanitation, equipment and containers, pest control, facilities (lighting, water supply, drainage and waste disposal, air quality and ventilation), food storage, transportation, and distribution (Source: Schedule IV, FSSAI Licensing and Registration, 2011)	3	7	-	-
PC4. follow Good Hygiene Practices (GHP) at the workplace appropriately. Good Hygiene Practices: use of gloves, hairnets, masks, ear plugs, goggles, shoes etc; washing hands regularly; treating injuries such as cuts, boils, skin infections and grazes; preventive health check-ups ; getting vaccinated whenever required. (Source: Schedule IV, FSSAI Licensing and Registration, 2011)	2	4	-	-
Follow safety measures to avoid accidents	**11**	**24**	**-**	**-**
PC5. use protective clothing/equipment for specific tasks and work conditions	2	4	-	-
PC6. identify job-site hazardous work and possible causes of risk or accident at the workplace	2	4	-	-
PC7. deal with hazards safely and appropriately to ensure safety of self and others as per organisational protocol	2	4	-	-
PC8. use various types of fire extinguishers effectively	2	4	-	-
PC9. respond promptly and appropriately to an accident situation or medical emergency	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. provide cardio-pulmonary resuscitation (CPR) as per the requirement (e.g. cardiac arrest)	2	4	-	-
Follow emergency procedures	**6**	**12**	**-**	**-**
PC11. follow workplace emergency and evacuation procedures	2	4	-	-
PC12. use safe methods to free a person from electrocution	2	4	-	-
PC13. administer appropriate first aid to victims in case of cuts, bleeding, burns, choking, electric shock, poisoning etc.	2	4	-	-
Manage infection control	**6**	**15**	**-**	**-**
PC14. use appropriate disinfectants to disinfect the work area and equipment as per organisational protocol	3	7	-	-
PC15. ensure personal hygiene by washing hands regularly using alcohol based sanitisers and wearing personal protective equipment (PPE)	1	4	-	-
PC16. report illness of self and others to the supervisor or concerned authority	2	4	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9901
NOS Name	Implement health and safety practices at the workplace
Sector	Food Processing
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

FIC/N9902: Work effectively in an organisation

Description

This unit is about working effectively with others.

Scope

The scope covers the following :

- Communicate effectively
- Work in a team effectively
- Respect diversity

Elements and Performance Criteria

Communicate effectively

To be competent, the user/individual on the job must be able to:

PC1. obtain complete information and instructions from designated personnel

PC2. reciprocate understanding and seek clarifications whenever required

PC3. provide information accurately and clearly

PC4. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive

Work in a team effectively

To be competent, the user/individual on the job must be able to:

PC5. plan tasks to be performed as per priority and need

PC6. consult with and assist others to maximize effectiveness and efficiency at work

PC7. escalate problems and grievances beyond own scope to the concerned authority

PC8. take appropriate action to resolve conflicts at the workplace

Respect diversity

To be competent, the user/individual on the job must be able to:

PC9. maintain a gender-neutral behaviour with everyone at the workplace

PC10. empathise with People with Disabilities (PwD) and offer help, if required

PC11. recognise and report incidents of harassment and discrimination to appropriate authority

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational quality procedures and processes associated with work

KU2. standards, policies, and procedures followed in the organization relevant to employment, harassment, discrimination and performance conditions

KU3. reporting structure, inter-dependent functions, lines, and procedures applicable at the workplace

KU4. different types of harassment and discrimination based on gender, disability, caste, religion, and culture

KU5. components of effective communication and its importance

KU6. importance of teamwork in organizational and individual success

KU7. importance of ethics and discipline for professional success

KU8. how to express and address grievances appropriately and effectively

KU9. importance and ways of managing interpersonal conflict effectively

KU10. different types of disabilities and the challenges faced by persons with disability (PwD)

KU11. laws, acts and provisions defined for PwD

KU12. importance of gender sensitivity and equality

KU13. legislations, grievance redressal mechanisms, and penalties against harassment in the workplace

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. communicate information, doubts and concerns about work related matters in local language or Hindi/English

GS2. read and interpret information given in local language or Hindi/English

GS3. establish priorities and deadlines in consultation with other and record them

GS4. be punctual

GS5. listen to others concerns and doubts carefully and address them

GS6. be courteous

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicate effectively	**8**	**13**	**-**	**-**
PC1. obtain complete information and instructions from designated personnel	2	3	-	-
PC2. reciprocate understanding and seek clarifications whenever required	2	3	-	-
PC3. provide information accurately and clearly	2	3	-	-
PC4. use inclusive language (verbal, non-verbal and written) that is gender, disability and culturally sensitive	2	4	-	-
Work in a team effectively	**8**	**14**	**-**	**-**
PC5. plan tasks to be performed as per priority and need	2	4	-	-
PC6. consult with and assist others to maximize effectiveness and efficiency at work	2	3	-	-
PC7. escalate problems and grievances beyond own scope to the concerned authority	2	3	-	-
PC8. take appropriate action to resolve conflicts at the workplace	2	4	-	-
Respect diversity	**6**	**12**	**-**	**-**
PC9. maintain a gender-neutral behaviour with everyone at the workplace	2	4	-	-
PC10. empathise with People with Disabilities (PwD) and offer help, if required	2	4	-	-
PC11. recognise and report incidents of harassment and discrimination to appropriate authority	2	4	-	-
NOS Total	**22**	**39**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	FIC/N9902
NOS Name	Work effectively in an organisation
Sector	Food Processing
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

SGJ/N1702: Optimize resource utilization at workplace

Description

This unit is about adopting sustainable practices and optimizing use of resources, especially material, energy and waste, in day-to-day operations at work

Scope

The scope covers the following :

- Material conservation practices
- Energy/electricity conservation practices
- Effective waste management/recycling practices

Elements and Performance Criteria

Material conservation practices

To be competent, the user/individual on the job must be able to:

PC1. identify ways to optimize usage of material including water in various tasks/activities/processes

PC2. check for spills/leakages in various tasks/activities/processes

PC3. plug spills/leakages and escalate to appropriate authority if unable to rectify

PC4. carry out routine cleaning of tools, machines and equipment

Energy/electricity conservation practices

To be competent, the user/individual on the job must be able to:

PC5. identify ways to optimize usage of electricity/energy in various tasks/activities/processes

PC6. check if the equipment/machine is functioning normally before commencing work and rectify wherever required

PC7. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment

PC8. ensure electrical equipment and appliances are properly connected and turned off when not in use

Effective waste management/recycling practices

To be competent, the user/individual on the job must be able to:

PC9. identify recyclable and non-recyclable, and hazardous waste generated

PC10. segregate waste into different categories

PC11. dispose non-recyclable waste appropriately

PC12. deposit recyclable and reusable material at identified location

PC13. follow processes specified for disposal of hazardous waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. potential hazards, risks and threats based on the nature of work

KU2. layout of the workstation and electrical and thermal equipment used

KU3. organizations procedures for minimizing waste

KU4. efficient and inefficient utilization of material and water

KU5. ways of efficiently managing material and water in the process

KU6. basics of electricity and prevalent energy efficient devices

KU7. ways to recognize common electrical problems

KU8. common practices of conserving electricity

KU9. usage of different colours of dustbins

KU10. categorization of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics

KU11. waste management and methods of waste disposal

KU12. common sources of pollution and ways to minimize it

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. record data on waste disposal at workplace

GS2. complete statutory documents relevant to safety and hygiene

GS3. read Standard Operating Practices (SOP) documents

GS4. communicate with colleagues on the significance of greening of jobs

GS5. make timely decisions for efficient utilization of resources

GS6. complete tasks efficiently and accurately within stipulated time

GS7. work with supervisors/team members to carry out work related tasks

GS8. identify cause and effect of greening of jobs

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Material conservation practices	**4**	**8**	**-**	**-**
PC1. identify ways to optimize usage of material including water in various tasks/activities/processes	1	2	-	-
PC2. check for spills/leakages in various tasks/activities/processes	1	2	-	-
PC3. plug spills/leakages and escalate to appropriate authority if unable to rectify	1	2	-	-
PC4. carry out routine cleaning of tools, machines and equipment	1	2	-	-
Energy/electricity conservation practices	**4**	**8**	**-**	**-**
PC5. identify ways to optimize usage of electricity/energy in various tasks/activities/processes	1	2	-	-
PC6. check if the equipment/machine is functioning normally before commencing work and rectify wherever required	1	2	-	-
PC7. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of equipment	1	2	-	-
PC8. ensure electrical equipment and appliances are properly connected and turned off when not in use	1	2	-	-
Effective waste management/recycling practices	**5**	**10**	**-**	**-**
PC9. identify recyclable and non-recyclable, and hazardous waste generated	1	2	-	-
PC10. segregate waste into different categories	1	2	-	-
PC11. dispose non-recyclable waste appropriately	1	2	-	-
PC12. deposit recyclable and reusable material at identified location	1	2	-	-
PC13. follow processes specified for disposal of hazardous waste	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**13**	**26**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	SGJ/N1702
NOS Name	Optimize resource utilization at workplace
Sector	Green Jobs
Sub-Sector	Other Green Jobs
Occupation	Resource Optimization
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

Assessment Guidelines

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 the proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of %

aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0301.Warehouse data entry and analysis using ERP	30	70	-	-	100	15
LSC/N0108.Perform quality check and inventory documentation	30	70	-	-	100	20
FIC/N9101.Manage various types of materials in a food manufacturing facility	30	70	-	-	100	35
FIC/N9901.Implement health and safety practices at the workplace	30	70	-	-	100	10
FIC/N9902.Work effectively in an organisation	22	39	-	-	61	10
SGJ/N1702.Optimize resource utilization at workplace	13	26	-	-	39	10
Total	**155**	**345**	**-**	**-**	**500**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
MIS	Management Information Systems
ERP	Enterprise Resource Planning
FSSAI	Food Safety and Standards Authority of India
FIFO	First In First Out
FEFO	First Expire First Out
MRN	Materials Receipt Note
GMP	Good Manufacturing Practices
GHP	Good Hygiene Practices
CPR	Cardio-Pulmonary Resuscitation
SOP	Standard Operating Procedure
PwD	People with Disability
PPE	Personal Protective Equipment

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.