NCVET Code

2022/TLW/LSC/05682

NSQF QUALIFICATION FILE
Approved in 17th NSQC Meeting – NCVET – 31st March 2022

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	**:** Ms. Reena Murray
Position in the Organization	**:** Manager – Standards & Quality Assurance
Address if different from above	**:** Same as above
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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. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:

- **Indicative list of tools/equipment to conduct the training**
- **Trainers qualification**
- **Lesson Plan**
- **Distribution of training duration into theory/practical/OJT component**

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SUMMARY

1	**Qualification Title**	Reach Truck Operator
2	**Qualification Code, if any**	LSC/Q2111
3	**NCO code and occupation**	NCO-2004/8334.90
4	**Nature and purpose of the qualification (Please specify whether qualification is short term or long term)**	**Nature:** Certificate course of Reach Truck Operator Long term **Purpose:** Learners who attain this qualification are competent in Warehousing operation and can get a job as Reach Truck Operator to Prepare For Moving goods, Carry out reach truck operations, Perform Post-Shift Activities, Maintain Health, Safety and Security measures in operating a reach truck
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)**	Yes For non PMKVY, both accreditation and affiliation is done by LSC based on due diligence report 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
8	**Occupation(s) to which the qualification gives access**	Material Handling
9	**Job description of the occupation**	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.
10	**Licensing requirements**	Not applicable

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11	**Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)**	Not applicable
12	**Level of the qualification in the NSQF**	4
13	**Anticipated volume of training/learning required to complete the qualification**	390 hours
14	**Indicative list of training tools required to deliver this qualification**	**For a class of 30 candidates** Teaching board – 1 White board – 1 Printer – 1 Projector – 1 Video player or TV - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipments – 1 Storage racks – 2 Pallets - 2 Packaging devices - 10 Scanner - 15 PPE – 15 ERP – 1 SOP – 10 Alarm – 1
15	**Entry requirements and/or recommendations and minimum age**	Class XII + 1 year of relevant experience or Class X + 3 years of relevant experience or Class X with 2 years of ITI + 1 year of relevant experience or Class X with 1 year of ITI + 2 years of relevant experience or Certificate-NSQF (Warehouse Associate - level 3) with 2 Years of relevant experience with minimum age of 18 years completed
16	**Progression from the qualification (Please show Professional and academic progression)**	Warehouse supervisor
17	**Arrangements for the Recognition of Prior learning (RPL)**	LSC currently undertakes RPL through the following modes –

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		1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will 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 the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
18	**International comparability where known (research evidence to be provided)**	Under Study
19	**Date of planned review of the qualification.**	31st March, 2025
20	**Formal structure of the qualification**	

	Title of unit or other component	**Mandatory/ Optional**	**Estimated size (learning hours)**	**Level**
A	**Mandatory components**			
	LSC/N2121: Prepare For Moving goods	Mandatory	100	4
	LSC/N2122: Carry out reach truck operations	Mandatory	100	4
	LSC/N2123: Perform Post-Shift Activities	Mandatory	100	4
	LSC/N2126 : Maintain Health, Safety and Security measures in operating a reach truck	Mandatory	90	4
	Sub Total (A)			

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B	**Optional/ elective component**	**-**	**390 Hrs**	
	NA			
	Subtotal B			
	Total (A+B)		**390 Hrs**	

SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** All the empanelled assessment agency will do the assessment
22	**How will RPL assessment be managed and who will carry it out?** RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments - 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will 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 the program, assessing the trained candidates and provides certification 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	**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.** LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria. **Assessment policy of LSC** 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs. 2) Qualification and experience have to be set for the assessors. 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC. 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.

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	5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC. 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines. 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC 9) Assessment tools should be designed to test both practical skills and theoretical knowledge. 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training. 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards. 12) Questionnaires/ test papers should be as objective as possible (restrict use of open ended questions to the minimum) such as multiple choice questions, yes/no or True / False types. 13) Questions framed should be simple and without ambiguity 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained. 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party **Assessment strategy:** **Assessment process to be adhered by assessment bodies and LSC** 1) Logistics Skills Council to inform the assessment body on assessment details like name of the training partner, assessment location and job role to be assessed at least 2 weeks in advance 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Skills Council and inform the assessor details to Logistics Skills Council at least 1 week in advance from the date of assessment. 3) Logistics Skills Council to cross check the assessor details with the relevant documents submitted by the assessment body and approve the assessor on the same day of submission 4) Assessment body to submit the details of mode of assessment and a detailed paper has to submit to logistics skills council on assessment pattern, clearly defining the weightage of theory, practical and viva distribution, at least 5 days in advance from the date of assessment. 5) Logistics Skills Council to approve the pattern on the same day of submission 6) Assessment bodies to design the question paper for theory, practical & viva in 3 sets and submit to logistics skills council at least before 3 days in advance from the date of assessment.

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7) Logistics Skills Council to approve the Question papers and inform assessment body on the same day of submission.
8) Assessment bodies to send the assessor to the assessment location at least before 12 hrs in advance from the time of assessment.
9) Assessor to start the assessment exactly on the time agreed by Training partner, Logistics Skills Council and assessment body.
10) Assessor to verify the candidates with any valid Govt. id reference and also collect a copy of ID proof produced by the candidate.
11) Assessor to record the attendance sheet with the ID number and the name of the candidate and also capture a photograph covering the Training partners sign board.
12) Assessor also need to have a photograph clicked with all the candidates in group.
13) Assessor to collect the details of biometric attendance details and CCTV footage of the assessment and produce the same to Logistics skills council on demand.
14) Assessment bodies to submit the result to logistics skills council with in a weeks' time from the date of assessment.
15) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.

2. **ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity**

The eligibility of assessors for " Job role – Reach Truck Operator" are as follows:

- **Any degree**
- **2 years of industrial experience**
- **1 year of assessment experience**

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification: Class XII + 1 year of relevant experience or
Class X + 3 years of relevant experience or
Class X with 2 years of ITI + 1 year of relevant experience or
Class X with 1 year of ITI + 2 years of relevant experience or
Certificate-NSQF (Warehouse Associate - level 3) with 2 Years of relevant experience, with minimum age of 18 years completed; candidate should have completed 18 years of age; candidate should have completed 18 years of age
Work experience: 1 Year

4. MARKING SCHEME:

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

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	5. PASSING MARKS: Every trainee should score minimum 70%. **6. RESULTS AND CERTIFICATION:** Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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 – ie 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 validated and approved 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% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack.

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Title of Component:

Outcomes to be assessed/NOSs to be assesed	Assessment criteria for the outcome
1. LSC/N2121: Prepare For Moving goods	To be competent, the user/ individual on the job must be able to: 1.1 understand the work schedule, daily targets and priorities (if any) from the supervisor 1.2 obtain the daily inspection checklist from the supervisor 1.3 obtain the list of goods to be put away or picked along with the quantities and their respective locations 1.4 understand from the supervisor what assistance is required by other staff such as the inventory clerk for daily stock counting, quality assessor etc 1.5 obtain the location of allotted reach truck from supervisor 1.6 ensure any exchange/replacement of allotted truck has the necessary approvals 1.7 visually check the condition of the reach truck and the cage and carry out detailed inspection as per the daily inspection checklist 1.8 test all the hydraulic/mechanical/electrical systems of the reach truck and the information guages to ensure that they are functioning properly 1.9 check if the reach truck has sufficient battery charge. check condition of parking brake, main horn, reverse horn, warning lamp and head light 1.10 verify that all points on the maintenance checklist are complete. 1.11 if there are any technical issues, resolve those within capabilities. Escalate other issues to supervisor to have the MHE maintenance technician resolve the issue. 1.12 record the condition of the reach truck and any maintenance or repair that was carried out

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2. LSC/N2122: Carry out reach truck operations	To be competent, the user/ individual on the job must be able to: 2. 1 identify goods to be moved either to the storage from the staging area / unloading area 2. 2 check with binner/warehouse staff on goods that need to be moved 2. 3 understand storage details such as aisle number, rack number and bin number from the putaway list 2. 4 verify all items present on the putaway list are undamaged through visual inspection 2. 5 group goods which need to be stored in the same location onto pallets or obtain the grouped items from binner 2. 6 place goods on the pallet or assist binner with placing the goods on the pallet 2. 7 load half filled or completely filled pallets onto the forks of the reach truck 2. 8 transport the pallets to the respective storage locations and store them in the space allocated. 2. 9 if there is already another pallet in the specified location, or there are any other concerns, report to supervisor 2. 10 incase of damaged/spills transport goods to quarantine area and unload them for further action 2. 11 ensure goods put away are within the reach trucks weight and size limits 2. 12 ensure breaks are taken as per organizational procedure and perform necessary health exercises to avoid fatigue 2. 13 locate the goods required in the pick list or obtain goods location from the picker 2. 14 if there are any issues such as pallet missing or insufficient number of goods, report to supervisor 2. 15 lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods. 2. 16 lift the pallet using the reach truck and place it back in the storage space allocated once the required goods have been collected. 2. 17 if required, assist with movement of goods to loading area 2. 18 ensure goods unloaded are within the reach trucks weight and size limits 2. 19 coordinate with the inventory clerk and move the reach truck to the desired location 2. 20 attach the cage to the reach truck's fork

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	2. 21 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. 2. 22 ensure safety harness is properly worn by inventory clerk or any other person who is in the cage 2. 23 lower the cage so that the inventory clerk can get down after counting the full pallets 2. 24 detach the cage from the reach truck's fork. 2. 25 for pallets that are not full, use the fork of the reach truck to bring the pallet down for inventory counting 2. 26 raise the pallet and put it back in its place for storage once counting has been completed
3. LSC/N2123: Perform Post-Shift Activities	To be competent, the user/ individual on the job must be able to: 3.1 park reach truck in appropriate location 3.2 check if fuel/charge is required and inform maintenance technician accordingly 3.3 check for technical issues and inform technician if required 3.4 perform any minor repairs and inform supervisor accordingly 3.5 clean the forks of the reach truck and the cage 3.6 if there has been any spillage or breakage in the work area, clean it up. 3.7 perform a basic visual inspection of the workplace to ensure that it is clean and safe. 3.8 report any hits, accidents and other incidents to the supervisor 3.9 report on the condition of the reach truck and any maintenance activity or replacement that may be required to the supervisor 3.10 fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required. 3.11 briefly explain the work remaining from the shift (if any) to the relieving reach truck operator. 3.12 inform about the condition of the reach truck and any accidents that took place 3.13 fill in log book on hours completed and obtain signature of reliever once handover is completed if required

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4. LSC/N2126: Maintain Health, Safety and Security measures in operating a reach truck	To be competent, the user/ individual on the job must be able to: 4.1 comply with safety regulations and procedures in case of fire hazards, biohazards, etc. 4.2 wear all safety equipment including protective gear, helmets etc 4.3 follow organization procedures with respect to security, materials handling and accidents 4.4 maintain required distance on the warehouse floor and stay within areas allotted for movement of Material Handling Equipment (MHE). 4.5 park or handover reach truck in case of shift breaks to authorized personnel 4.6 avoid damages and accidents and escalate all hits including minor ones 4.7 maintain recommended speed limits 4.8 follow height restrictions while raising or lowering mast of the reach truck 4.9 follow specified instructions while maneuvering sharp bends/ramp/damp floor 4.10 adopt close tolerances while stuffing/de-stuffing containers

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Enter the title here			**Level:** Add level number
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

Option B:

Title/Name of qualification/component: Reach Truck Operator (NSQF – 4)			
NSQF Domain	**Outcomes of the Qualification/Component**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process	The individual in the job is required to: • obtain the list of goods to be put away or picked along with the quantities and their respective locations from the supervisor • Move the material from the staging area to the storage racks • Move items from the storage racks to the picking / vanning area.	The process is based on the work schedule, daily targets and priorities (if any) from the supervisor. S/he has to obtain the list of goods to be put away or picked along with the quantities and their respective locations, understand from the supervisor what assistance is required by other staff such as the inventory clerk for daily stock counting, quality checker, etc. The materials has to be moved from the staging area to the storage racks, moving items from the storage racks to the picking / vanning area which is predictable and routine.	**4**

Professional knowledge	S/he would have knowledge of • various materials / goods / components stored in the warehouse • Types of documentation • Operations of a reach truck • Basic safety regulations	The job holder has to be aware about various materials / goods / components stored in the warehouse, types of documentation in organization e.g. daily maintenance checklist, pick list, putaway list, etc. S/he has to have the basic knowledge on controls and switches needed to operate the reach truck, basic physics and mechanics involved in using the reach truck, road signs, factory signs and other safety and emergency signals and basic maintenance procedures for reach truck. S/he has to know safety regulations like Optimal working condition of reach truck components e.g. parking brake, main horn, reverse horn, etc., and security procedures.	**4**
Professional skill	Recall and demonstrate the ability to • Operate the reach truck in an efficient manner	The job holder has to have the ability to operate the reach truck in an efficient manner with less effort and without damage to goods handled which is moved within the warehouse. Operating the reach truck for handling the materials is routine and repetitive in narrow range of application where the job holder mayn't able to diversify his / her activities and get exposure to understand the other process followed in the warehouse. S/he can use the quality concepts while placing the materials in the designated storage place which be easy to access.	**4**

Core skill	• Communicate effectively with supervisor and colleagues • Skill of basic arithmetic • Read, understand label codes, handling instructions • Fill out forms relating to damage /complaints/insurance	The job holder communicates and seeks the instruction from the supervisor on regular basis for daily targets and also with colleagues in the chain of activities on the shop floor to ensure the material handling activities are running smoothly. S/he has to read and understand the label codes, handling instructions / company log books, records, safety manuals and safety signs on the shop floor. S/he has to be aware of basic arithmetic to keep counts on the materials moved for receiving / storage / dispatch. S/he has to fill out any complaint / insurance related forms for damaged goods.	**4**
Responsibility	The individual is responsible for: • transporting material from staging area to the storage racks in a safe manner • moving items from the storage racks to the picking area in a safe manner • assisting in inventory counts.	The job holder has the responsibility for material handling by transporting material from staging area to the storage racks, moving items from the storage racks to the picking / vanning area and assisting while performing inventory counts. The job holder has to be more cautious while handling the goods during transportation within the warehouse as the goods / components / packing is prone to get damaged by wrong usage of fork due to negligence of the driver. While performing the job, the job holder holds the responsibility for his/her own work as it involves more of individual contribution based on the daily target.	**4**

SECTION 3

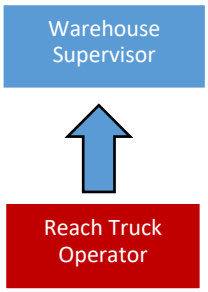
EVIDENCE OF NEED

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	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. The same are also indicated in various skill studies conducted for the logistic sector – 1. Skill requirement in logistics sector https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view
	Industry Relevance	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.
	Usage of the qualification	The information related to past uptake performance of previous QPs related to warehouse sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.
	Estimated uptake	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 https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view?usp=sharing • Feedback from industry players

27	**Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence** Approval has been given by Line Ministry on 3rd August 2021.
28	**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** NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
29	**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** • 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 subcommittee 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

30	**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?** ***Show the career map here to reflect the clear progression*** Occupational and career maps indicating horizontal and vertical mobility have been created and are being used. 

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