

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR FOOD PROCESSING INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Industrial Production Worker – Food Processing

SECTOR: FOOD PROCESSING

SUB-SECTOR: Food Grain Milling (Including Oilseeds), Dairy Products, Meat and Poultry, Fish & Sea Food, Bread and bakery, Alcoholic beverages, Aerated water/soft drinks, Soya Food, Packaged Foods

OCCUPATION: Production/Processing

REFERENCE ID: FIC/Q9005

ALIGNED TO: NCO-2004/NIL

Brief Job Description: The duties of an Industrial production worker consist of a limited range of tasks such as preparation for production, monitoring production; winding up, etc. in a mechanised unit and as per instructions and specifications provided. The candidate is expected to carry out these assigned duties in line with quality standards and organizational policies. This role also requires adherence to food and personal safety guidelines at every stage during production.

Personal Attributes: Needs to be quality conscious, alert and physically active as well as capable to stand and work for long hours. Should be able to work as per instructions given, be responsible for own outcomes and work in a team.

JobDetails	Qualifications Pack Code	FIC/Q9005		
	Job Role	Industrial Production Worker – Food Processing		
	Credits	TBD	Version number	1.0
	Sub-sector	Food Processing	Drafted on	15/01/16
		Food Grain Milling (Including Oilseeds), Dairy Products, Meat and Poultry, Fish & Sea Food, Bread and bakery, Alcoholic beverages, Aerated water/soft drinks, Soya food, Packaged foods	Last reviewed on	15/01/16
		Occupation	Production/Processing	Next review date
	NSQC Clearance on	03/08/18		

Job Role	Industrial Production Worker – Food Processing
Role Description	Perform a limited range of tasks such stacking of equipment on production line, monitoring production, cleaning up etc. as per instructions and specifications provided.
NSQF level	2
Minimum Educational Qualifications	5 th Standard pass
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	NA
Minimum Job Entry Age	18 Years
Experience	NA
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> FIC/N9020 Monitor the food production on a mechanized production line for processed food items FIC/N9002 Use basic health and safety practices at a food processing workplace CSC/N1336 Work effectively with others
Performance Criteria	As described in the relevant OS units

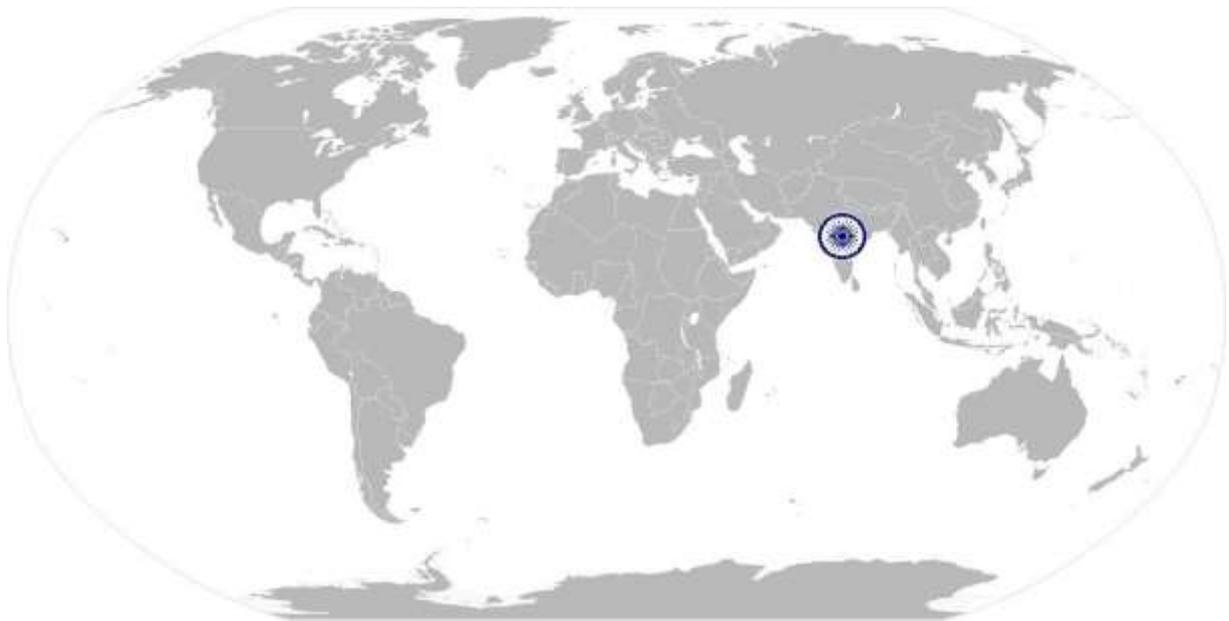
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.

Acronyms

Keywords /Terms	Description
NSQF	National Skill Qualification Framework
NOS	National Occupational Standards
ISO	International Organization for Standardization
HACCP	Hazard Analysis and Critical Control Point
FSSAI	Food Safety and Standards Authority of India
PPE	Personal Protective Equipment

FIC/N9020 Monitor the food production on a mechanized production line for processed food items

National Occupational Standard



Overview

This unit refers to the key skills and knowledge required for an industrial production worker in a mechanized food processing unit such as selection and mixing of ingredients; preparation for production; monitoring production; etc. as per instructions and specifications provided.

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National Occupational Standard

Unit Code	FIC/N9014
Unit Title (Task)	Monitor the food production on a mechanized production line for processed food items
Description	This unit covers responsibilities of an industrial production worker in a mechanized food processing unit monitoring various stages of processing operations as per organizational policies and standards overseen by the supervisor.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Feed or load stacking equipment or moulds into the machine • Perform basic operations on the machines • Monitor all product pieces passing through the allotted assembly line area • Maintain and clean work area and equipment
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Feed or load stacking equipment or moulds into the machine	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use appropriate personal protective equipment (PPE) against hazards associated with production as per occupational health and safety guidelines Personal protective equipment (PPE): coats and aprons; ear plugs or muffs; eye and facial protection; head-wear; lifting assistance; mesh aprons; protective boot covers; protective hand and arm covering ; protective head and hair covering; work uniforms; safety and waterproof footwear, etc.</p> <p>PC2. carry out preliminary safety & hygiene checks of the working area and related inputs Inputs: e.g. equipment, containers, utensils, hand tools, lifting aids, etc.</p> <p>PC3. clean the equipment for carrying the food items in various stages of processing properly</p> <p>PC4. place the equipment for carrying the food items in the stacking equipment in correct position and load into the machine as per the instruction given in the guideline</p> <p>PC5. select appropriate lining materials or agents as per the specifications given and apply it on to food item carrying equipment wherever required</p> <p>PC6. identify and pick out unacceptable/distorted stacking or food carrying equipment from the conveyor belt to ensure quality maintenance</p> <p>PC7. check and adjust the stacking equipment to avoid blockage/jam</p> <p>PC8. ensure the equipment, used are clean and clear of any</p>
Perform basic operations on the machines	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. identify regulatory keys of the machine and key functions</p> <p>PC10. inspect/check machines prior to operation for any mechanical inefficiency</p>

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	<p>and technical problem</p> <p>PC11. identify and report if technical maintenance is required</p> <p>PC12. set and adjust parameters of food processing machine in accordance as per the specification given</p> <p>PC13. monitor the various stages of processing operation to maintain quality standards</p> <p>PC14. operate machines effectively and safely while working</p> <p>PC15. check and control line speeds, production rates, starting and stopping of equipment, etc. as per the requirements specified</p> <p>PC16. conduct performance check of equipment to maintain effective operating condition</p> <p>PC17. identify and report variation/ technical issues in operating condition</p> <p>PC18. identify anomalies/ variations in operating system and report the issue to the concerned authorised person immediately</p> <p>PC19. identify the appropriate method to shut down the operating system following the necessary guidelines given in the instructions</p>
<p>Monitor all product pieces passing through the allotted assembly line area</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. monitor pieces passing to confirm that all the items pass through the conveyor belt as per the allotted process</p> <p>PC21. identify and pick out non-conforming product pieces passing through the conveyer belt</p> <p>PC22. place the non-conforming product in a separate box and label the box as per the workplace instruction</p> <p>PC23. identify and report any operating system issues</p> <p>PC24. confirm the approved product and direct it to the specified belt for packaging</p> <p>PC25. confirm that the outcome product meets the standard quality as per the specification mentioned in the guidelines</p> <p>PC26. operate the machine by using the control keys safely and efficiently in line with production requirements</p> <p>Machine control keys: start, stop, regulatory and function keys</p> <p>Production requirements: e.g. line speed, production rate, correct ingredients, recommended mixing proportions, temperature, time control, etc.</p> <p>PC27. shut down the operating system safely and correctly following the necessary</p>
<p>Maintain and clean work area and equipment</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC28. perform basic documentation required like recording the no of batches, etc.</p> <p>PC29. follow workplace hygiene and sanitation practices on the completion of processing activity</p> <p>Hygiene and sanitation practices: e.g. clean equipment, hand tools and conveyor belts; wash and dry containers and utensils; regularly wash and replace used uniforms, caps, aprons, gloves and shoes; collect & recycle cardboard and trash; report presence of hazardous substance or other</p>

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	<p>chemicals; etc.</p> <p>PC30. return used equipment, tools and other utilities to their respective storage as per organizational guidelines or policies</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. relevant legislation/regulatory requirements, standards,policies,andprocedures followed in thecompany</p> <p>Regulatory requirements contained in:</p> <ul style="list-style-type: none"> • Food Safety and Standards Regulations2011, • Food Safety and Standards Act,2006, • Occupational Health SafetyISO18000, • relevant HACCPguidelines, • relevant ISO 22000 guidelines,etc. <p>KA2. relevant health and safety requirements applicable in the workplace</p> <p>KA3. own job role and responsibilities and sources for informationpertainingtoemployment terms, entitlements, job role andresponsibilities</p> <p>KA4. reporting structure, inter-dependent functions, lines and proceduresintheworkarea</p> <p>KA5. who to approach for support in order to obtain workrelatedinstructions,clarifications andsupport</p> <p>KA6. importance of following health, hygiene, safety and quality standardsandtheimpact of not following the standards on consumers and thebusiness</p> <p>KA7. relevant people and their responsibilities within the workarea</p> <p>KA8. escalation matrix and procedures for reporting work andemploymentrelatedissues</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. importance of using personal protective equipment (PPE)against possibleoccupational hazards while carrying out productionactivities Hazards: chemicals; bodily fluids; sharps noise; manual handling; work posture; underfoot hazards; moving parts of machinery; toxic waste; etc.</p> <p>KB2. importance of following workplace hygiene and sanitationpracticesasprescribed in the organizationalguidelines</p> <p>KB3. how to obtain job specifications and other relevantproductioninstructionsfrom appropriateauthority</p> <p>KB4. various types of mechanized processed food productionunits</p> <p>KB5. list of various equipment, tools and machines used inprocessed foodproduction units and theirfunctions</p> <p>KB6. various methods used to avoid contamination while handling food items</p> <p>KB7. different factors that affect result of measurement of ingredients andthe relevant corrective steps taken to control them</p>

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	<p>KB8. importance of frequent monitoring, checking and adjusting of equipment settings according to product specifications</p> <p>KB9. reporting protocol of an organization and how to handle emergency situations and consequences due to nonconformance</p> <p>KB10. equipment parameters and how to set them as per organizational standards</p> <p>KB11. main factors that influence product outcome: temperature, volume, time, ratio etc.</p> <p>KB12. technical steps commonly involved in the baking process e.g ingredient mixing/blending, heating, cooling, moulding/shaping, cutting, stacking, filling in containers, etc.</p> <p>KB13. how to load, position or feed the raw material on the machine</p> <p>KB14. various operating parameters in different types of bakery units and which aspect of the production process does it impact</p> <p>KB15. how to identify the operating parameters of the machine</p> <p>KB16. how to enter the operating parameters into the machine</p> <p>KB17. importance of obtaining a sample and inspecting it against the required standard before initiating the complete production process and intermittently</p> <p>KB18. possible quality parameters that may need to be checked to ensure adherence to standard</p> <p>KB19. possible indicators of fault in the equipment or machine</p> <p>KB20. safety and hygiene precautions for packing operation of various types of processed food items</p> <p>KB21. contamination/food safety risks related to stages in the bakery process and related control measures</p> <p>KB22. basic operating principles of process control, where relevant, including the relationship between control panels and systems and the physical equipment</p> <p>KB23. the machine sequence for production</p> <p>KB24. the procedures for reporting and dealing with problems</p> <p>KB25. how to monitor and maintain the levels of incoming materials</p> <p>KB26. specification that have to be monitored and inspected the flow of processes supplying the raw material and the effect of outputs on downstream processes</p> <p>KB27. effect of variation in inputs, such as packaging components/consumables, materials and/or services, on process performance</p> <p>KB28. typical equipment faults and related causes, including signs and symptoms of faulty equipment and early warning signs of potential problems</p> <p>KB29. methods used to monitor the mechanized production process, such as visual inspecting, and measuring and integrity testing as required by the process</p> <p>KB30. emergency and routine shutdowns, when and how to perform the same on the machine</p> <p>KB31. the condition in which the area should be left</p> <p>KB32. sustainable processing methods, environmental issues and controls and</p>
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	<p>handling procedures related to the process</p> <p>KB33. different types of the food standards code, symbols, regulations, labels, weights and other related guidelines relevant to bread and bakery</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill logs, forms and formats in local, Hindi or English language for recording production figures, quality related information, machine maintenance related information, etc. whenever needed</p> <p>SA2. take notes in local, Hindi or English language of instructions received from supervisor</p> <p>SA3. document measurement readings in correct mathematical units whenever required</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. interpret pictorial representations and written signs or instructions on ingredients</p> <p>SA5. read and interpret numbers written in English, Hindi or local language</p> <p>SA6. understand safety symbols on equipment and measurement units used</p> <p>SA7. read the job specification provided in local, Hindi or English language</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA9. inform supervisor or team members of equipment issues or any other problems in any language understood locally</p> <p>SA10. take instructions completely so that no instruction is missed or misunderstood</p> <p>SA11. seek clarification and understanding where instructions are not clear in any language understood locally</p> <p>SA12. use common food product or machine related terms and jargons where required</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. use the quality parameters to take decisions to reject out of specification product</p> <p>SB2. when faced with difficult decisions seek clarification from the supervisor and understand the parameters used by the supervisor to</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan and organize own work in a way that all activities are completed in time</p>

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	and as per specifications
	Customer Centricity
	NA
	Problem Solving
	NA
	Analytical Thinking
	NA
	Critical Thinking
NA	



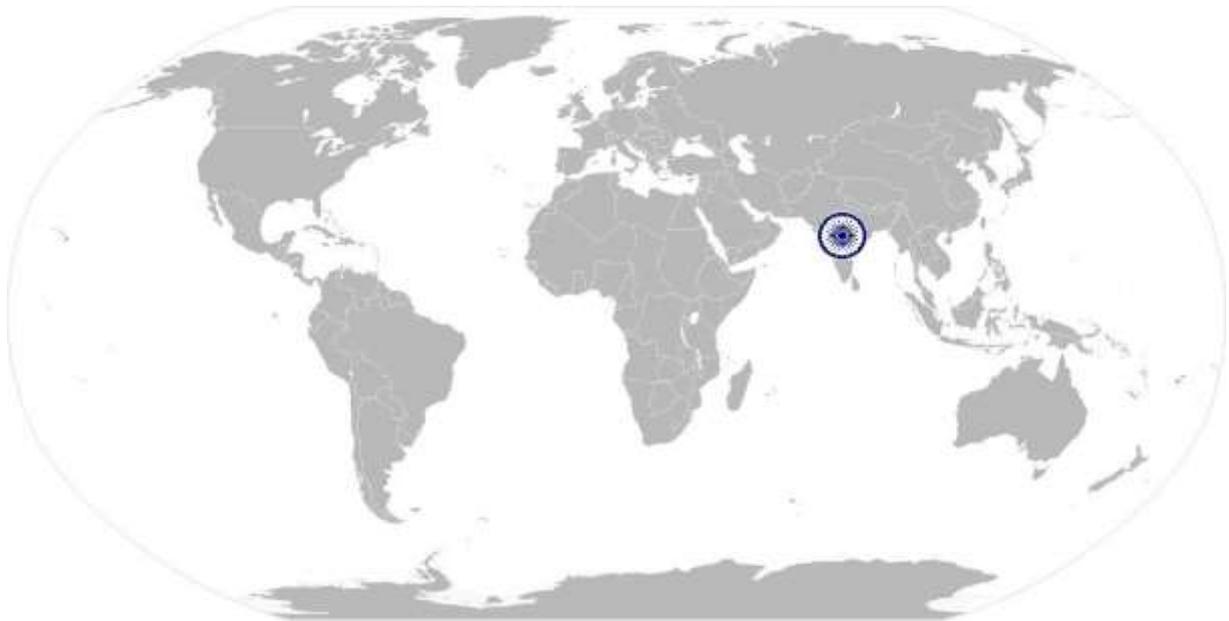
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NOS Version Control

NOS Code	FIC/N9020		
Credits	TBD	Version number	1.0
Industry	Food Processing	Drafted on	15/01/16
Industry Sub-sector	Food Grain Milling (Including Oilseeds), Dairy Products, Meat and Poultry, Fish & Sea Food, Bread and bakery, Alcoholic beverages, Aerated water/soft drinks, Soya food, Packaged foods	Last reviewed on	15/01/16
Occupation	Production/Processing	Next review date	02/08/21

FIC/N9002 Use basic health and safety practices at a food processing workplace

National Occupational Standard



Overview

This unit covers health, safety and security at the workplace. This includes procedures and practices that candidates need to follow to help maintain a healthy, safe and secure work environment.

FIC/N9002 Use basic health and safety practices at a food processing workplace

National Occupational Standard

Unit Code	FIC/N9002
Unit Title (Task)	Use basic health and safety practices at a food processing workplace
Description	This OS unit is about knowledge and practices relating to health, safety and security that candidates need to use in the workplace. It covers responsibilities towards self, others, assets and the environment.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Health and safety • Fire safety • Emergencies, rescue and first-aid procedures
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Health and safety	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. use protective clothing/equipment for specific tasks and work conditions Protective clothing: coats and aprons; ear plugs or muffs; eye and facial protection; head-wear; mesh aprons; protective boot covers; protective hand and arm covering; protective head and hair covering; uniforms; waterproof clothing; work, safety or waterproof footwear Equipment: lifting assistance, respirator</p> <p>PC2. state the name and location of people responsible for health and safety in the workplace</p> <p>PC3. identify job-site hazardous work and state possible causes of risk or accident in the workplace Hazards: sharp edged tools; hazardous surfaces (sharp, slippery, uneven, chipped, broken, etc.); physical hazards (working at heights, manual handling, sharp equipment, sharp and piercing objects, excessive noise, confined spaces, obstructions due to unattended carcasses movement along the rails/ conveyors & trolleys, blind turns, poor ventilation, over stacked shelves and packages, etc.) electrical hazards (power supply and points, loose and naked cables and wires, equipment malfunctions, etc.) Possible causes of risk and accident: physical actions; listening to and giving instructions; inattention; improper disposal of organic and carcass wastes & fluids; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness/ zoonotic diseases)</p> <p>PC4. carry out safe working practices while dealing with hazards to ensure the safety of self and others</p>

FIC/N9002 Use basic health and safety practices at a food processing workplace

	<p>Safe working practices: using protective clothing and equipment; putting up and reading safety signs; handle tools in the correct manner and store and maintain them properly; sterilize tools and equipment; prevent organic material and carcass contamination; disinfect work area, keep work area clear of clutter, spillage and unsafe object lying casually; while working with electricity take all electrical precautions like insulated clothing, adequate equipment insulation, use of control equipment, dry work area, switch off the power supply when not required, etc.; safe lifting and carrying practices; use equipment that is working properly and is well maintained; take due measures for safety while working in confined places, trenches or at heights, etc. including good ventilation, lighting, etc.</p> <p>PC5. state methods of accident prevention in the work environment of the job role Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors</p> <p>PC6. state location of general health and safety equipment in the workplace General health and safety equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations (e.g. fire exits, exhaust fans)</p> <p>PC7. work safely in and around trenches, elevated places and confined areas</p> <p>PC8. handle all food and related materials safely using correct procedures</p> <p>PC9. apply good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces, disinfect work areas, clean/ clear drains, sterile knives, pest control</p> <p>PC10. identify common hazard signs displayed in various areas Various areas: on chemical containers; equipment; packages; inside buildings; in open areas and public spaces, etc.</p> <p>PC11. adhere to relevant food safety policies such as propriety product policy, gloves policy, pest control policy, restrictions on harmful</p>
Fire safety	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. use the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and</p>

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	<p>similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. (These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents)</p> <p>PC13. demonstrate rescue techniques applied during fire hazard PC14. demonstrate good housekeeping in order to prevent fire hazards PC15. demonstrate the correct use of a fire extinguisher</p>
<p>Emergencies, rescue and first-aid procedures</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC16. demonstrate how to free a person from electrocution PC17. administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc. PC18. demonstrate basic techniques of bandaging PC19. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments PC20. perform and organize loss minimization or rescue activity during an accident in real or simulated environments PC21. administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases PC22. demonstrate the artificial respiration and the CPR Process PC23. participate in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work PC24. complete a written accident/incident report or dictate a report to another person, and send report to person responsible Incident Report includes details of: name, date/time of incident, date/time of report, location, environment conditions, persons involved, sequence of events, injuries sustained, damage sustained, actions taken, witnesses, supervisor/manager notified PC25. demonstrate correct method to move injured people and others during an emergency</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. names (and job titles if applicable), and where to find, all the people responsible for health and safety in a workplace KA2. names and location of documents that refer to health and safety in the workplace</p>

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B. Technical Knowledge

The user/individual on the job needs to know and understand:

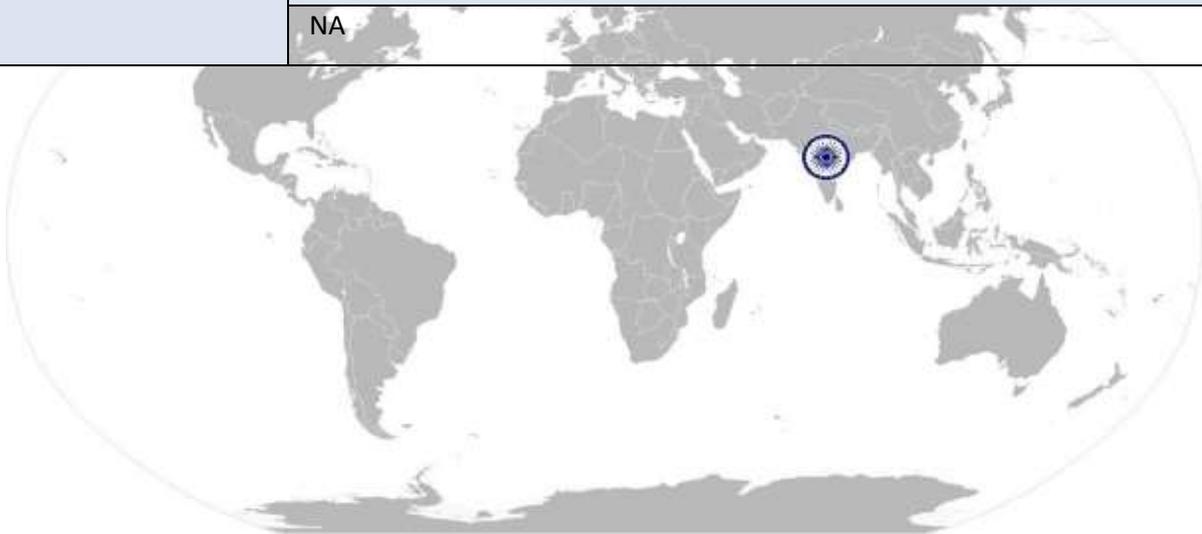
- KB1. meaning of “hazards” and “risks”
- KB2. health and safety hazards commonly present in the work environment and related precautions
- KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents are possible
- KB4. possible causes of risk and accident
Possible causes of risk and accident: physical actions; listening to and giving instructions; inattention; improper disposal of carcass wastes & fluids; sickness and incapacity (such as drunkenness); health hazards (such as untreated injuries and contagious illness/ zoonotic diseases)
- KB5. methods of accident prevention
Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying procedures); safety notices, advice; instruction from colleagues and supervisors
- KB6. safe working practices when working with tools and equipment
- KB7. safe working practices while working at various hazardous sites
- KB8. where to find all the general health and safety equipment in the workplace
- KB9. various dangers associated with the use of electrical equipment
- KB10. preventative and remedial actions to be taken in the case of exposure to toxic materials
Exposure: ingested, contact with skin, inhaled
Preventative action: ventilation, masks, protective clothing/ equipment);
Remedial action: immediate first aid, report to supervisor
Toxic materials: solvents, flux, lead
- KB11. importance of using protective clothing/equipment while working
- KB12. adherence to environmental management policies
- KB13. precautionary activities to prevent the fire accident
- KB14. various causes of fire
Causes of fires: heating of metal; spontaneous ignition; sparking; electrical heating; loose fires (smoking, welding, etc.); chemical fires; etc.
- KB15. techniques of using the different fire extinguishers
- KB16. different methods of extinguishing fire
- KB17. different materials used for extinguishing fire
Materials: sand, water, foam, CO₂, dry powder
- KB18. rescue techniques applied during a fire hazard
- KB19. various types of safety signs and what they mean
- KB20. appropriate basic first aid treatment relevant to the condition eg. shock, electrical shock, bleeding, breaks to bones, minor burns,

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	<p>resuscitation, poisoning, eye injuries, etc.</p> <p>KB21. content of written accident report</p> <p>KB22. potential injuries and ill health associated with incorrect manual handling</p> <p>KB23. safe lifting and carrying practices</p> <p>KB24. personal safety, health and dignity issues relating to the movement of a person by others</p> <p>KB25. potential impact to a person who is moved incorrectly</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to: SA1. write an accident/incident report in local language or English
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and comprehend basic content to read labels, charts, signages SA3. read an accident/incident report in local language or English
	Oral Communication (Listening and Speaking skills)
The user/individual on the job needs to know and understand how to: SA4. question coworkers appropriately in order to clarify instructions and other issues SA5. give clear instructions to coworkers, subordinates and others	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make appropriate decisions pertaining to the concerned area of work with respect to intended work objective, span of authority, responsibility, laid down procedure and guidelines
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. plan and organize their own work schedule, work area, tools, equipment and materials to maintain decorum and for improved productivity
	Customer Centricity
The user/individual on the job needs to know and understand how to: SB3. remain congenial while discussing and debating issues with co-workers SB4. follow appropriate protocols for communication based on situation, hierarchy, organizational culture and practice SB5. ask for, provide and receive required assistance where possible to ensure achievement of work related objectives SB6. thank coworkers for any assistance received SB7. offer appropriate respect based on mutuality and respect for fellow workmanship and authority	

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	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. think through the problem, evaluate the possible solution(s) and suggest an optimum /best possible solution(s) SB9. identify immediate or temporary solutions to resolved delays SB10. identify sources of support that can be availed of for problem solving for various kind of problems SB11. seek appropriate assistance from other sources to resolve problems SB12. report problems that you cannot resolve to appropriate authority
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB13. identify cause and effect relations in their area of work SB14. use cause and effect relations to anticipate potential problems and their solution
	Critical Thinking
NA	



FIC/N9002 Use basic health and safety practices at a food processing workplace

NOS VERSION CONTROL

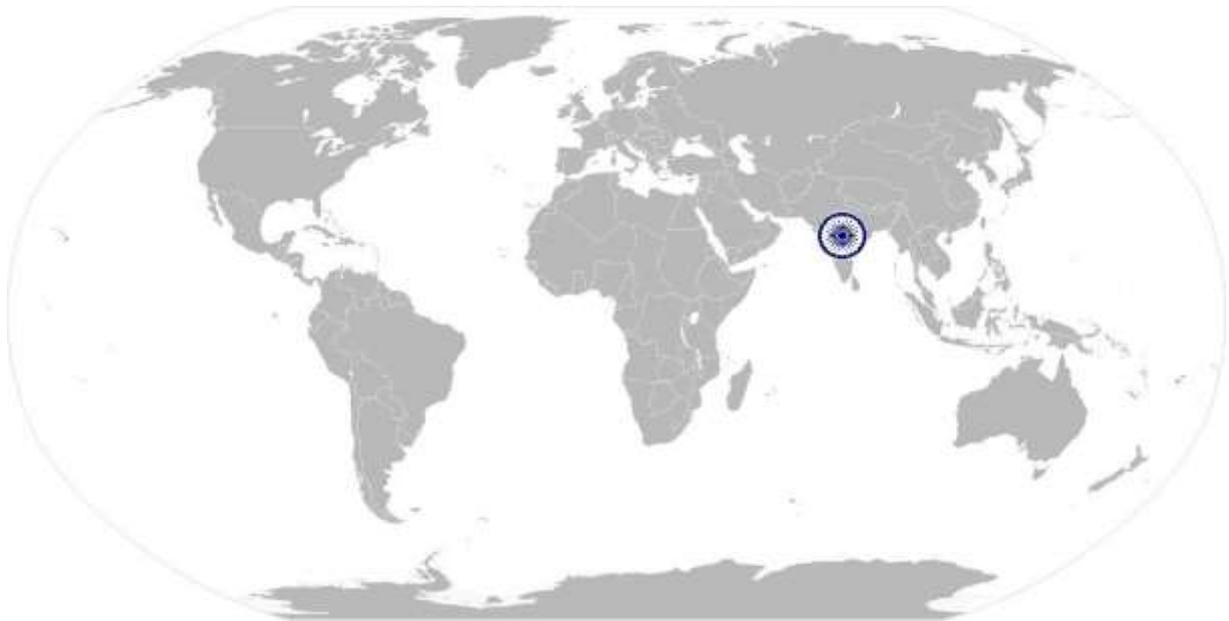
NOS Code	FIC/N9002		
Credits	TBD	Version number	1.0
Industry	Food Processing	Drafted on	15/01/16
Industry Sub-sector	Fruit and Vegetable, Food Grain Milling (Including Oilseeds), Dairy Products, Meat and Poultry, Fish & Sea Food, Bread and bakery, Alcoholic beverages, Aerated water/soft drinks, Packaging and Refrigeration, Soya food, Packaged foods, Misc	Last reviewed on	15/01/16
Occupation	All Occupations	Next review date	02/08/21



CSC/N1336

Work effectively with others

National Occupational Standard



Overview

This unit covers basic practices that improve effectiveness of working with others in an organizational set-up.

CSC/N1336

Work effectively with others

Unit Code	CSC/N1336
Unit Title (Task)	Work effectively with others
Description	This unit covers basic etiquette and competencies that a candidate is required to possess and demonstrate in their behavior and interactions with others at the workplace. These cover areas such as communication etiquette, discipline, listening, handling conflict and grievances.
Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Work effectively with others
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Work effectively with others	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required</p> <p>PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt</p> <p>PC3. give information to others clearly, at a pace and in a manner that helps them to understand</p> <p>PC4. display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible</p> <p>PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks</p> <p>PC6. display appropriate communication etiquette while working Communication etiquette: do not use abusive language; use appropriate titles and terms of respect; do not eat or chew while talking (vice versa) etc.</p> <p>PC7. display active listening skills while interacting with others at work</p> <p>PC8. use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism</p> <p>PC9. demonstrate responsible and disciplined behaviors at the workplace Disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc.</p> <p>PC10. escalate grievances and problems to appropriate authority as per procedure</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. legislation, standards, policies, and procedures followed in the company relevant to own employment and performance conditions</p> <p>KA2. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA3. relevant people and their responsibilities within the work area</p> <p>KA4. escalation matrix and procedures for reporting work and employment related issues</p>

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B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. various categories of people that one is required to communicate and co-ordinate with in the organization</p> <p>KB2. importance of effective communication in the workplace</p> <p>KB3. importance of teamwork in organizational and individual success</p> <p>KB4. various components of effective communication</p> <p>KB5. key elements of active listening</p> <p>KB6. value and importance of active listening and assertive communication</p> <p>KB7. barriers to effective communication</p> <p>KB8. importance of tone and pitch in effective communication</p> <p>KB9. importance of avoiding casual expletives and unpleasant terms while communicating professional circles</p> <p>KB10. how poor communication practices can disturb people, environment and cause problems for the employee, the employer and the customer</p> <p>KB11. importance of ethics for professional success</p> <p>KB12. importance of discipline for professional success</p> <p>KB13. what constitutes disciplined behavior for a working professional</p> <p>KB14. common reasons for interpersonal conflict</p> <p>KB15. importance of developing effective working relationships for professional success</p> <p>KB16. expressing and addressing grievances appropriately and effectively</p> <p>KB17. importance and ways of managing interpersonal conflict effectively</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Reading Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read basic terms and terminologies to accurately interpret work related documents, labels, supervisor instructions in the local language</p> <p>SA2. read and interpret accurate information from various relevant work instructions and records</p> <p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA3. write clear and legible notes to self, colleagues and seniors to pass messages, keep records, prepare to-do lists, take down instructions</p> <p>SA4. write basic numbers, quantities and work related terminology for operational requirements in the local language</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. interact with the supervisor appropriately (correct protocol and manner of speaking) in order to understand the basic requirements of the product, production plans and other associated requirements</p> <p>SA6. give clear instructions to co-workers about the type of output required and answer queries</p> <p>SA7. display active listening skills while interacting with co-workers and other in the workplace</p>

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B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. NA
	Plan and organize
	The user/individual on the job needs to know and understand how to: SB2. use appropriate planning to maintain a smooth relationship with fellowteammembers SB3. take steps within one’s limits of authority to initiate modification in planif thecircumstances requireit
	Customer centricity
	The user/individual on the job needs to know and understand how to: SB4. check that work meets customerrequirements SB5. deliver consistent and reliable service to internal and externalcustomers
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB6. work with co-workers and supervisor to resolve any issues that threaten disruption, increase risk, cause delays or under-achievement of quality and targets as per the planned schedule
	Analytical Thinking
	The user/individual on the job needs to know and understand how to: NA
	Critical Thinking
	The user/individual on the job needs to know and understand how to: NA

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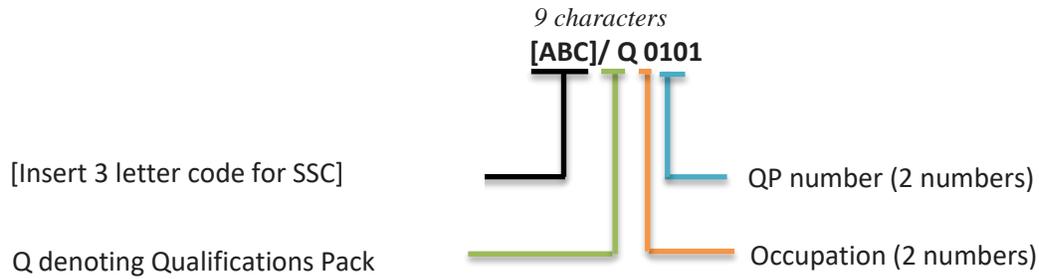
NOS Version Control

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Occupation	All Occupations	Next review date	02/08/21

Annexure

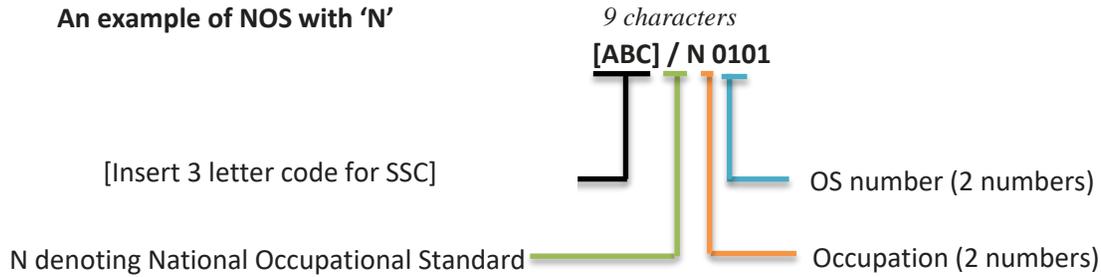
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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

Sub-sector	Range of Occupation numbers
Fruit and Vegetable	01-09
Food Grain Milling (Including Oilseeds)	10-19
Dairy Products	20-29
Meat and Poultry	30-39
Fish & Sea Food	40-49
Bread and bakery	50-59
Alcoholic beverages	60-69
Aerated water/soft drinks	60-69
Packaging , Refrigeration, Procurement	70-75
Quality Analysis	76-79
Soya food	80-84
Packaged foods	85-89
Miscellaneous	90-95

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

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role : Industrial Production Worker – Food Processing

Qualification Pack : FIC/Q9005

Sector Skill Council : Food Industry Capacity & Skill Initiative

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. Assessment will be conducted for all compulsory NOS, as well as the selected elective NOS/set of NOS.
- OR
4. Assessment will be conducted for all compulsory NOS, as well as the selected optional NOS/set of NOS.
 5. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
 6. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
 7. To pass the Qualification Pack , every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
 8. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
FIC/N9020 Monitor the food production on a mechanized production line for processed food items	PC1.use appropriate personal protective equipment (PPE) against hazards associated with production as per occupational health and safety guidelines	100	4	1	3
	PC2.carry out preliminary safety & hygiene checks of the working area and related inputs		3	1	2
	PC3. identify and select the tools, equipment and materials using in a mechanized bread and bakery unit		3	0	3
	PC4. transfer tools, materials and equipment from one place to another as instructed following safety and hygiene standards clean the equipment for carrying the food items in various stages of processing properly		3	1	2
	PC5. place the equipment for carrying the food items in the stacking equipment in correct position		3	1	2
	PC6. load the stacking equipment into the machine as per the instructions given		2	0	2

PC7. apply lining or releasing materials or agents to baking tray as per the specifications given and apply it on to food item carrying equipment where required	3	1	2
PC8. identify and pick out unacceptable/distorted stacking or food carrying equipment from the conveyer belt to ensure quality maintenance	2	0	2
PC9. check and adjust the stacking equipment to avoid blockage/ jam	3	0	3
PC10. ensure the equipment, used are clean and clear of any possible problems or malfunctions	3	1	2
PC11. identify regulatory keys of the machine and key functions	2	0	2
PC12. inspect/check machines prior to operation for any mechanical inefficiency and technical problem	3	1	2
PC13. report if technical maintenance is required	3	0	3
PC14. set and adjust parameters of food processing machine as per instructions given	3	1	3
PC15. operate the machine by adjusting various production parameters using the control keys safely and under the supervision and instructions of the operator or supervisor	3	1	2
PC16. check and control line speeds, production rates, starting and stopping of equipment, etc. as per the requirements specified .	3	1	2
PC17. conduct performance check of equipment to maintain effective operating condition	3	1	2
PC18. identify and report variation/ technical issues in operating condition	3	1	2
PC19. identify anomalies/ variations in operating system and report the issue to the concerned authorised person immediately	3	1	2
PC20. identify the appropriate method to shut down the operating system following the necessary guidelines given in the instructions	3	1	2
PC21. shut down the operating system safely and correctly as per instructions	3	0	3

	PC22. monitor to confirm that all the items pass through the conveyor belt as per process		3	1	2
	PC23. identify and pick out non-conforming product pieces passing through the conveyer belt		3	0	3
	PC24. place the non-conforming product in a separate box and label the box as per the workplace instruction		3	1	2
	PC25. report any operating system issues		2	0	2
	PC26. confirm the approved product and direct it to the specified belt for packaging		3	1	2
	PC27. confirm that the outcome product meets the standard quality as per the specification mentioned in the guidelines		3	1	2
	PC28. receive and clarify verbal instructions from seniors as per job assigned		3	1	2
	PC29. perform simple tasks like fetching, carrying, keeping a watch, etc. as per instructions given		3	1	2
	PC30. measure and weigh the ingredients accurately using given measuring equipment as per instructions		3	1	2
	PC31. read and state numerical, alphabetical, graphical and colour indicators and alarms and inform as instructed		3	1	2
	PC32. perform basic documentation required like recording the no of batches, etc.		3	1	2
	PC33. follow workplace hygiene and sanitation practices on the completion of processing activity		3	1	2
	PC34. return used equipment, tools and other utilities to their respective storage as per organizational guidelines or policies		3	1	2
		Total	100	25	75
FIC/N9002 Use basic health and safety practices at a food processing workplace	PC1.use protective clothing/equipment for specific tasks and work conditions	100	5	2	3
	PC2.state the name and location of people responsible for health and safety in the workplace		3	1	2
	PC3.identify job-site hazardous work and state possible causes of risk or accident in the workplace		3	1	2

PC4.carry out safe working practices while dealing with hazards to ensure the safety of self and others	5	2	3
PC5.state methods of accident prevention in the work environment of the job role	3	0	3
PC6.state location of general health and safety equipment in the workplace	3	0	3
PC7.work safely in and around trenches, elevated places and confined areas	5	2	3
PC8.handle carcass safely using correct procedures	5	2	3
PC9.apply good housekeeping practices at all times	5	2	3
PC10.identify common hazard signs displayed in various areas	5	2	3
PC11.adhere to relevant food safety policies such as propriety product policy, gloves policy, pest control policy, restrictions on harmful chemicals inside work area during production	5	2	3
PC12.use the various appropriate fire extinguishers on different types of fires correctly	4	1	3
PC13.demonstrate rescue techniques applied during fire hazard	4	1	3
PC14.demonstrate good housekeeping in order to prevent fire hazards	4	1	3
PC15.demonstrate the correct use of a fire extinguisher	3	1	2
PC16.demonstrate how to free a person from electrocution	4	1	3
PC17.administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc.	4	1	3
PC18.demonstrate basic techniques of bandaging	4	1	3
PC19.respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	4	1	3
PC20.perform and organize loss minimization or rescue activity during an accident in real or simulated environments	4	1	3

	PC21.administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases		3	1	2
	PC22.demonstrate the artificial respiration and the CPR Process		3	1	2
	PC23.participate in emergency procedures		4	1	3
	PC24.complete a written accident/incident report or dictate a report to another person, and send report to person responsible		4	2	2
	PC25.demonstrate correct method to move injured people and others during an emergency		4	2	2
		Total	100	32	68
CSC/N1336 Work effectively with others	PC1.accurately receive information and instructions from the supervisor and fellow workers, getting clarification whererequired	100	10	3	7
	PC2.accurately pass on information to authorized persons who require it and within agreed timescale and confirm itsreceipt		10	3	7
	PC3.give information to others clearly,atapace and in a manner that helps them to understand		10	3	7
	PC4.display helpful behavior by assisting others in performing tasks in a positive manner, where required andpossible		10	3	7
	PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	3	7
	PC6.displayappropriatecommunicationetiquette while working		10	3	7
	PC7.display active listening skills while interacting with others at work		10	3	7
	PC8.use appropriate tone, pitch and an guage to convey politeness, assertiveness, care andprofessionalism		10	3	7
	PC9.demonstrateresponsibleanddisciplined behaviors at the workplace		10	3	7
	PC10. escalate grievances and problems to appropriate authority as per procedure to resolve them and avoid conflict		10	3	7
		Total	100	30	70