

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

Contact Us:

Food Industry Capacity & Skill Initiative
Federation House,1,
Tansen Marg, New
Delhi-110001
T: +91-11-23487222 (D)
Email:

ceo.ficsi@ficci.com



Contents

| | |
|--|----|
| 1. Introduction and Contacts..... | 1 |
| 2. Qualifications Pack..... | 2 |
| 3. Glossary of Key Terms | 3 |
| 4. OS Units | 5 |
| 5. Annexure: Nomenclature for QP & OS..... | 25 |
| 6. Assessment Criteria..... | 27 |

Introduction

Qualifications Pack- Packing Machine Worker – Food Processing

SECTOR: FOOD PROCESSING

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, Soya food, Packaged foods

OCCUPATION: Packaging

REFERENCE ID: FIC/Q7002

ALIGNED TO: NCO-2004/NIL

Brief Job Description: This job holder monitors the packing machine, loads the packing material, removes the packed food items, checks the quality of the packing visually and segregates the pieces that are not properly packed. The candidates works under supervision and in shifts.

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.

| | | | | | | |
|-------------|---------------------------------|--|--|--|-------------------------|-----------------|
| Job Details | Qualifications Pack Code | | | FIC/Q7002 | | |
| | Job Role | | | Packing Machine Worker – Food Processing | | |
| | Credits | | | TDB | Version number | 1.0 |
| | Sector | | | Food Processing | Drafted on | 15/01/16 |
| | Sub-sector | | | Fruit and Vegetable, Food Grain Milling (Including Oilseeds), Dairy Products, Meat and Poultry, Fish & Sea Food, Bread and bakery, Alcoholic beverages, Aerated | Last reviewed on | 15/01/16 |
| | Occupation | | | Packaging | Next review date | 02/08/21 |
| | NSQC Clearance on | | | 03/08/18 | | |

| Job Role | | Packing Machine Worker – Food Processing |
|---|---|--|
| Role Description | Monitors the packing machine, loads the packing material, removes the packed food items, checks the quality of the packing visually and segregates the pieces that are not properly packed. | |
| NSQF level | 3 | |
| 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/N7024 Monitor packing machines for various processed food products 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 | |

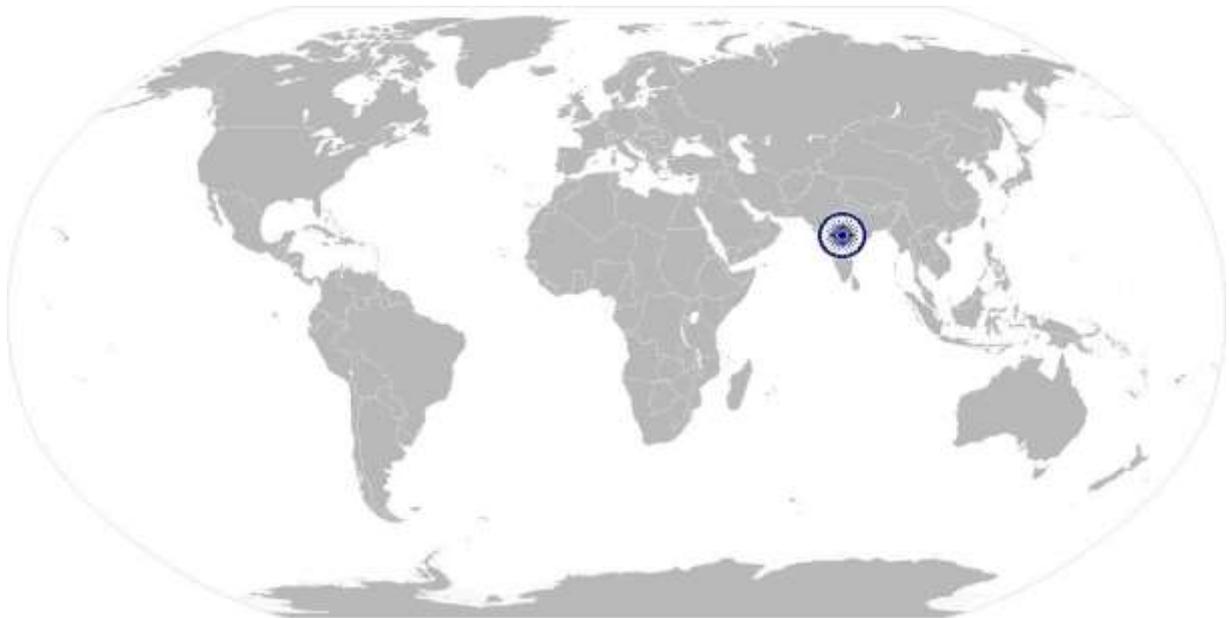
| Keywords /Terms | Description |
|---------------------------------------|--|
| Core Skills/Generic Skills | Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, 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/N7024 Monitor packing machines for various processed food products

National Occupational Standard



Overview

This unit is about monitoring of packing machines for various processed food products as part of an assembly line in a factory facility.

FIC/N7024 Monitor packing machines for various processed food products

National Occupational Standard

| | |
|--|---|
| Unit Code | FIC/N7024 |
| Unit Title (Task) | Monitor packing machines for various processed food products |
| Description | This OS unit covers competencies required by a worker on the packing machine section of a food processing production line. It is an entry level position and the candidate is expected to perform as per instructions given and under supervision, taking responsibility of own actions and for quality, accuracy and required rate of productivity. |
| Scope | This unit/task covers the following: <ul style="list-style-type: none"> • Prepare for packing by packing machine • Conduct pre-checks before starting the packing production line • Monitor the packing production line • Perform post production activities • Process Compliances |
| Performance Criteria(PC) w.r.t. the Scope | |
| Element | Performance Criteria |
| Prepare for packing by packing machine | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain packing specifications from authorized source eg. supervisor, team lead, ERP system, etc.</p> <p>PC2. identify food product to be packed and its specification in terms of quantity and quality</p> <p>PC3. ensure inflow of food product to be packed is suitable as per specifications</p> <p>PC4. identify packing material to be obtained, their quantities and any quality criteria that is to be adhered to before packing Packing material: sheets, boxes, cans, or rolls made of plastic, paper, cardboard, cloth or metal; bottles, etc.</p> <p>PC5. obtain packing material as per the job specification received</p> <p>PC6. check if the packing material is as per required quantity and quality standard</p> <p>PC7. ensure the packing machine is in operating condition</p> <p>PC8. use the appropriate personal protective equipment (PPE)</p> <p>PC9. ensure environmental requirements for packing of the particular food item are in place as per operational guidelines Environmental requirements: e.g. temperature requirements, moisture requirements, non-contamination requirements, cleanliness and hygiene requirements, ventilation requirements, etc.</p> <p>PC10. load, position, or feed the food product in the packing machine as per manufactures guidelines and packing specifications Packing machine: in continuation with the food processing line, separate machine from the food processing line</p> <p>PC11. load, position or feed the packing materials in the packing machine as per manufactures guidelines and packing specifications</p> |

FIC/N7024 Monitor packing machines for various processed food products

| | |
|---|--|
| Conduct pre-checks before starting the packing production line | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. enter the operating parameters as per the production requirements given in the packing specification</p> <p>PC13. produce sample packing and check if the packing is as per specifications</p> <p>PC14. adjust operating parameters to correct the faults identified in the samples till the packing is as per acceptable standards</p> <p>PC15. monitor equipment to identify any discrepancy in operating conditions</p> <p>PC16. report the discrepancies identified to the supervisor or maintenance staff as per operational guidelines</p> |
| Monitor the packing production line | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC17. start production as per workplace procedures, taking all safety and hygiene related precautions</p> <p>PC18. monitor the packing production line to ensure that there are no discrepancies as per standard</p> <p>PC19. identify non-standard output product by visual inspection</p> <p>PC20. perform integrity testing on the packed items as per operational guidelines</p> <p>PC21. segregate and label the non-standard materials and packages which do not meet the specification</p> <p>PC22. hand over standard and non-standard packed products as per operational guidelines, with minimum damage</p> <p>PC23. maintain the supply of packing materials throughout the run</p> <p>PC24. ensure that the required output rates are maintained</p> <p>PC25. identify discrepancies, non-standard out-put, problems and immediately report to the supervisor to ensure immediate resolution of the problem</p> <p>PC26. shut down the packing production line in case of emergencies</p> |
| Perform post production activities | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC27. follow the correct procedures for the removal of waste</p> <p>PC28. clean the machine after use as per operational guidelines and manufacture's guidelines</p> <p>PC29. identify and report equipment faults as per operational guidelines</p> <p>PC30. store re-usable materials and equipment in designated area in a condition ready for re use</p> <p>PC31. perform relevant documentation like production details, quality details, maintenance details, etc.</p> |
| Process Compliances | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC32. comply with relevant legislation for food processing and packaging norms Norms: Food Safety and Standards Act, 2006 - Packaging and Labeling Regulations, relevant HACCP guidelines, relevant ISO 22000 guidelines, regulations with respect to the food item being packed, etc.</p> <p>PC33. adhere to organizational and FSSAI standards, policies and procedures with respect to operation of the food item packing machine</p> |
| Knowledge and Understanding (K) | |
| A. Organizational | The user/individual on the job needs to know and understand: |

FIC/N7024 Monitor packing machines for various processed food products

| | |
|--|--|
| <p>Context (Knowledge of the company / organization and its processes)</p> | <p>KA1. relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. relevant health and safety requirements applicable in the work place</p> <p>KA3. own job role and responsibilities and sources for information pertaining to employment terms, entitlements, job role and responsibilities</p> <p>KA4. reporting structure, inter-dependent functions, lines and procedures in the work area</p> <p>KA5. who to approach for support in order to obtain work related instructions, clarifications and support</p> <p>KA6. importance of following health, hygiene, safety and quality standards and the impact of not following the standards on consumers and the business</p> <p>KA7. relevant people and their responsibilities within the work area</p> <p>KA8. escalation matrix and procedures for reporting work and employment related issues</p> <p>KA9. documentation and related procedures applicable in the context of employment and work</p> |
| <p>B. Technical Knowledge</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. purpose and basic principles of the packaging process</p> <p>KB2. various types of packing machines used for packaging of processed food items in India</p> <p>KB3. various types of packaged processed food items</p> <p>KB4. various types of packaging used for processed food items</p> <p>KB5. various material(s) used for packing</p> <p>KB6. how to identify material specifications like, type, quantity, quality, etc.</p> <p>KB7. how to obtain the food items and packing materials in a production facility</p> <p>KB8. possible quality criteria for various types of processed food items that needs to be checked before packing</p> <p>KB9. possible quality criteria for various types of packing materials that needs to be checked before packing</p> <p>KB10. PPE used during processed food packing operations and its need</p> <p>KB11. possible environmental requirements for while packaging different types of processed food items</p> <p>KB12. how to load, position or feed the food product in the packing machine</p> <p>KB13. how to load, position or feed the packing material(s) in the packing machine</p> <p>KB14. various operating parameters in different types of packing machines and which aspect of the packaging does it impact</p> <p>KB15. how to identify the operating parameters of the packing machine</p> <p>KB16. how to enter the operating parameters into the packing machine</p> <p>KB17. importance of obtaining a sample and inspecting it against the required standard before initiating the complete production process</p> <p>KB18. possible quality parameters that may need to be checked to ensure adherence to standard in packaging</p> <p>KB19. possible indicators of fault in the packaging equipment or machine</p> |

FIC/N7024 Monitor packing machines for various processed food products

| | |
|---|---|
| | <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 packaging 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 packing operations</p> <p>KB24. the procedures for reporting and dealing with problems</p> <p>KB25. how to monitor and maintain the levels of materials</p> <p>KB26. packing specification that have to be monitored and inspected the flow of processes supplying the packaging process 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 packaging 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 packing machine</p> <p>KB31. the condition in which the area should be left</p> <p>KB32. how and when to remove packs and part packs</p> |
| Skills (S) | |
| A. Core Skills/ Generic Skills | Writing Skills |
| | The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. fill logs, forms and formats in local or English language for recording production figures, quality related information, machine maintenance related information, etc. SA2. take notes in local or English language of instructions received from supervisor |
| | Reading Skills |
| | The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA3. read to differentiate the various types of packing SA4. read the job specification provided in local or English language SA5. read instructions from supervisor provided in local or English language |
| | Oral Communication (Listening and Speaking skills) |
| The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA6. inform supervisor or team members of discrepancies, non-standard output, machine issues or any or problems in any language understood locally SA7. take instructions completely so that no instruction is missed or misunderstood SA8. seek clarification and understanding where instructions are not clear in any language understood locally SA9. use common food product or machine related terms and jargons where | |

FIC/N7024 Monitor packing machines for various processed food products

| | |
|-------------------------------|--|
| | required |
| B. Professional Skills | Decision Making |
| | The user/individual on the job needs to know and understand how to: SB1. use the quality parameters to take decisions to reject a packed piece or not SB2. when faced with difficult decisions seek clarification from the supervisor and understand the parameters used by the supervisor to arrive at the decision |
| | Plan and Organize |
| | The user/individual on the job needs to know and understand how to: SB3. plan and organize own work in a way that all activities are completed in time and as per specifications |
| | Customer Centricity |
| | NA |
| | Problem Solving |
| | NA |
| | Analytical Thinking |
| | NA |
| Critical Thinking | |
| NA | |

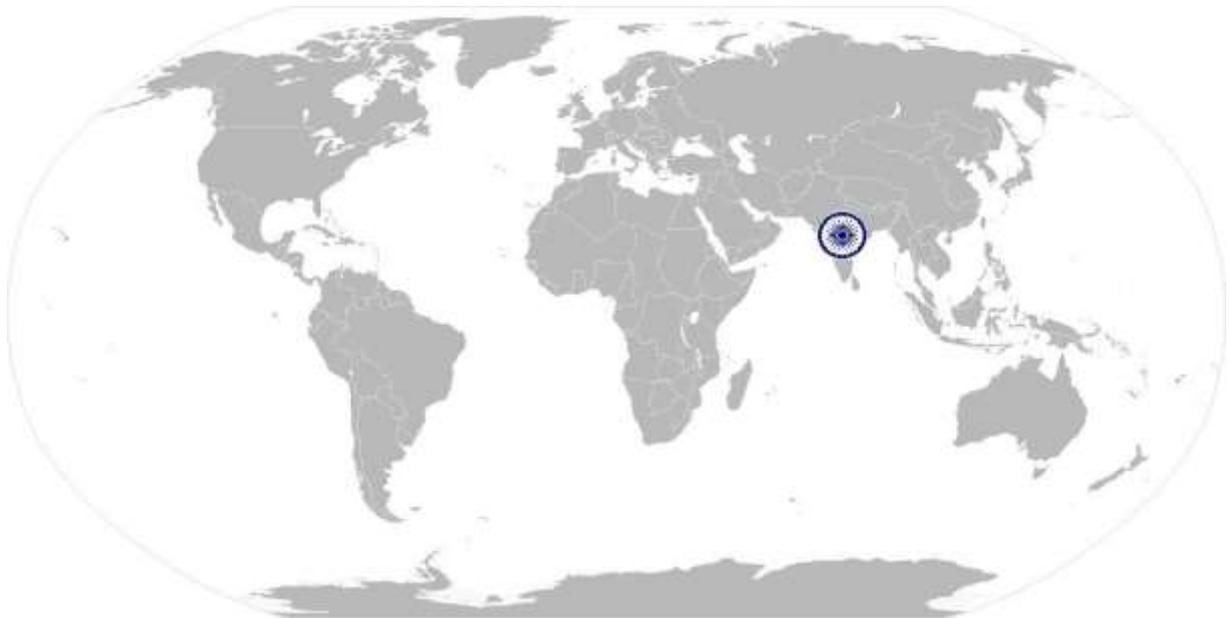
FIC/N7024 Monitor packing machines for various processed food products

NOS Version Control

| | | | |
|----------------------------|---|-------------------------|-----------------|
| NOS Code | FIC/N7024 | | |
| 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, Soya food, Packaged foods | Last reviewed on | 15/01/16 |
| Occupation | Packaging | 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</p> <p>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</p> <p>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 food and related materials safely using correct procedures</p> <p>PC9. apply good housekeeping practices at all times</p> <p>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</p> <p>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 chemicals inside work area during production</p> |
| <p>Fire safety</p> | <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</p> <p>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> |

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

| | |
|---|---|
| | <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</p> <p>PC14. demonstrate good housekeeping in order to prevent fire hazards</p> <p>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</p> <p>PC17. administer appropriate first aid to victims where required e.g. in case of bleeding, burns, choking, electric shock, poisoning, etc.</p> <p>PC18. demonstrate basic techniques of bandaging</p> <p>PC19. respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments</p> <p>PC20. perform and organize loss minimization or rescue activity during an accident in real or simulated environments</p> <p>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</p> <p>PC22. demonstrate the artificial respiration and the CPR Process</p> <p>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</p> <p>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</p> <p>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</p> <p>KA2. names and location of documents that refer to health and safety in the workplace</p> |

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

B. Technical Knowledge

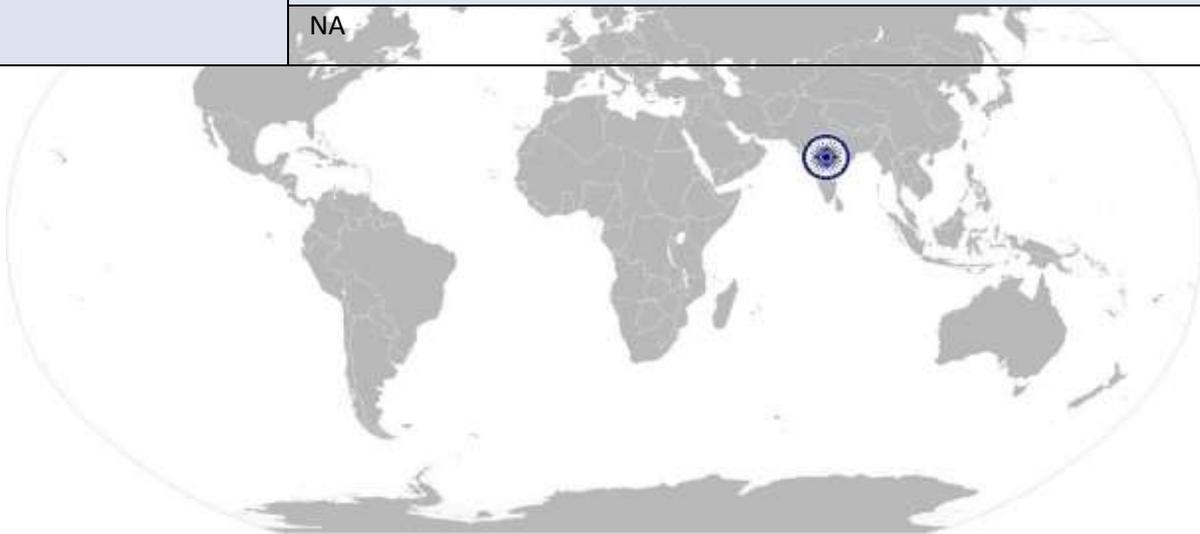
- The user/individual on the job needs to know and understand:
- KB1. meaning of “hazards” and “risks”
 - KB2. health and safety hazards commonly present in the work environment and related precautions
 - KB3. possible causes of risk, hazard or accident in the workplace and why risk and/or accidents 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,

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

| | |
|---|--|
| | <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 |

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

| | |
|----|---|
| | 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 resolve 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 | 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

National Occupational Standard

| | |
|---|---|
| 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"> Working 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 to resolve them and avoid conflict</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> |

CSC/N1336

Work effectively with others

| | |
|--|---|
| <p>B. Technical Knowledge</p> | <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 within 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> |
| <p>Skills (S)</p> | |
| <p>A. Core Skills/ Generic Skills</p> | <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> |

CSC/N1336
Work effectively with others

| | |
|---|--|
| 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 fellow team members SB3. take steps within one's limits of authority to initiate modification in plan if the circumstances require it |
| | Customer centricity |
| | The user/individual on the job needs to know and understand how to: SB4. check that work meets customer requirements SB5. deliver consistent and reliable service to internal and external customers |
| | 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 | |

CSC/N1336

Work effectively with others

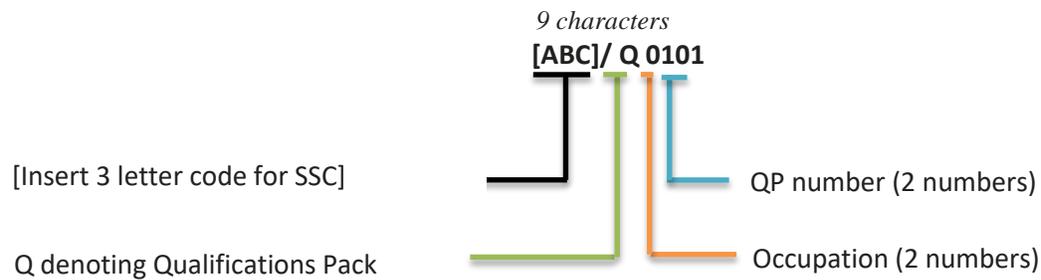
NOS Version Control

| | | | |
|----------------------------|---|-------------------------|-----------------|
| NOS Code | CSC/N1336 | | |
| 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 | Last reviewed on | 15/01/16 |
| Occupation | All Occupations | Next review date | 02/08/21 |

Annexure

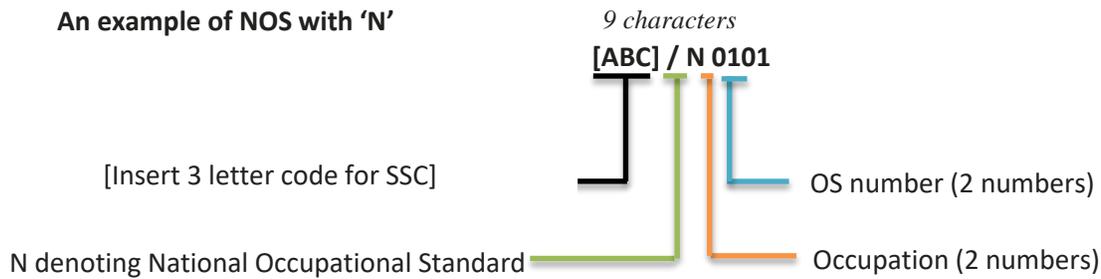
Nomenclature for QP and NOS

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 and Refrigeration | 70-75 |
| Soya food | 80-84 |
| Packaged foods | 85-90 |

| 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 : Packing Machine Worker- Food Processing

Qualification Pack : FIC/Q7002

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 |
|--|--|-------------|--------|--------|------------------|
| 1. FIC/N7006 (Monitor packing machines for various processed food products) | PC1. obtain packing specifications from authorized source eg. supervisor, team lead, ERP system, etc. | 100 | 2 | 0 | 2 |
| | PC2. identify food product to be packed and its specification in terms of quantity and quality | | 3 | 1 | 2 |
| | PC3. ensure inflow of food product to be packed is suitable as per specifications | | 3 | 1 | 2 |
| | PC4. identify packing material to be obtained, their quantities and any quality criteria that is to be adhered to before packing | | 3 | 1 | 2 |
| | PC5. obtain packing material as per the job specification received | | 2 | 0 | 2 |
| | PC6. check if the packing material is as per required quantity and quality standard | | 3 | 1 | 2 |
| | PC7. ensure the packing machine is in operating condition | | 2 | 0 | 2 |

| | | | | | |
|--|---|--|---|---|---|
| | PC8. use the appropriate personal protective equipment (PPE) | | 4 | 1 | 3 |
| | PC9. ensure environmental requirements for packing of the particular food item are in place as per operational guidelines | | 3 | 1 | 2 |
| | PC10. load, position, or feed the food product in the packing machine as per manufactures guidelines and packing specifications | | 4 | 1 | 3 |
| | PC11. load, position or feed the packing materials in the packing machine as per manufactures guidelines and packing specifications | | 4 | 1 | 3 |
| | PC12. enter the operating parameters as per the production requirements given in the packing specification | | 3 | 1 | 2 |
| | PC13. produce sample packing and check if the packing is as per specifications | | 4 | 1 | 3 |
| | PC14. adjust operating parameters to correct the faults identified in the samples till the packing is as per acceptable standards | | 4 | 1 | 3 |
| | PC15. monitor equipment to identify any discrepancy in operating conditions | | 3 | 1 | 2 |
| | PC16. report the discrepancies identified to the supervisor or maintenance staff as per operational guidelines | | 2 | 0 | 2 |
| | PC17. start production as per workplace procedures, taking all safety and hygiene related precautions | | 4 | 1 | 3 |
| | PC18. monitor the packing production line to ensure that there are no discrepancies as per standard | | 4 | 2 | 2 |
| | PC19. identify non-standard output product by visual inspection | | 3 | 1 | 2 |
| | PC20. perform integrity testing on the packed items as per operational guidelines | | 4 | 1 | 3 |
| | PC21. segregate and label the non-standard materials and packages which do not meet the specification | | 4 | 2 | 2 |

| | | | | | |
|---|---|--------------|------------|-----------|-----------|
| | PC22. hand over standard and non-standard packed products as per operational guidelines, with minimum damage | | 3 | 1 | 2 |
| | PC23. maintain the supply of packing materials throughout the run | | 2 | 0 | 2 |
| | PC24. ensure that the required output rates are maintained | | 2 | 0 | 2 |
| | PC25. identify discrepancies, non-standard out-put, problems and immediately report to the supervisor to ensure immediate resolution of the problem | | 4 | 1 | 3 |
| | PC26. shut down the packing production line in case of emergencies | | 2 | 0 | 2 |
| | PC27. follow the correct procedures for the removal of waste | | 3 | 1 | 2 |
| | PC28. clean the machine after use as per operational guidelines and manufacture's guidelines | | 3 | 1 | 2 |
| | PC29. identify and report equipment faults as per operational guidelines | | 2 | 0 | 2 |
| | PC30. store re-usable materials and equipment in designated area in a condition ready for re use. | | 2 | 0 | 2 |
| | PC31. perform relevant documentation like production details, quality details, maintenance details, etc. | | 2 | 0 | 2 |
| | PC32. comply with relevant legislation for food processing and packaging norms | | 3 | 0 | 3 |
| | PC33. adhere to organizational standards, policies and procedures with respect to operation of the food item packing machine | | 4 | 2 | 2 |
| | | Total | 100 | 25 | 75 |
| 2. FIC/N9002 (Use basic health and safety practices at | 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 |

| | | | | | |
|-----------------------------|---|--|---|---|---|
| food processing workplace) | 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 food and related materials 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 |
| 3. CSC/N1336 (Work effectively with others) | PC1. accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required | 100 | 10 | 3 | 7 |
| | PC2. accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt | | 10 | 3 | 7 |
| | PC3. give information to others clearly, at a pace 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 and possible | | 10 | 3 | 7 |

| | | | | | |
|--|---|--------------|------------|-----------|-----------|
| | PC5. consult with and assist others to maximize effectiveness and efficiency in carrying out tasks | | 10 | 3 | 7 |
| | PC6. display appropriate communication etiquette 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 language to convey politeness, assertiveness, care and professionalism | | 10 | 3 | 7 |
| | PC9. demonstrate responsible and disciplined 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 |