

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS 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:

LOGISTICS SKILLS COUNCIL
IIT Madras Research Park
Unit "E", 10th floor
Kanagam road
Taramani
Chennai- 600113

Email:
headnos@lsc-india.com



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Introduction

Qualifications Pack – Data Feeder - Warehouse

SECTOR: LOGISTICS

SUB-SECTOR: Warehousing Storage , Warehouse Packaging

OCCUPATION: Data Feeder - Warehouse

REFERENCE ID: LSC/Q2306

ALIGNED TO: NCO-2004/343.00

Brief Job Description: Data Feeder – Warehouse, in the Logistics industry is also known as system executive, data analyst, data entry operator and system analyst. Individuals in this role need electronically process all orders and provide database management support for warehouse operations. Responsibilities include logging orders, maintaining reports, generating pick lists and schedules.

Personal Attributes: This job requires the individual to concentrate on the job at hand and complete it without any errors. The individual should also be skilled in performing numerous computer operations and have a keen eye for accuracy and spotting errors.

Job Details

Qualifications Pack Code	LSC/Q2306		
Job Role	Data Feeder - Warehouse This job role is applicable in both national and international scenarios		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	03/12/2014
Sub-sector	Warehousing Storage , Warehouse Packaging	Last reviewed on	16/12/2014
Occupation	Data Feeder - Warehouse	Next review date	03/06/2016
NSQC Clearance on	TBD		

Job Role	Data Feeder - Warehouse (System Executive, Data Analyst, Data Entry Operator)
Role Description	Electronically process all orders
NSQF level	3
Minimum Educational Qualifications*	Graduate degree in Computer Science or relevant discipline
Maximum Educational Qualifications*	Post-Graduate degree in Computer Science or relevant discipline
Training (Suggested but not mandatory)	Must be trained in operating a computer and use excel
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N2301 (Prepare for Operations) SSC/N3022 (Undertake data entry services) SSC/N9001 (Manage your work to meet requirements) SSC/N9003 (Maintain a healthy, safe and secure working environment) LSC/N2320 (Carry out documentation and Quality Control) <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
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.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
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 OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
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.
Organizational Context	Organizational 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.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or 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 OS , these include communication related skills that are applicable to most job roles.

National Occupational Standard



Overview

To prepare at the computer terminal for activities that need to be carried out during a shift.

Unit Code	LSC/N2301
Unit Title (Task)	Prepare for Operations
Description	This unit is about preparing at the computer terminal for activities that need to be carried out during a shift.
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Set up computer for operation • Check for new inputs and update database • Print all requisite lists, labels and forms • Safety, Security and Administrative aspects
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Set up computer for operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Adhere to time limits given by warehouse manager</p> <p>PC2. Power up computer terminal and log in using company credentials</p> <p>PC3. Check for the updated entries on the warehouse management system(WMS)/Enterprise Resource Planning(ERP)/GCIS (Global Inventory Control System) homepage before the start of daily operations</p> <p>PC4. Ensure readiness of the computer for the start of operations</p> <p>PC5. Complete any software updates required before start of operations</p>
Check for new input and update database	<p>PC6. Receive any new data such as client software syncs, new client details from data in-charge/client liason</p> <p>PC7. Update new clients onto the computer/information system</p> <p>PC8. Ensure all warehouse facilities are connected on the server for seamless inventory assessments/ order checks</p> <p>PC9. Verify all existing client's details are available on the information system</p>
Print all requisite lists, labels and forms	<p>PC10. Print pick lists based on orders, labels for inbound/outbound goods and any sign off forms that may be required for maintaining records</p> <p>PC11. Print any contact details available for incoming goods transporters/delivery boys</p> <p>PC12. Contact assigned supervisors to hand over documents and discuss timelines</p>
Safety, Security and Administrative	<p>PC13. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC14. Follow organization procedures with respect to security</p> <p>PC15. Adhere to security regulations of the company</p> <p>PC16. Maintani clean worktable area</p>

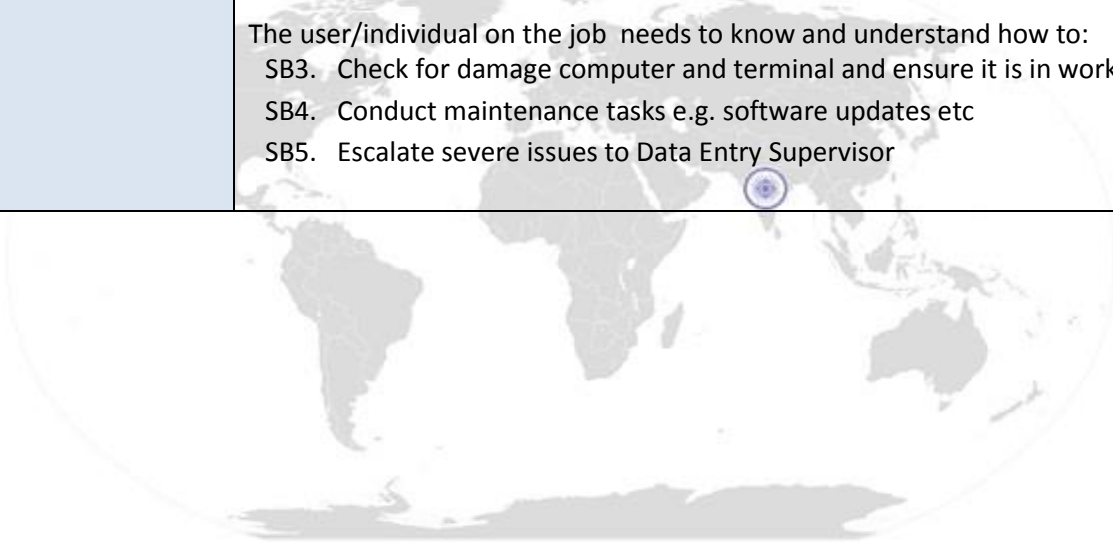
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. Types of documentation in organization e.g. daily maintenance checklist and importance of the same KA2. Risk and impact of not following defined work, safety and security procedures KA3. Records and log books to be maintained and the importance of the same KA4. Security procedures to be followed KA5. Stock recording procedures followed by organization KA6. Escalation matrix for reporting identified problems KA7. Chain of command for reporting problems and status of delivery KA8. Value of items handled and implications of damage/loss of the same KA9. Rules and regulations at pick-up site (Warehouse, Factory, Office etc.) KA10. knowledge of various clients and their supporting software/database management systems KA11. Understanding of assigned responsibilities of all shopfloor employees KA12. Implications of poor performance such as delayed pick-up, improper documentation and high error rate KA13. Escalation matrix for technical issues for ERP/GICS/WMS (trouble shoot, debug and optimum utilization) KA14. Understanding of the entire chain of activities at the warehouse KA15. knowledge of various clients and their supporting software/database management systems KA16. Nature of the products stored and the variances in their characteristics
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. Application of stock recording, inventory management procedures such as FIFO etc KB2. Detailed understanding of ERP software and its applications KB3. Key understanding of all stock recording procedures and methods KB4. Understanding of the relevant IT technicians to be reached out to for various technical issues KB5. Understanding of common technical problems and solutions for the same KB6. Good understanding of Excel software KB7. Knowledge of controls and processes for operating computer terminal KB8. Basic computer skills to operate and perform minor fixes KB9. knowledge of processes and differences in processes across clients/products KB10. Technical understanding of the Firm's planning and procurement processes
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SA1. Ability to make note of instructions for the supervisor/shopfloor staff

	SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use
	SA3. Apply for insurance coverage etc. if required
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA4. Good reading skills to understand computer instructions, operating procedures
	SA5. Read and understand orders and instructions
	SA6. Read and understand documents required for operational activities
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA7. Communicate with supervisors and peers
SA8. Provide advice and guidance to juniors and peers	
SA9. Communicate effectively with client representatives/warehouse staff	
Integrity	
The user/individual on the job needs to know and understand how to:	
SA10. Maintain integrity with respect to company property and time	
SA11. Communicate with people in a form and manner and using language that is open and respectful	
SA12. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust	
Motivation	
The user/individual on the job needs to know and understand how to:	
SA13. Take responsibility for completing one's own work assignment	
SA14. Take initiative to enhance/learn skills in one's area of work	
SA15. Learn from experience in a range of settings and scenarios	
SA16. Reflect and act upon one's learning	
SA17. Introduce innovations or new practices to increase efficiency	
SA18. Develop personal goals in alignment with organization and work towards achieving set targets.	
Reliability	
The user/individual on the job needs to know and understand how to:	
SA19. Avoid absenteeism	
SA20. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations	
SA21. Work in a disciplined environment	
SA22. Maintain punctuality	
B. Professional Skills	Time Management
	The user/individual on the job needs to know and understand how to:
	SB1. Prioritize and execute tasks within the scheduled time limits

LSC/N2301

Prepare for Operations

	SB2. Organize work schedule to ensure all orders are met within the requisite timelines
	SB3. Ability to balance multiple tasks and complete them within timelines
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB4. Manage multiple orders, clients with efficient order systems
	SB5. Cope with technical errors and system breakdown in case of emergencies through manual documentation
SB6. Ability to bundle orders in the most efficient manner possible	
Organizational Skills	
The user/individual on the job needs to know and understand how to:	
SB1. Be a team player and achieve joint goals	
SB2. Concentrate on task at hand and complete it without errors	
System Diagnostic and Maintenance	
The user/individual on the job needs to know and understand how to:	
SB3. Check for damage computer and terminal and ensure it is in working condition	
SB4. Conduct maintenance tasks e.g. software updates etc	
SB5. Escalate severe issues to Data Entry Supervisor	



NOS Version Control

NOS Code	LSC/N2301		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Warehousing Storage , Warehouse Packaging	Last reviewed on	16/12/2014
Occupation	Data Feeder - Warehouse	Next review date	03/06/2016




National Occupational Standard



Overview

This unit is about dealing with basic IT services in the form of data entry services.

Unit Code	SSC/N3022
Unit Title (Task)	Undertake data entry services
Description	This unit is responsible for performing data entry work using a personal computer and appropriate software, entering, updating, researching, verifying and/or retrieving data into/from various systems, and ensuring the accuracy and confidentiality of information recorded.
Scope	<p>This unit/task covers the following: Incidents may involve:</p> <ul style="list-style-type: none"> • storage • databases • applications • security <p>Problems about:</p> <ul style="list-style-type: none"> • networking/connectivity • operating system/software • installation/configuration • computer hardware • data entry errors may include: • database error management • database access management • application installation • security hardening <p>Appropriate people:</p> <ul style="list-style-type: none"> • line manager • supervisor • subject matter experts 
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operations	<p>To be competent, you must be able to:</p> <p>PC1. Obtain sufficient information from the customer /client to understand the need and perform initial task</p> <p>PC2. Assist the customer in providing right information to be entered</p> <p>PC3. Provide the customer with a reasonable estimate time of entering data</p> <p>PC4. Prioritize service requests according to organizational guidelines</p> <p>PC5. Refer the problem to a competent technical support team if it cannot be resolved by the operator</p> <p>PC6. Record and perform the service request accurately as per organizational processes and policies</p>

Undertake data entry services

	<p>PC7. Transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports</p> <p>PC8. Receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input</p> <p>PC9. Transcribes selected data into a computer and scans source documents in accordance with specific program instructions</p> <p>PC10. Compares transcribed data, as displayed on a visual screen, with the source document and correct any errors.</p> <p>PC11. Obtain help or advice from specialist if the problem is outside his/her area of competence or experience</p> <p>PC12. Determines the cause of error message while entering data and makes appropriate corrections</p> <p>PC13. Maintains files of source documents or other information relative to data entered.</p> <p>PC14. Performs various related functions to insure that the computer is maintained in a neat and orderly manner.</p> <p>PC15. Assists in (or performs) the filing and storage of security and back up data files.</p> <p>PC16. May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc)</p> <p>PC17. Monitor the problem and keep the customer informed about progress or any delays in the process.</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. Relevant legislation, standards, policies, and procedures followed in the company</p> <p>KA2. How to engage with both internal and external specialists for support in order to perform the desired task.</p> <p>KA3. Data entry procedures, tools, and techniques</p> <p>KA4. Potential helpdesk customers and their typical requirements</p> <p>KA5. Role and importance of the data feeder in supporting business operations Evaluate the adequacy of existing helpdesk feedback systems and suggest improvements.</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Basic understanding of computer and its terminology</p> <p>KB2. Different software needed for report writing including MS office suit or open source office</p> <p>KB3. Basic and advance pc workstation configuration, maintenance, networking as well as trouble shooting</p> <p>KB4. Good knowledge of the operation and use of a standard alphanumeric keyboard</p>

Undertake data entry services

	<p>KB5. How to compile simple reports from data entered and ability to make comparisons between them through use of various database management softwares</p> <p>KB6. How to make error free data entry with the help of various software, devices, equipment</p> <p>KB7. Typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions</p> <p>KB8. Typical response times and service times for problems</p> <p>KB9. The importance of documenting, classifying, prioritizing service requests, crowd management and others.</p> <p>KB10. Helpdesk systems, policies, and procedures.</p> <p>KB11. Maintain a knowledge base of the known problems.</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>You need to know and understand how to:</p> <p>SA1. Document call logs, reports, task lists, and schedules with co-workers</p> <p>SA2. prepare status and progress reports</p> <p>SA3. Write in at least one language</p>
	<p>Reading Skills</p>
	<p>You need to know and understand how to:</p> <p>SA4. Read about the software and the documents, products and services with reference to the organization .</p> <p>SA5. Keep abreast with the latest knowledge by reading newspaper , pamphlets, and product information sheets</p> <p>SA6. Read comments, suggestions, and responses to frequently asked questions (FAQs) posted on the helpdesk portal</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>You need to know and understand how to:</p> <p>SB1. Follow rule-based decision-making processes</p>

Undertake data entry services

	SB2. Identify anomalies in data
	SB3. Make decisions on a suitable course of action or response
	Plan and Organize
	You need to know and understand how to: SB4. Plan and organize your work to achieve targets and deadlines
	Customer Centricity
	You need to know and understand how to: SB5. Work effectively in a customer facing environment SB6. Carry out rule-based transactions in line with customer-specific guidelines/procedures/rules and service level agreements SB7. Check your own and/or your peers work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB8. Apply problem-solving approaches in different situations SB9. Refer anomalies to the supervisor SB10. Seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB11. Analyze data and activities SB12. Configure data and disseminate relevant information to others SB13. Pass on relevant information to others
	Critical Thinking
	You need to know and understand how to: SB14. Provide opinions on work in a detailed and constructive way SB15. Apply balance judgments to different situations
	Attention to detail
	You need to know and understand how to: SB16. Apply good attention to detail SB17. Check your work is complete and free from errors SB18. Get your work checked by others
Team Working	
You need to know and understand how to: SB19. Contribute to the quality of team working SB20. Work independently in a team environment SB21. Work independently and collaboratively	

SSC/N3022

Undertake data entry services

C. Technical Skills	You need to know and understand how to: SC1. Source and use coding standards, ticketing tools and utilities/tools SC2. Use information technology effectively to input and/or extract data accurately SC3. Identify and refer anomalies in data SC4. Store and retrieve information SC5. Agree objectives and work requirements SC6. Keep up to date with changes, procedures and practices in your field of expertise
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NOS Version Control

NOS Code	SSC/N3022		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/08/2013
Industry Sub-sector	Warehousing Storage , Warehouse Packaging	Last reviewed on	30/08/2013
Occupation	Data Feeder - Warehouse	Next review date	30/08/2015



National Occupational Standard



Overview

This unit is about planning and organizing your work in order to complete it to the required standards on time.

Manage your work to meet requirements

National Occupational Standard

Unit Code	SSC/N9001
Unit Title (Task)	Manage your work to meet requirements
Description	This unit is about planning and organizing your work in order to complete it to the required standards on time.
Scope	<p>This unit/task covers the following:</p> <p>Work requirements:</p> <ul style="list-style-type: none"> • Activities (what you are required to do) • Deliverables (the outputs of your work) • Quantity (the volume of work you are expected to complete) • Standards (what is acceptable performance, including compliance with Service Level Agreements) • Timing (when your work needs to be completed) <p>Appropriate people:</p> <ul style="list-style-type: none"> • Line manager • The person requesting the work • Members of the team/department • Members from other teams/departments <p>Resources:</p> <ul style="list-style-type: none"> • Equipment • Materials • Information
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Operations	<p>To be competent on the job, you must be able to:</p> <p>PC1. Establish and agree your work requirements with appropriate people</p> <p>PC2. Keep your immediate work area clean and tidy</p> <p>PC3. Utilize your time effectively</p> <p>PC4. Use resources correctly and efficiently</p> <p>PC5. Treat confidential information correctly</p> <p>PC6. Work in line with your organization’s policies and procedures</p> <p>PC7. Work within the limits of your job role</p> <p>PC8. Obtain guidance from appropriate people, where necessary</p> <p>PC9. Ensure your work meets the agreed requirements</p>

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	You need to know and understand: <ul style="list-style-type: none"> KA1. Your organization’s policies, procedures and priorities for your area of work and your role and responsibilities in carrying out your work KA2. Limits of your responsibilities and when to involve others KA3. Your specific work requirements and who these must be agreed with KA4. The importance of having a tidy work area and how to do this KA5. How to prioritize your workload according to urgency and importance and the benefits of this KA6. Your organization’s policies and procedures for dealing with confidential information and the importance of complying with these KA7. The purpose of keeping others updated with the progress of your work KA8. Who to obtain guidance from and the typical circumstances when this may be required KA9. The purpose and value of being flexible and adapting work plans to reflect change
B. Technical Knowledge	You need to know and understand: <ul style="list-style-type: none"> KB1. The importance of completing work accurately and how to do this KB2. Appropriate timescales for completing your work and the implications of not meeting these for you and the organization KB3. Resources needed for your work and how to obtain and use these.
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	You need to know and understand how to: <ul style="list-style-type: none"> SA1. Complete accurate work with attention to detail
	Reading Skills
	You need to know and understand how to: <ul style="list-style-type: none"> SA2. Read instructions, guidelines, procedures, rules and service level agreements
	Oral Communication (Listening and Speaking skills)
	You need to know and understand how to: <ul style="list-style-type: none"> SA3. Ask for clarification and advice from line managers SA4. Communicate orally with colleagues
B. Professional Skills	Decision Making
	You need to know and understand how to: <ul style="list-style-type: none"> SB1. Make decisions on suitable courses

Manage your work to meet requirements

	Plan and Organize
	You need to know and understand how to: SB2. Plan and organize your work to achieve targets and deadlines SB3. Agree objectives and work requirements
	Customer Centricity
	You need to know and understand how to: SB4. Deliver consistent and reliable service to customers SB5. Check your own work meets customer requirements
	Problem Solving
	You need to know and understand how to: SB6. Refer anomalies to the line manager SB7. Seek clarification on problems from others
	Analytical Thinking
	You need to know and understand how to: SB8. Provide relevant information to others SB9. Analyze needs, requirements and dependencies in order to meet your work requirements
	Critical Thinking
	You need to know and understand how to: SB10. Apply judgments to different situations
Attention to detail	
You need to know and understand how to: SB11. Check your work is complete and free from errors SB12. Get your work checked by peers	
Team Working	
You need to know and understand how to: SB13. Work effectively in a team environment	
C. Technical Skills	You need to know and understand how to: SC1. Use information technology effectively, to input and/or extract data accurately SC2. Identify and refer anomalies in data SC3. Store and retrieve information SC4. Keep up to date with changes, procedures and practices in your role

NOS Version Control

NOS Code	SSC/N9001		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/04/2013
Industry Sub-sector	Warehousing Storage , Warehouse Packaging	Last reviewed on	30/04/2013
Occupation	Data Feeder - Warehouse	Next review date	30/04/2015



National Occupational Standard



Overview

This unit is about monitoring the work environment and making sure it meets requirements for health, safety and security.

National Occupational Standard	Unit Code	SSC/N9003
	Unit Title (Task)	Maintain a healthy, safe and secure working environment.
	Description	This unit is about monitoring your working environment and making sure it meets requirements for health, safety and security.
	Scope	<p>This unit/task covers the following:</p> <p>Emergency procedures:</p> <ul style="list-style-type: none"> • Illness • Accidents • Fires • Other reasons to evacuate the premises • Breaches of security
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Operations	<p>To be competent, you must be able to:</p> <p>PC1. Comply with your organization's current health, safety and security policies and procedures</p> <p>PC2. Report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC3. Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority</p> <p>PC4. Report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p> <p>PC5. Follow your organization's emergency procedures promptly, calmly, and efficiently</p> <p>PC6. Identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC7. Complete any health and safety records legibly and accurately</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>You need to know and understand:</p> <p>KA1. Legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this</p> <p>KA2. What is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace</p> <p>KA3. How and when to report hazards</p> <p>KA4. Limits of your responsibility for dealing with hazards</p> <p>KA5. Your organization's emergency procedures for different emergency situations and the importance of following these</p>

SSC/N9003

Maintain a healthy, safe and secure working environment

	<p>KA6. The importance of maintaining high standards of health, safety and security KA7. Implications that any non-compliance with health, safety and security may have on individuals and the organization</p>
<p>B. Technical Knowledge</p>	<p>You need to know and understand: KB1. Different types of breaches in health, safety and security and how and when to report these KB2. Evacuation procedures for workers and visitors KB3. How to summon medical assistance and the emergency services, where necessary KB4. How to use the health, safety and accident reporting procedures and the importance of these KB5. Government agencies in the areas of safety, health and security and their norms and services</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills You need to know and understand how to: SA1. Complete accurate, well written work with attention to detail</p> <p>Reading Skills You need to know and understand how to: SA2. Read instructions, guidelines, procedures, rules and service level agreements</p> <p>Oral Communication (Listening and Speaking skills) You need to know and understand how to: SA3. Listen effectively and orally communicate information accurately</p>
<p>B. Professional Skills</p>	<p>Decision Making You need to know and understand how to: SB1. Make decisions on suitable courses of action</p> <p>Plan and Organize You need to know and understand how to: SB2. Plan and organize your work to meet health, safety and security requirements</p> <p>Customer Centricity You need to know and understand how to: SB3. Build and maintain positive and effective relationships with colleagues and customers</p>

Maintain a healthy, safe and secure working environment

	Problem Solving
	You need to know and understand how to: SB4. Apply problem solving approaches in different situations
	Analytical Thinking
	You need to know and understand how to: SB5. Analyze data and activities
	Critical Thinking
	You need to know and understand how to: SB6. Apply balanced judgments to different situations
	Attention to detail
	You need to know and understand how to: SB7. Check your work is complete and free from errors SB8. Get your work checked by peers
	Team Working
	You need to know and understand how to: SB9. Work effectively in a team environment
C. Technical Skills	You need to know and understand how to: SC1. Identify and refer anomalies SC2. Help reach agreements with colleagues SC3. Keep up to date with changes, procedures and practices in your role

SSC/N9003

Maintain a healthy, safe and secure working environment

NOS Version Control

NOS Code	SSC/N9003		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/04/2013
Industry Sub-sector	Warehousing Storage , Warehouse Packaging	Last reviewed on	30/04/2013
Occupation	Data Feeder - Warehouse	Next review date	30/04/2015



National Occupational Standard



Overview

This unit is about carrying out documentation and quality control activities

Unit Code	LSC/N2320
Unit Title (Task)	To Carry Out Documentation and Quality Control
Description	This unit is about carrying out documentation and quality control
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Complete all requisite documentation • Perform check on the shop floor if required • Safety, Security and Administrative aspects
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Complete all requisite documentation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure appropriate insurance coverage for all transports and apply for new coverage if required</p> <p>PC2. Obtain Proof of Delivery, generate print-outs for all transports and maintain logs and files of said documents.</p> <p>PC3. Transcribe information from customers' Bills of Lading into Cargo management system</p> <p>PC4. Update the system to include the day's transactional milestones</p> <p>PC5. Perform day-to-day administrative documentation such as maintaining information files and processing paperwork</p> <p>PC6. Generate daily, monthly and annual reports and MIS trackers based on performance</p>
Perform check on the shop floor if required	<p>PC7. Monitor the quality, quantity, cost and efficiency of the movement and storage of goods</p> <p>PC8. Coordinate with inspectors/ spot checks/counts by supervisors in situations where any discrepancies have been spotted (missing goods, unreported damages etc.)</p> <p>PC9. In case of issue with documentation on the shopfloor, visit specific area and perform a physical check to reconcile data with documentation/system</p>
Safety, Security and Administrative	<p>PC10. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC11. Adhere to security regulations of the company</p> <p>PC12. Maintain clean work table area</p> <p>PC13. Ensure all safety gear is worn on any visits to the Shop floor</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> <ul style="list-style-type: none"> KA1. Types of documentation in organization e.g. daily maintenance checklist and importance of the same KA2. Risk and impact of not following defined work, safety and security procedures KA3. Records and log books to be maintained and the importance of the same KA4. Security procedures to be followed KA5. Stock recording procedures followed by organization KA6. Escalation matrix for reporting identified problems KA7. Chain of command for reporting problems and status of delivery KA8. Value of items handled and implications of damage/loss of the same KA9. Rules and regulations at pick-up site (Warehouse, Factory, Office etc.) KA10. knowledge of various clients and their supporting software/database management systems KA11. Understanding of assigned responsibilities of all shopfloor employees KA12. Implications of poor performance such as delayed pick-up, improper documentation and high error rate KA13. Escalation matrix for technical issues for ERP/GICS/WMS (trouble shoot, debug and optimum utilization) KA14. Understanding of the entire chain of activities at the warehouse KA15. knowledge of various clients and their supporting software/database management systems KA16. Nature of the products stored and the variances in their characteristics
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. Application of stock recording, inventory management procedures such as FIFO etc KB2. Detailed understanding of ERP software and its applications KB3. Key understanding of all stock recording procedures and methods KB4. Understanding of the relevant IT technicians to be reached out to for various technical issues KB5. Understanding of common technical problems and solutions for the same KB6. Good understanding of Excel software KB7. Knowledge of controls and processes for operating computer terminal KB8. Basic computer skills to operate and perform minor fixes KB9. knowledge of processes and differences in processes across clients/products KB10. Technical understanding of the Firm's planning and procurement processes

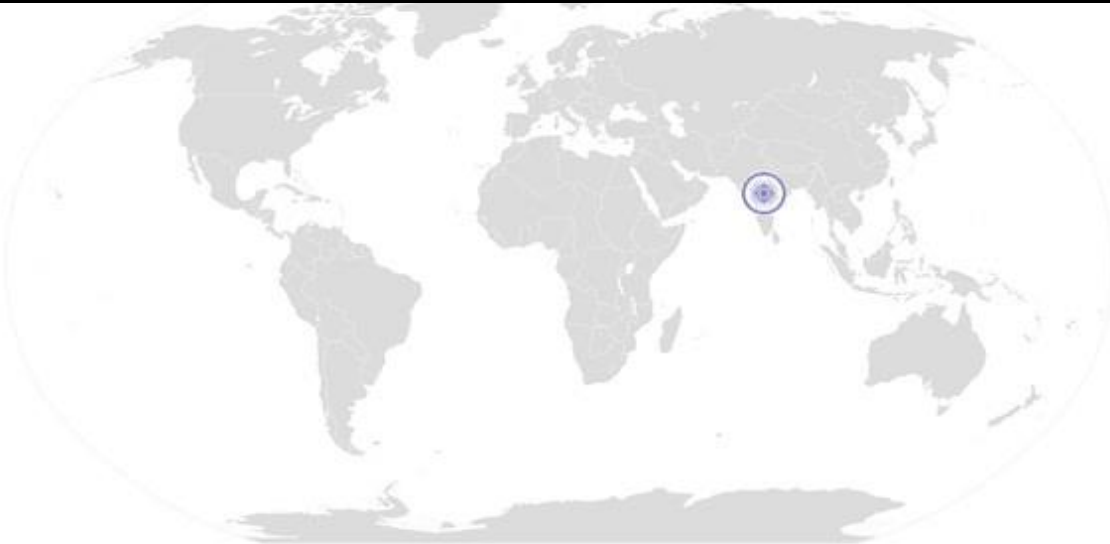
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Ability to make note of instructions for the supervisor/shopfloor staff SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use SA3. Apply for insurance coverage etc. if required
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA1. Good reading skills to understand computer instructions, operating procedures SA2. Read and understand orders and instructions SA3. Read and understand documents required for operational activities
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Communicate with supervisors and peers SA5. Provide advice and guidance to juniors and peers SA6. Communicate effectively with client representatives/warehouse staff
	Integrity
	The user/individual on the job needs to know and understand how to: SA7. Maintain integrity with respect to company property and time SA8. Communicate with people in a form and manner and using language that is open and respectful SA9. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust
	Motivation
	The user/individual on the job needs to know and understand how to: SA10. Take responsibility for completing one's own work assignment SA11. Take initiative to enhance/learn skills in one's area of work SA12. Learn from experience in a range of settings and scenarios SA13. Reflect and act upon one's learning SA14. Introduce innovations or new practices to increase efficiency SA15. Develop personal goals in alignment with organization and work towards achieving set targets.

To Carry Out Documentation and Quality Control

	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA16. Avoid absenteeism</p> <p>SA17. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SA18. Work in a disciplined environment</p> <p>SA19. Maintain punctuality</p>
<p>B. Professional Skills</p>	<p>Time Management</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Prioritize and execute tasks within the scheduled time limits</p> <p>SB2. Organize work schedule to ensure all orders are met within the requisite timelines</p> <p>SB3. Ability to balance multiple tasks and complete them within timelines</p>
	<p>Analytical Thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Manage multiple orders, clients with efficient order systems</p> <p>SB5. Cope with technical errors and system breakdown in case of emergencies through manual documentation</p> <p>SB6. Ability to bundle orders in the most efficient manner possible</p>
	<p>Organizational Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Be a team player and achieve joint goals</p> <p>SB8. Concentrate on task at hand and complete it without errors</p>
	<p>System Diagnostic and Maintenance</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Check for damage computer and terminal and ensure it is in working condition</p> <p>SB10. Conduct maintenance tasks e.g. software updates etc</p> <p>SB11. Escalate severe issues to Data Entry Supervisor</p>

NOS Version Control

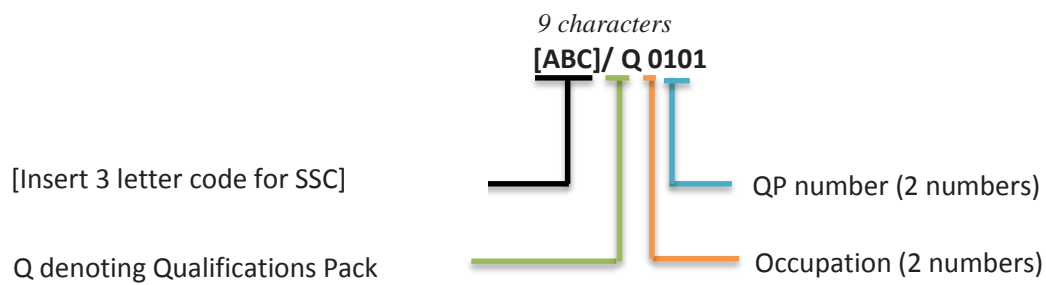
NOS Code	LSC/N2320		
Credits(NSQF)	TBD	Version number	0.1
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Warehousing Storage , Warehouse Packaging	Last reviewed on	16/12/2014
Occupation	Data Feeder - Warehouse	Next review date	03/06/2016



Annexure

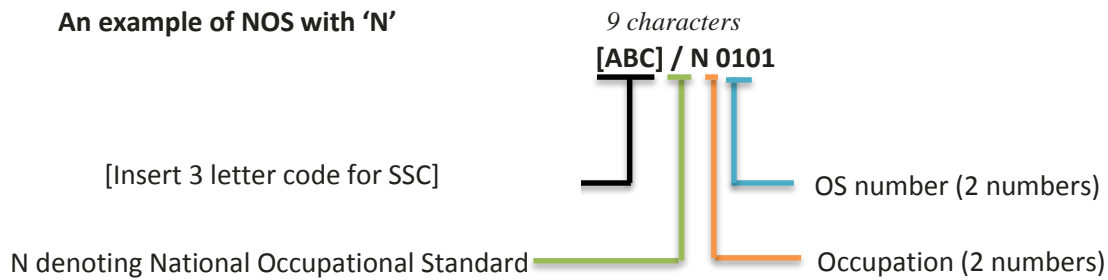
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Data Feeder - Warehouse

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

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14,
Air Transportation	13
Courier	30

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

Qualifications Pack for Data Feeder - Warehouse

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Data Feeder - Warehouse

Qualification Pack: LSC/Q2306

Sector Skill Council: LSC

<u>Guidelines for Assessment</u>
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N2301 (Prepare for operations)	PC1. Adhere to time limits given by warehouse manager	100	9	4	5
	PC2. Power up computer terminal and log in using company credentials		5	2	3
	PC3. Check for the updated entries on the warehouse management system(WMS)/Enterprise Resource Planning(ERP)/GCIS (Global Inventory Control System) homepage before the start of daily operations		7	2	5
	PC4. Ensure readiness of the computer for the start of operations		4	1	3
	PC5. Complete any software updates required before start of operations		4	2	2
	PC6. Receive any new data such as client software syncs, new client details from data in-charge/client liason		11	4	7
	PC7. Update new clients onto the computer/information system		10	2	8
	PC8. Ensure all warehouse facilities are connected on the server for seamless inventory assessments/ order checks		6	2	4
	PC9. Verify all existing client's details are available on the information system		7	2	5

Qualifications Pack for Data Feeder - Warehouse

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC10. Print pick lists based on orders, labels for inbound/outbound goods and any sign off forms that may be required for maintaining records		10	3	7
	PC11. Print any contact details available for incoming goods transporters/delivery boys		5	1	4
	PC12. Contact assigned supervisors to hand over documents and discuss timelines		3	0	3
	PC13. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		4	1	3
	PC14. Follow organization procedures with respect to security		5	1	4
	PC15. Adhere to security regulations of the company		5	2	3
	PC16. Maintain clean worktable area		5	1	4
		Total	100	30	70
2.SSC/N3022 (Undertake data entry services)	PC1. Obtain sufficient information from the customer /client to understand the need and perform initial task		7	3	4
	PC2. Assist the customer in providing right information to be entered		4	1	3
	PC3. Provide the customer with a reasonable estimate time of entering data		5	2	3
	PC4. Prioritize service requests according to organizational guidelines		7	2	5
	PC5. Refer the problem to a competent technical support team if it cannot be resolved by the operator		8	2	6
	PC6. Record and perform the service request accurately as per organizational processes and policies		8	1	7
	PC7. Transcribes, enters, and verifies data from a variety of source material including financial, personnel, police and other records or reports	100	10	2	8
	PC8. Receives source documents from various departments, public, agencies, etc. and verifies accuracy of material, prior to input		6	1	5
	PC9. Transcribes selected data into a computer and scans source documents in accordance with specific program instructions		6	2	4
	PC10. Compares transcribed data, as displayed on a visual screen, with the source document and correct any errors.		6	2	4
	PC11. Obtain help or advice from specialist if the problem is outside his/her area of competence or experience		4	1	3

Qualifications Pack for Data Feeder - Warehouse

Assessment Outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC12. Determines the cause of error message while entering data and makes appropriate corrections		6	2	4
	PC13. Maintains files of source documents or other information relative to data entered.		4	1	3
	PC14. Performs various related functions to insure that the computer is maintained in a neat and orderly manner.		3	0	3
	PC15. Assists in (or performs) the filing and storage of security and back up data files.		4	0	4
	PC16. May perform various back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc)		3	1	2
	PC17. Monitor the problem and keep the customer informed about progress or any delays in the process.		9	2	7
			Total	100	25
3. SSC/N9001 (Manage your work to meet requirements)	PC1. Establish and agree your work requirements with appropriate people	100	10	2	8
	PC2. Keep your immediate work area clean and tidy		9	1	8
	PC3. Utilize your time effectively		13	2	11
	PC4. Use resources correctly and efficiently		14	2	12
	PC5. Treat confidential information correctly		14	3	11
	PC6. Work in line with your organization's policies and procedures		8	3	5
	PC7. Work within the limits of your job role		8	2	6
	PC8. Obtain guidance from appropriate people, where necessary		10	2	8
	PC9. Ensure your work meets the agreed requirements		14	3	11
		Total	100	20	80
4. SSC/N9003 (Maintain a healthy, safe and secure working environment)	PC1. Comply with your organization's current health, safety and security policies and procedures	100	15	2	13

Qualifications Pack for Data Feeder - Warehouse

Assessment Outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC2. Report any identified breaches in health, safety, and security policies and procedures to the designated person		17	4	13
	PC3. Identify and correct any hazards that you can deal with safely, competently and within the limits of your authority		12	3	9
	PC4. Report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected		15	3	12
	PC5. Follow your organization’s emergency procedures promptly, calmly, and efficiently		13	3	10
	PC6. Identify and recommend opportunities for improving health, safety, and security to the designated person		12	3	9
	PC7. Complete any health and safety records legibly and accurately		16	2	14
	Total		100	20	80
5. LSC/N2320 (To carry out documentation and quality control)	PC1. Ensure appropriate insurance coverage for all transports and apply for new coverage if required	100	10	3	7
	PC2. Obtain Proof of Delivery, generate print-outs for all transports and maintain logs and files of said documents.		10	3	7
	PC3. Transcribe information from customers' Bills of Lading into Cargo management system.		8	2	6
	PC4. Update the system to include the day's transactional milestones		8	2	6
	PC5. Perform day-to-day administrative documentation such as maintaining information files and processing paperwork		5	3	2
	PC6. Generate daily, monthly and annual reports and MIS trackers based on performance		5	2	3
	PC7. Monitor the quality, quantity, cost and efficiency of the movement and storage of goods		8	3	5
	PC8. Coordinate with inspectors/ spot checks/counts by supervisors in situations where any discrepancies have been spotted (missing goods, unreported damages etc.)		9	2	7
	PC9. In case of issue with documentation on the shopfloor, visit specific area and perform a physical check to reconcile data with documentation/system		7	2	5
	PC10. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		8	2	6

Qualifications Pack for Data Feeder - Warehouse

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC11. Adhere to security regulations of the company		8	2	6
	PC12. Maintain clean work table area		6	2	4
	PC13. Ensure all safety gear is worn on any visits to the Shop floor		8	2	6
		Total	100	30	70

[Back to QP](#)