

NSQF QUALIFICATION FILE**Approved in 23rd NSQC Meeting, 22nd August, 2019****CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE****Name and address of submitting body:****Logistics Skill Council****'Temple Towers', Ground Floor, No 476, Anna Salai, Nandanam, Chennai 600
035****Name and contact details of individual dealing with the submission****Name** : Mr. Dhanasekar B**Position in the Organization** : Head – HR, Standards & Quality Assurance**Address if different from above** : Same as above**Tel number** : +91-7200072711**E-mail address** : dhanab@lsc-india.com**List of documents submitted in support of the Qualifications File**

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification
2. NSDC Human Resource & Skills Requirement in Logistics Sector
3. Qualification pack
4. Validations received from industry
5. Occupational mapping

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• SUMMARY

1	Qualification Title		Cold Chain Process Management Specialist
2	Qualification Code, if any		LSC/Q8601
3	NCO code and occupation		<ul style="list-style-type: none"> NCO-2015/ NIL
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)		<p>Nature: Certificate course of Cold Chain Process Management Specialist</p> <p>Purpose: Learners who attain this qualification are competent in planning, designing, installing, operating and maintaining cold storage facility and can get a job as an expert to commission the cold storage facility, designing and implementing cold storage units.</p>
5	Body/bodies which will award the qualification		Logistics Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification		Logistics Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)		<p>Yes</p> <p>For non PMKVY, both accreditation and affiliation is done by LSC based on due diligence report</p> <p>For PMKVY centres, accreditation happens via SMART portal and review of centre inspection reports. Upon obtaining accreditation from NSDC, centre will be affiliated by LSC based on due diligence</p> <p>Refer Annexure 1 – Affiliation document</p>
8	Occupation(s) to which the qualification gives access		Projects
9	Job description of the occupation		The individual at work performs market and product demand-supply assessment for cold storage, prepares project execution and cost plan, designs plant layout, manages project execution of cold storage, select vendors and maintains relationship that is strategic to business and commissions the cold storage.

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10	Licensing requirements		Not Applicable
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)		Not Applicable
12	Level of the qualification in the NSQF		5
13	Anticipated volume of training/learning required to complete the qualification		480 hrs
14	Indicative list of training tools required to deliver this qualification		<p>For a class of 30 candidates</p> <p>Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Computer – 30 Stationaries – 30 Marker – 2 Compressor - 1 Condenser 1 Evaporator-1 Insulation equipment/ system - 1 Cold room setup - 1 Piping set up - 2 Leak detection system - 1 CO2 tank -1 Oxygen tank - 1 Ethylene tank - 1 Piping system - 1 Monitor and control systems - 1 Pressure gauges -1 ERP -1 Statistical tools – 1 Advanced graders - 1</p>

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15	Entry requirements and/or recommendations and minimum age		Graduate in engineering/ food technology/ pharmacy (or) Diploma in engineering/ food technology/ pharmacy with relevant experience Job entry age – 21 years
16	Progression from the qualification (Please show Professional and academic progression)		Professional - After completion of course and after 5 years of experience in handling cold storage projects, a person can progress vertically as General Manager Academic – <ol style="list-style-type: none"> 1. For a Graduate - Post-Graduation is the next stage of progression 2. For a Diploma – Graduation is the next stage of progression
17	Arrangements for the Recognition of Prior learning (RPL)		LSC currently undertakes RPL through the following modes – <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the short term RPL programme post which, LSC member conducts assessment and provide accreditation/ certification for the same 2. The training centre run RPL courses in coordination with industry and companies and post the course conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews and provides certifications regarding RPL 4. LSC is developing an online RPL assessment application which will be MCQ based test.
18	International comparability where known (research		ISCO-08/1324 – Supply, Distribution and Related Managers

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	evidence to be provided)		
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19	Date of planned review of the qualification.	2022		
20	Formal structure of the qualification			
		Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	30	5
	LSC/N8601 Assess production and plan for setting-up cold storage plant	Mandatory	70	5
	LSC/8602 Design cold storage layout and prepare project costing	Mandatory	70	5
	LSC/N8603 Execute and implement cold storage project	Mandatory	70	5
	LSC/N8604 Manage vendor and maintain relationship	Mandatory	70	5
	LSC/N8605 Test and commission cold storage plant	Mandatory	70	5
	LSC/N9901 Maintain food and personnel safety, health and hygiene in cold storage plant	Mandatory	50	5
	LSC/N9902 Communicate effectively with colleagues and clients	Mandatory	50	5
	Sub Total (A)		480 hrs	
B	Optional/ elective component			
	Cold Chain Process Management Specialist	Elective/ Optional	Estimated size (learning hours)	Level
	Nil			
	Subtotal B	-	-	-
	Total A+B		480 hrs	

SECTION 1
ASSESSMENT

<p>21</p>	<p>Body/Bodies which will carry out assessment:</p> <table border="1"> <thead> <tr> <th>Sl.No.</th> <th>Assessment Agency</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Hemsen EXIM LLP</td> </tr> <tr> <td>2</td> <td>Mettl</td> </tr> <tr> <td>3</td> <td>I-Vintage solutions Pvt. Ltd.</td> </tr> <tr> <td>4</td> <td>CoCubes</td> </tr> <tr> <td>5</td> <td>Samhit Assessments & research foundation</td> </tr> <tr> <td>6</td> <td>Formac Software Services</td> </tr> <tr> <td>7</td> <td>Lead</td> </tr> <tr> <td>8</td> <td>C & K Management Limited</td> </tr> <tr> <td>9</td> <td>Krish Networks</td> </tr> <tr> <td>10</td> <td>Green Arrows</td> </tr> <tr> <td>11</td> <td>Anagha Solutions</td> </tr> <tr> <td>12</td> <td>Logistics Sector Skill Council (LSSC Agency)</td> </tr> <tr> <td>13</td> <td>Eminence Solutions</td> </tr> </tbody> </table>	Sl.No.	Assessment Agency	1	Hemsen EXIM LLP	2	Mettl	3	I-Vintage solutions Pvt. Ltd.	4	CoCubes	5	Samhit Assessments & research foundation	6	Formac Software Services	7	Lead	8	C & K Management Limited	9	Krish Networks	10	Green Arrows	11	Anagha Solutions	12	Logistics Sector Skill Council (LSSC Agency)	13	Eminence Solutions
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<p>22</p>	<p>How will RPL assessment be managed and who will carry it out?</p> <p>RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are three ways of conducting RPL assessments -</p> <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the short term RPL programme post which, LSC member conducts assessment and provide accreditation/ certification for the same 2. The training centre run RPL courses in coordination with industry and companies and post the course conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews and provides certifications regarding RPL 4. LSC is developing an online RPL assessment application which will be MCQ based test. <p>The assessment would be done by either LSC or the affiliated assessment agencies listed in the previous point</p>																												

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

1. ASSESSMENT Guideline

Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs.

1) Policy on affiliation of assessment agencies:

LSC has created a policy for affiliation of assessment agencies as under mentioned.

- 1) Affiliating Industry as assessment agencies
- 2) Affiliation of assessment agencies set up by individuals with relevant and extensive industry experience
- 3) Affiliation of assessment agencies set up by individuals retired from Defence academies
- 4) Affiliation of academic assessment agencies with strong industry connect and ability to place candidates in logistics sector.

2) Assessment process:

1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval.

2) AB submits Assessor's details, their experience and credentials to LSC for approval.

3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters.

- i. Quality of the assessors submitted by the assessment agency
- ii. Certification of the assessor by LSC basis the training of assessor's program conducted by LSC
- iii. Adherence to schedule of assessments by the assessment agencies
- iv. Integrity of the assessor in conducting quality assessments
- v. Quality of the question papers submitted by the assessment agencies to LSC
- vi. Submission of quality documents of the assessments conducted as insisted by LSC
- vii. Time of submission of the required assessment related documents to LSC for approval
- viii. Time of submission of results in SDMS system post approval by LSC

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Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot.

This has in turn also helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening.

2. ASSESSORS

Sl.No.	Assessment Agency
1	Hemsen EXIM LLP
2	Mettl
3	I-Vintage solutions Pvt. Ltd.
4	CoCubes
5	Samhit Assessments & research foundation
6	Formac Software Services
7	Lead
8	C & K Management Limited
9	Krish Networks
10	Green Arrows
11	Anagha Solutions
12	Logistics Sector Skill Council (LSSC Agency)
13	Eminence Solutions

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification: Graduate in engineering/ food technology/ pharmacy (or) Diploma in engineering/ food technology/ pharmacy with relevant experience

Work experience: Diploma with 2 years of experience in cold storage operations

4. MARKING SCHEME:

Sr. No.	Method of Assessments	Weightage (Max. marks)
1	Theory	30%
2	Practical	70%
Total		100

5. PASSING MARKS: Every trainee should score minimum 70% in every NOS.

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

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Please attach most relevant and recent documents giving further information about assessment and/or RPL.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Title of Component:

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
1	Assess production and plan for setting-up cold storage plant	<ol style="list-style-type: none"> 1.1. The candidate should able to: 1.2. seek appointment and schedule meeting with client 1.3. understand and gather client requirements on type of products (Horticulture, Dairy, Poultry, Marine, Processed food), facility (manual, semi-automated and automated) and services (warehouse and transport) 1.4. analyse client requirements and document requirements which are clear, unambiguous and feasible for the project as per company's standards 1.5. share the project's requirement document with the client 1.6. make necessary changes in the project's requirement document as suggested by client 1.7. take sign-off from client 1.8. visit site and assess proximity of cold storage location from market and agricultural fields 1.9. check power availability, potable water availability and road access at the location 1.10. determine sample size for accurate results 1.11. use quantitative and qualitative research techniques to collect data on products, seasonality of products, product demand etc 1.12. perform secondary research on products, seasonality of products, product demand etc 1.13. analyse information gathered from primary and secondary research 1.14. assess demand-supply of products 1.15. select products on various factors like profitability, market demand, cost of production and transport etc 1.16. assess capacity of cold storage to meet present and future demand 1.17. prepare and share market research and assessment report with client 1.18. define project milestones and timelines for project activities: design, project costing, implementation, testing and maintenance, and consulting fees 1.19. prepare communication plan, project execution plan and quality management plan 1.20. assess risk and prepare plan for risk management

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
.		1.21. take sign-off from client to start the project
2	Design cold storage plant layout and prepare project costing	<p>The candidate should able to;</p> <ol style="list-style-type: none"> 1.1. visit site and assess proposed site surroundings for designing purpose; 1.2. assess space available for refrigeration, equipment, machinery, elevator, stairs, offices, circulation and facility for loading and unloading materials; 1.3. analyse functional flow and goods movement (cold rooms, warehouse, loading and unloading facility, washing, grading, ripening chamber, pack-house as per client's requirement); 1.4. design corridor or circulation space and fit facilities around it; 1.5. prepare plan depending on the cold storage operations, offices, parking area etc.; 1.6. share concept plan, floor plan, 3D, structural and working drawing with the client 1.7. calculate product load of the products stored in the cold storage 1.8. perform heat-load calculations for measurements of walls, floors, ceilings, equipment etc 1.9. calculate size of the compressor 1.10. determine number of floors and room sizes depending on type of product, temperature and humidity requirement, storage capacity, manpower and fork lift movement etc 1.11. calculate area and thickness of insulation 1.12. determine cold storage refrigerant depending on size of chambers, location, targeted power saving, refrigerated technology selected etc. 1.13. take its sign-off 1.14. determine land, machinery and miscellaneous assets (furniture and fixtures) cost; 1.15. determine and list down all required part assemblies, their parts, quantity and unit of measure; 1.16. add up cost of all the parts in each assembly and calculate total; 1.17. determine labour required for the construction and

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>labour cost</p> <p>1.18. calculate administrative, survey, analysis and other preliminary expenses</p> <p>1.19. calculate testing, commissioning and maintenance cost</p> <p>1.20. calculate project cost by adding up all expenses and cost incurred using bills of materials (BOM)</p>
3	Execute and implement cold storage project	<p>The candidate should able to;</p> <p>1.1. refer detailed project report project execution plan and prepare detailed project construction plan;</p> <p>1.2. break down project execution activities to everyday tasks;</p> <p>1.3. take print out of tasks to be performed every day;</p> <p>1.4. assign tasks to team members</p> <p>1.5. take construction requirements from stakeholders</p> <p>1.6. issue materials as per requirement and availability</p> <p>1.7. handle grievances of team members and labourers</p> <p>1.8. conduct status meetings</p> <p>1.9. record minutes of meeting and follow up</p> <p>1.10. keep a track on expenses incurred and work hours utilized</p> <p>1.11. keep a track on how much quantity of raw materials etc are ordered and utilized</p> <p>1.12. take a round of the premises and inspect the site</p> <p>1.13. ensure issued materials, equipments, machinery etc are used for construction</p> <p>1.14. track and monitor activities to ensure tasks' completion on time</p> <p>1.15. escalate any non-completion of task or comprise on quality to concerned authority</p> <p>1.16. share detailed project report consisting of details on project team, project execution, quality management, risk management, stakeholder and communication management with the client as per company's standards</p> <p>1.17. document expenses incurred and manhours utilized</p> <p>1.18. report to client and seniors about the progress of the project</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
4	Manage vendor and maintain relationship	1.1. search for possible vendors meeting project requirements 1.2. use appropriate tendering processes to receive proposals from vendors 1.3. assess and evaluate proposals submitted by vendors 1.4. call vendors for presentation or query session 1.5. select the most suitable vendor as per company's evaluation criteria 1.6. negotiate and manage contract, Statement of work(SOW), service level agreement(SLA) etc with the vendor 1.7. prepare a list of materials, equipments, machinery etc 1.8. send purchase order to vendors as per company's standards (email or courier) 1.9. receive invoice from vendors against the purchase order 1.10. receive and inspect the shipment 1.11. release payments to vendors as per the bills raised and contract signed 1.12. record and evaluate performance of vendors on factors like quality of service, on-time order completion, quality of material, client satisfaction, call answer time 1.13. perform analysis on recorded information and take corrective measures to improve performance of vendors 1.14. inform and give purchase orders to respective vendors in advance, so that necessary materials, machinery etc are available at the commencement of construction activity 1.15. release payments to vendors on time 1.16. conduct review meetings 1.17. understand and resolve vendor concerns and issues
5	Test commission and cold storage plant	The candidate should able to; 1.1. check internal and external joints, panels and vapour seals 1.2. ensure no voids and gaps in the insulation 1.3. ensure proper fitting of doors and door heaters

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<ul style="list-style-type: none"> 1.4. confirm thermal conductivity of the insulation material fall within the range specified by the supplier or ISO/FDIS 4898 1.5. test refrigeration sytem is functioning as per company's standards 1.6. make certain that cold rooms are operating and maintaining defined temperature 1.7. make certain proper functionality of control panel 1.8. make sure proper ventillation in cold rooms and ripening chambers 1.9. make sure proper installation of generator/s and electricity supply is in the plant 1.10. ensure seamless flow of materials from one facility to the other 1.11. check rack system is in place and able to take products as well as labour load 1.12. check fire and emergency alarm 1.13. escalate issues or defects to stakeholders 1.14. follow up and resolve issues 1.15. prepare schedule for commissioning activities 1.16. assign responsibilities to team members 1.17. create test scenarios for each stage of the process 1.18. determine success and failure of any test scenario 1.19. escalate failure of test scenario to stakeholders, resolve and re-test 1.20. conduct drill successfully 1.21. ensure safety mechanisms are in place 1.22. perform client training and demonstrations 1.23. obtain statutory approvals and insurance approvals 1.24. ensure maintenance of refrigeration system, machinery, equipments etc as per contract
6	Maintain food and personnel safety, health and hygiene in cold storage	<p>The candidate should able to;</p> <ul style="list-style-type: none"> 1.1. assess the various health, safety and environmental hazards in the cold storage 1.2. take necessary steps to eliminate or minimize the hazards 1.3. analyze the causes of accidents at the workplace 1.4. take preventive measures to avoid risk of cold burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc. 1.5. ensure the employees have access to first aid kit

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>when needed</p> <p>1.6. ensure to use personal protective equipment and safety gear such as gloves, jacket, footwear etc. for loading and unloading material in cold rooms to protect themselves from hypothermia, frostbite etc</p> <p>1.7. ensure to display safety signs at places where necessary for people to be cautious</p> <p>1.8. use rubber mats in the places where floors are constantly wet</p> <p>1.9. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc</p> <p>1.10. display emergency exit plan at prominent places and have emergency assembly area earmarked as a grid for easy counting of on duty associates and workers.</p> <p>1.11. unplug the control panel, compressor, condensor etc before performing maintenance</p> <p>1.12. report to the superior on any problems and hazards identified</p> <p>1.13. install fire alarms (electrical/manual) in cold store/deep freeze and keep other safety devices like hammer/mallet in the storage area</p> <p>1.14. maintain appropriate ventilation in the cold rooms to avoid unacceptable accumulation of heat, condensation or odours</p> <p>1.15. check and review the cold storage areas frequently</p> <p>1.16. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas</p> <p>1.17. ensure no sign of pest infestation and install rodent traps, fly glues and insectocutors wherever needed</p> <p>1.18. follow hygiene & sanitation standards of Government bodies like FSSAI, APEDA and /or EIA or importing countries like FAO, EU standards after PC 20</p> <p>1.19. use effective loading and unloading systems</p> <p>1.20. proper stock rotation (First in First out) to be practised</p> <p>1.21. segregate damaged/ non-conforming products</p>

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		<p>from other products to designate area for appropriate disposition</p> <p>1.22. fumigate containers depending upon product and contamination or as per customers' requirement</p> <p>1.23. avoid smoking, spitting, eating etc near food storage area</p> <p>1.24. ensure reefers are covered, clean, free from pest infestation & other contaminants</p> <p>1.25. dispose cold storage plant waste in the designated areas safely as per company's policies and rules</p> <p>1.26. ensure to be safe while handling machines(generator, compressor, condensor etc), gas (ammonia) and chemicals(ethylene, refrigerants etc)</p> <p>1.27. keep the floors free from oil, water and grease to avoid slippery surface</p> <p>1.28. cut nails regularly and avoid applying nail paint. Avoid wearing bangles, rings, and chains in cold storage</p> <p>1.29. wash hands with soap solution and dry under a dryer as they enter for duty or after using wash room</p> <p>1.30. periodic examination of protective devices, pressure vessels and pipelines, and parts of pipework by a competent person to prevent defect that may give rise to danger</p> <p>1.31. ensure workers suffering from abscess, boils etc should be relieved from food handling</p> <p>1.32. develop personal hygiene habits like brushing teeth, taking shower everybody, wearing clean and tidy clothes after ironing etc</p>
7	Communicate effectively with colleagues and clients	<p>The candidate should able to;</p> <p>1.1. understand the work output requirements, targets, performance indicators and incentives</p> <p>1.2. deliver quality work on time and report any anticipated reasons for delays</p> <p>1.3. escalate unresolved problems or complaints to the relevant superior</p> <p>1.4. communicate project progress proactively to the</p>

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		<p>superior</p> <ol style="list-style-type: none"> 1.5. receive feedback on work standards 1.6. document the completed work schedule and handover to the superior 1.7. exhibit trust, support and respect to all the colleagues in the workplace 1.8. aim to achieve hassle free cold chain operation 1.9. help and assist colleagues with information and knowledge 1.10. seek assistance from the colleagues when required 1.11. identify the potential and existing conflicts with the colleagues and resolve 1.12. pass on essential information to other colleagues on timely basis 1.13. maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues 1.14. interact with colleagues from different departments: ripening chamber, cold storage, transport, packhouse etc to effectively carry out the work among the team and understand the nature of their work 1.15. put team over individual goals and multitask or share work where necessary supporting the colleagues 1.16. highlight any errors of colleagues, help to rectify and ensure quality output 1.17. work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance 1.18. ask relevant questions to the client and identify their needs 1.19. possess strong knowledge on market and cold chain operation 1.20. brief the client clearly on potential costs and challenges involved in the cold chain industry 1.21. communicate with the client in a polite, professional and friendly manner 1.22. build effective but impersonal relationship with the client

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.		<ul style="list-style-type: none">1.23. ensure the appropriate language and tone are used with clients1.24. listen actively and have a two-way communication1.25. be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.1.26. understand the client expectations correctly and provide the appropriate products and services1.27. understand the client dissatisfaction and address or escalate their complaints effectively1.28. maintain a positive, sensible and cooperative manner all time1.29. ensure to maintain a proper body language, dress code, gestures and etiquettes towards the client1.30. avoid interrupting the client while they talk1.31. ensure to avoid negative questions and statements to the client1.32. inform the client on any issues or problems before hand and also on the developments involving them1.33. ensure to respond back to the client immediately for their voice messages, e-mails, apps, etc.1.34. develop good rapport with the client and promote other products and services1.35. seek feedback from the client on their understanding to what was discussed1.36. explain the terms and conditions clearly

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SECTION 2

25. EVIDENCE OF LEVEL

Option B – Cold Chain Process Management Specialist

Title/Name of qualification/component: Cold Chain Process Management Specialist (NSQF – 5)			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<ul style="list-style-type: none"> Assess production and plan for setting-up cold storage plant, design cold storage plant layout and prepare project costing, execute and implement cold storage project, manage vendor and maintain relationship test and commission cold storage plant 	The job requires the person to understand client's requirement regarding the type and capacity of cold chain required, consider the environment and local conditions in order to design the cold chain facility. This also requires managing vendor and testing and commissioning the cold storage plant.	5
Professional knowledge	<ul style="list-style-type: none"> Components of modernization Tools used for project management Temperature and humidity conditions Application principles of refrigeration 	The job holder understands client complex requirements regarding capacities, technical equipment requirement, and product specific requirement for infrastructure. S/he knows the various limitations of different equipment, their suitability for different type of products and operating models, selecting relevant design of the cold chain unit, tracking and monitoring project progress.	5
Professional skill	<ul style="list-style-type: none"> Plan and organize project related activities Critical thinking to identify faults 	The job holder has to demonstrate skills to estimate project timelines, use quantitative and qualitative market research to decide approach and methodology, use CAD and other	5

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	<p>and solutions</p> <p>Analytical thinking to estimate requirement of materials, tools etc and optimize operations</p>	<p>design tools to prepare concept plan, working drawing, etc, organize activities and decide on parts, materials and machinery required. It uses a range of cognitive and practical skills to accomplish tasks and solve problems by selecting and applying basic tools and methods.</p>	
Core skill	<ul style="list-style-type: none"> • Read work instructions, client requirements and quality policy • Write project related documents, purchase order and invoice • Communicate with clients and seniors 	<p>The job holder requires skills to communicate clearly with client, seniors and team members. He/she should possess the mathematical skills to identify the possible choices considering requirement constraints and draw required models and assessments.</p>	5
Responsibility	<ul style="list-style-type: none"> • Plan, design, implement, test and commission storage facility • Manage vendors and staff 	<p>The job holder is responsible for his own work as well as for the work of others. S/he is responsible for deciding cold storage capacity, planning project execution, designing layout, managing cost, team, vendors and materials, and completion of project within schedule and budget.</p>	5

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SECTION 3

EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	<p>While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same.</p> <p>The same are also indicated in various skill studies conducted for the logistic sector –</p> <ol style="list-style-type: none">1. Skill requirement in logistics sector <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view</p>
	Industry Relevance	<p>As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.</p>
	Usage of the qualification	<p>Previously for cold chain no qualification files were developed, this would be the first time formal training would be conducted in cold chain sub-sector through LSC via NSDC and NSDA. Hence, realisation from past data of training conducted is currently not available</p>
	Estimated uptake	<p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p>

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	http://www.nccd.gov.in/PDF/CCSG_Final%20Report_Web.pdf <ul style="list-style-type: none">• Feedback from industry players
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27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence</p> <p>Line Ministry Validation was conducted by Ministry of Commerce in the presence of industry representatives on 29th April 2019 at Chennai. Following the incorporation of feedback, in-principle approval has been provided by the Line Ministry.</p>
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>NSDC list of Approved and Under-Development QPs along with the Qualifications listed on NQR was checked prior to commissioning the work</p>
29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p> <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR. However, the internal review will happen with NOS sub-committee members who are all representatives from the industry• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards.

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

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30	<p>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? <i>Show the career map here to reflect the clear progression</i></p> <p>Horizontal and vertical progression has been highlighted in the Occupational map. The same is attached in the following page for reference</p>
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Please attach most relevant and recent documents giving further information about any of the topics above.

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