

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

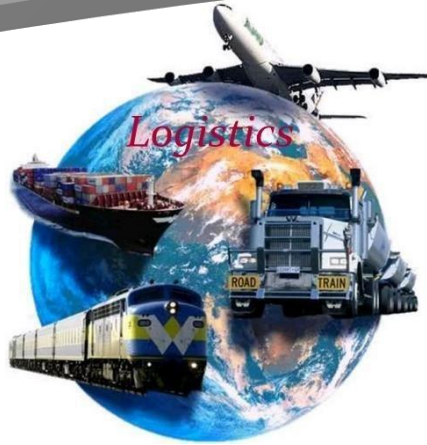
### What are Occupational Standards(OS)?

- 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

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## Introduction

### Qualifications Pack – Receiving Assistant

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Warehousing Storage

**OCCUPATION:** Receiving Assistant

**REFERENCE ID:** LSC/Q2112

**ALIGNED TO:** NCO-2004/4131.90

**Brief Job Description:** Receiving Assistants are also known as receiving clerks. Individuals in this role are responsible for completing the paperwork and receiving inbound consignments, checking them against invoices, identifying missing or defective items and processing returns with the distributor. They also help with cross docking, entering information regarding goods received and their storage location in the computer system and forwarding invoices to accounts payable.

**Personal Attributes:** This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

<b>Qualifications Pack Code</b>	<b>LSC/Q2112</b>		
<b>Job Role</b>	<b>Receiving Assistant</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>02/02/2015</b>
<b>Sub-sector</b>	<b>Warehousing Storage</b>	<b>Last reviewed on</b>	<b>25/02/2015</b>
<b>Occupation</b>	<b>Receiving Assistant</b>	<b>Next review date</b>	<b>02/08/2016</b>
<b>NSQC Clearance on</b>	<b>19/05/2015</b>		

<b>Job Role</b>	<b>Receiving Assistant (Receiving Clerk)</b>
<b>Role Description</b>	Receiving and rerouting inbound items as required.
<b>NSQF level</b>	3
<b>Minimum Educational Qualifications*</b>	Class X
<b>Maximum Educational Qualifications*</b>	Diploma/Degree (Engineering, Arts, Commerce, Science)
<b>Training (Suggested but not mandatory)</b>	Training in counting and inspecting inbound goods.
<b>Minimum Job Entry Age</b>	Above 18 years
<b>Experience</b>	No experience necessary
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>LSC/N2112 (<a href="#">Prepare For receiving consignments</a>)</li> <li>LSC/N2113 (<a href="#">Receive inbound consignments</a>)</li> <li>LSC/N2114 (<a href="#">Complete end of day activities</a>)</li> <li>LSC/N2124 (<a href="#">Maintain Health,Safety and Security measures in receiving consignments</a>)</li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units

Definitions

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.

# National Occupational Standard



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## Overview

This unit is about preparing for receiving consignments.

<b>Unit Code</b>	LSC/N2112
<b>Unit Title (Task)</b>	Prepare for Receiving Consignments
<b>Description</b>	This unit is about preparing for receiving consignments.
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Obtain all the necessary information</li> <li>Get required equipment and perform visual inspection</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Obtain all the necessary information</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain the work schedule for the day along with the expected times of inbound trucks from the transport manager.</p> <p>PC2. Obtain the list of inbound consignments, details of number and type of goods in each consignment and inspection checklists from the warehouse manager.</p> <p>PC3. Find out where each truck would be parked and where each consignment would be unloaded.</p> <p>PC4. Understand priorities or special conditions (if any) among the consignments.</p>
<b>Get required equipment and perform visual inspection</b>	<p>PC5. Collect and wear all the required Personal Protective Equipment (PPE).</p> <p>PC6. Make sure any stationery required like pens, paper, etc. are available for use during the work day.</p> <p>PC7. Collect any receiving equipment to be used like bar code scanners, densimeters, etc. and check to ensure that they are in good working condition.</p> <p>PC8. Inspect the receiving area to ensure that it is clean and in safe condition before starting work.</p> <p>PC9. Have any issues/problems solved before starting work.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to goods</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for documentation of inbound goods in the organization.</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p>

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**Prepare For Receiving Consignments**

	<p>KA7. Knowledge of inspection methods and consignment routing policies followed in the organization.</p> <p>KA8. Knowledge of transport companies the organization works with and their processes</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of forms to be received along with inbound consignments.</p> <p>KB3. Knowledge of desired specifications for each product.</p> <p>KB4. Knowledge of inspection and testing methods.</p> <p>KB5. Knowledge to use the computer for electronic documentation of information.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of possible difficulties in receiving inbound consignments.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down details regarding inspection of each inbound consignment.</p> <p>SA2. Fill out forms, inspection checklists pertaining to the inbound consignments.</p> <p>SA3. Prepare detailed reports for management.</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists</p> <p>SA5. Read and understand details required in the forms.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers</p> <p>SA7. Regularly communicate with all employees to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB2. Ability to make a judgment as to whether the product meets the required specification or not.</p>

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**Prepare For Receiving Consignments**

	<b>Plan and organize</b>
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals SB7. Flexibility to re-assess schedule in case of delays/additional orders
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to: SB8. Understand the customer requirements and ensure that they are met.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. Identify trends/common causes for errors and suggest possible solutions to the warehouse manager. SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline receiving of inbound consignments. SB12. Ability to estimate the value of the consignment. SB13. Ability to assess whether the product meets the required specification.
<b>Critical Thinking Skills</b>	
The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors	

## NOS Version Control

<b>NOS Code</b>	LSC/N2112		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	02/02/2015
<b>Industry Sub-sector</b>	Warehousing Storage	<b>Last reviewed on</b>	25/02/2015
<b>Occupation</b>	Receiving Assistant	<b>Next review date</b>	02/08/2016





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# National Occupational Standard



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## Overview

This unit is about receiving inbound consignments.

National Occupational Standard	<b>Unit Code</b>	LSC/N2113
	<b>Unit Title (Task)</b>	Receive inbound consignments
	<b>Description</b>	This OS unit is about receiving inbound consignments.
	<b>Scope</b>	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Receive inbound consignments</li> <li>• Segregate goods for transfer or storage</li> <li>• Resolve discrepancies with distributor</li> </ul>
	<b>Performance Criteria (PC)</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Receive inbound consignments</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Start up the computer system, log in using company credentials and ensure that the system is working well.</p> <p>PC2. Collect the agreement sheet from the truck driver.</p> <p>PC3. Request driver to unseal consignment in their presence</p> <p>PC4. In case of damage, take necessary precautions including quarantining the goods, obtaining drivers' signature, taking notes/snapshots etc.</p> <p>PC5. Visually inspect the consignment, sign the agreement sheet and give it to the documentation assistant to prepare the arrival report.</p> <p>PC6. In case of discrepancy in consignments against the agreement sheet, report to supervisor</p> <p>PC7. Prepare unloading slip. Ensure the document packs are matching with the physical receipt.</p> <p>PC8. Have the consignment unloaded and moved into the receiving area by the unloader.</p> <p>PC9. Ensure proper acknowledgements are endorsed by the driver as well as the receiving clerk.</p>
	<b>Segregate goods for transfer or storage</b>	<p>PC10. Based on the labels, identify the final destination, what goods are contained and the quantity contained in the package.</p> <p>PC11. Keep aside packages which are headed for a different final destination i.e.. not being stored in the warehouse.</p> <p>PC12. Have the loader move the packages and keep them along with other packages headed for the same destination.</p> <p>PC13. If bar codes are used, scan the goods and also the package so that the information gets updated in the system.</p>

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**Receive inbound consignments**

	<p>PC14. For goods being stored (warehouse as its final destination), open the packages, use the testing equipment to check conformity with desired specification and count all the inbound goods.</p> <p>PC15. Segregate and keep aside damaged goods. Put the other goods back into the packages and note down the shortage.</p> <p>PC16. If bar codes are used, scan the bar codes so that each good received (in good or bad condition) gets recorded in the system.</p> <p>PC17. Note down the results of inspection for each consignment, with specific details about condition of packaging, damaged goods and value of incoming consignment as per guidelines provided. Report on non-conformance. Tick off steps completed with the inspection checklist. Ensure that all steps have been done.</p> <p>PC18. Move the packages with goods to be stored in the warehouse into the staging area to be put away by the binner.</p>
<p><b>Resolve discrepancies with distributor</b></p>	<p>PC19. Discuss damages or shortages with the distributor.</p> <p>PC20. Arrange to have the compensatory goods sent at the earliest and negotiate the terms.</p> <p>PC21. Escalate any issues in negotiation to the warehouse manager.</p> <p>PC22. Fill out damage claim forms, missing goods form as required and give them to the documentation assistant for subsequent processing.</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to goods</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for documentation of inbound goods in the organization.</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of inspection methods and consignment routing policies followed in the organization.</p> <p>KA8. Knowledge of transport companies the organization works with and their processes</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of forms to be received along with inbound consignments.</p> <p>KB3. Knowledge of desired specifications for each product.</p> <p>KB4. Knowledge of inspection and testing methods.</p>

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**Receive inbound consignments**

	<p>KB5. Knowledge to use the computer for electronic documentation of information.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of possible difficulties in receiving inbound consignments.</p>
<b>Skills (S)</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down details regarding inspection of each inbound consignment.</p> <p>SA2. Fill out forms, inspection checklists pertaining to the inbound consignments.</p> <p>SA3. Prepare detailed reports for management.</p>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists</p> <p>SA5. Read and understand details required in the forms.</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers</p> <p>SA7. Regularly communicate with all employees to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p>	
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB2. Ability to make a judgment as to whether the product meets the required specification or not.</p>
	<p><b>Plan and organize</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB4. Prioritize and execute tasks within the scheduled time limits</p> <p>SB5. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB6. Be a team player and achieve joint goals</p> <p>SB7. Flexibility to re-assess schedule in case of delays/additional orders</p>	

LSC/N2113

**Receive inbound consignments**

	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to: SB8. Understand the customer requirements and ensure that they are met.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. Identify trends/common causes for errors and suggest possible solutions to the warehouse manager. SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline receiving of inbound consignments. SB12. Ability to estimate the value of the consignment. SB13. Ability to assess whether the product meets the required specification.
	<b>Critical Thinking Skills</b>
The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors	

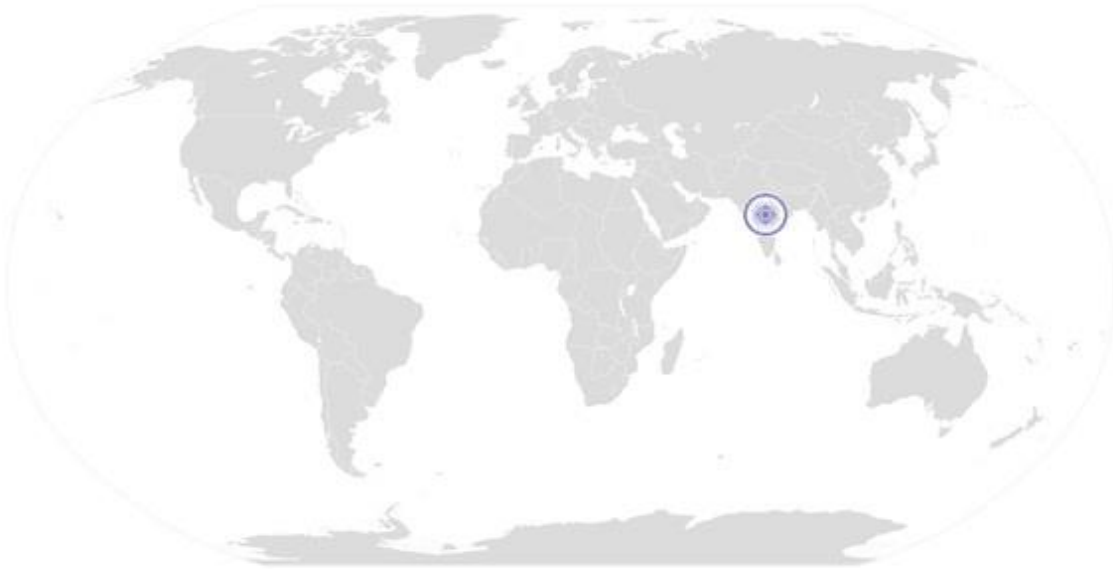
## NOS Version Control

<b>NOS Code</b>	<b>LSC/N2113</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>02/02/2015</b>
<b>Industry Sub-sector</b>	<b>Warehousing Storage</b>	<b>Last reviewed on</b>	<b>25/02/2015</b>
<b>Occupation</b>	<b>Receiving Assistant</b>	<b>Next review date</b>	<b>02/08/2016</b>



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# National Occupational Standard



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## Overview

This unit is about completing the end of day activities.

National Occupational Standard	<b>Unit Code</b>	LSC/N2114
	<b>Unit Title (Task)</b>	Complete end of day activities
	<b>Description</b>	This unit is about completing end of day activities.
	<b>Scope</b>	<p>The OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Update information in the system</li> <li>• Report to management</li> <li>• Log off computer and clean up</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Update information in the system</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Input the details noted down into the system.</p> <p>PC2. If bar codes are used, check to see that the information in the system matches the information noted down.</p> <p>PC3. Ensure that actions taken/agreed upon for damaged or missing items are also entered in the system.</p> <p>PC4. Provide information in the system for the documentation assistant to prepare invoices.</p>
	<b>Report to management</b>	<p>PC5. Inform the warehouse manager about any delays in inbound consignments or missed deliveries.</p> <p>PC6. Report any issues faced in negotiation with distributors regarding replacement for damaged or missing goods.</p> <p>PC7. Prepare reports on the quality of inbound goods, number of damaged or missing goods, etc.</p>
	<b>Log off computer and clean up</b>	<p>PC8. Save all data, safely log off and switch off the computer.</p> <p>PC9. Return any PPE and testing equipment used to their respective storage racks.</p> <p>PC10. Have any spillages or breakages in the unloading and receiving areas cleaned up by the loader.</p> <p>PC11. Check to ensure that the computer is off, the work area is clean and ready for the next work day.</p>



Knowledge and Understanding (K)	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to goods</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for documentation of inbound goods in the organization.</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of inspection methods and consignment routing policies followed in the organization.</p> <p>KA8. Knowledge of transport companies the organization works with and their processes</p>
<p><b>B. Technical Knowledge</b></p>	<p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of forms to be received along with inbound consignments.</p> <p>KB3. Knowledge of desired specifications for each product.</p> <p>KB4. Knowledge of inspection and testing methods.</p> <p>KB5. Knowledge to use the computer for electronic documentation of information.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of possible difficulties in receiving inbound consignments.</p>
Skills (S)	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down details regarding inspection of each inbound consignment.</p> <p>SA2. Fill out forms, inspection checklists pertaining to the inbound consignments.</p> <p>SA3. Prepare detailed reports for management.</p>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists</p> <p>SA5. Read and understand details required in the forms.</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers</p>

LSC/N2114

**Complete end of day activities**

	<p>SA7. Regularly communicate with all employees to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB2. Ability to make a judgment as to whether the product meets the required specification or not.</p>
	<b>Plan and organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB4. Prioritize and execute tasks within the scheduled time limits</p> <p>SB5. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB6. Be a team player and achieve joint goals</p> <p>SB7. Flexibility to re-assess schedule in case of delays/additional orders</p>
	<b>Customer centricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Understand the customer requirements and ensure that they are met.</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Identify trends/common causes for errors and suggest possible solutions to the warehouse manager.</p> <p>SB10. Handle day to day problems like delays, staffing shortage, etc.</p>
	<b>Analytical Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Suggest methods to streamline receiving of inbound consignments.</p> <p>SB12. Ability to estimate the value of the consignment.</p> <p>SB13. Ability to assess whether the product meets the required specification.</p>
<b>Critical Thinking Skills</b>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Ability to concentrate on task at hand and complete it without errors</p>	

## NOS Version Control

<b>NOS Code</b>	LSC/N2114		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	02/02/2015
<b>Industry Sub-sector</b>	Warehousing Storage	<b>Last reviewed on</b>	25/02/2015
<b>Occupation</b>	Receiving Assistant	<b>Next review date</b>	02/08/2016



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# National Occupational Standard



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## Overview

This unit is about maintaining health, safety and security measures in receiving consignments

LSC/N2124

**Maintain Health, Safety and Security measures in receiving consignments**

National Occupational Standard	<b>Unit Code</b>	LSC/N2124
	<b>Unit Title (Task)</b>	Maintain Health,Safety and Security measures in receiving consignments
	<b>Description</b>	This unit is about maintaining health, safety and security measures
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Maintain health,safety and security measures</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	Maintain health, safety and security measures	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC2. Understand the use of all Protective personal equipment (PPE) required for work.</p> <p>PC3. Wear all safety equipment including protective gear, helmets etc. when checking inbound consignments.</p> <p>PC4. Follow organization procedures with respect to documentation.</p> <p>PC5. Recognize and report unsafe conditions and practices.</p> <p>PC6. Adhere to security regulations of the company</p>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to goods</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for documentation of inbound goods in the organization.</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of inspection methods and consignment routing policies followed in the organization.</p> <p>KA8. Knowledge of transport companies the organization works with and their processes</p>

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**Maintain Health, Safety and Security measures in receiving consignments**

<p><b>B. Technical Knowledge</b></p>	<p>KB1. Knowledge of processes involved in inbound and outbound transport.          KB2. Knowledge of forms to be received along with inbound consignments.          KB3. Knowledge of desired specifications for each product.          KB4. Knowledge of inspection and testing methods.          KB5. Knowledge to use the computer for electronic documentation of information.          KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.          KB7. Knowledge of possible difficulties in receiving inbound consignments.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down details regarding inspection of each inbound consignment.          SA2. Fill out forms, inspection checklists pertaining to the inbound consignments.          SA3. Prepare detailed reports for management.</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists          SA5. Read and understand details required in the forms.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers          SA7. Regularly communicate with all employees to ensure activities are running smoothly          SA8. Provide advice and guidance to peers and juniors</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations          SB2. Ability to make a judgment as to whether the product meets the required specification or not.</p>

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**Maintain Health, Safety and Security measures in receiving consignments**

	<b>Plan and organize</b>
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals SB7. Flexibility to re-assess schedule in case of delays/additional orders
	<b>Customer centricity</b>
	The user/individual on the job needs to know and understand how to: SB8. Understand the customer requirements and ensure that they are met.
	<b>Problem solving</b>
	The user/individual on the job needs to know and understand how to: SB9. Identify trends/common causes for errors and suggest possible solutions to the warehouse manager. SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline receiving of inbound consignments. SB12. Ability to estimate the value of the consignment. SB13. Ability to assess whether the product meets the required specification.
<b>Critical Thinking Skills</b>	
The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors	

## NOS Version Control

<b>NOS Code</b>	LSC/N2124		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	25/02/2015
<b>Industry Sub-sector</b>	Warehousing Storage	<b>Last reviewed on</b>	25/02/2015
<b>Occupation</b>	Receiving Assistant	<b>Next review date</b>	25/08/2016



[Back to QP](#)

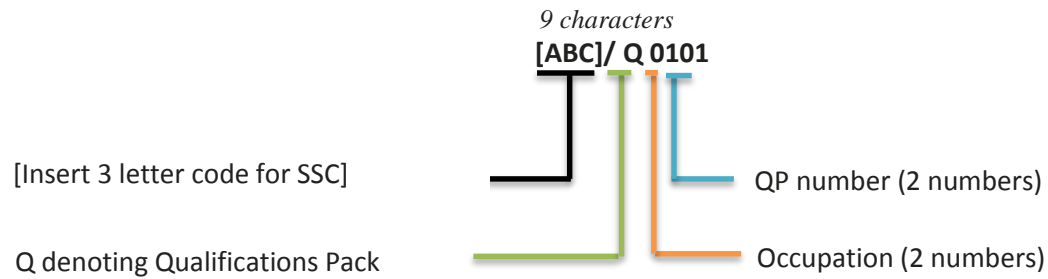


## Qualifications Pack for Receiving Assistant

### Annexure

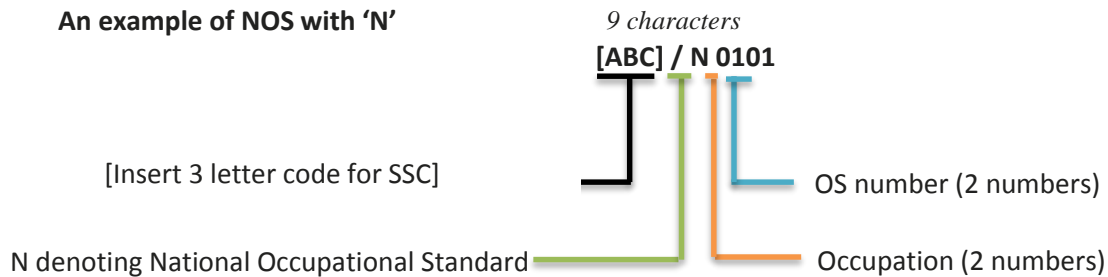
#### Nomenclature for QP and NOS

##### Qualifications Pack



##### Occupational Standard

##### An example of NOS with 'N'



### Qualifications Pack For Receiving Assistant

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 Receiving Assistant

### CRITERIA FOR ASSESSMENT OF RECEIVING ASSISTANT

**Job Role:** Receiving Assistant

**Qualification Pack:** LSC/Q2112

**Sector Skill Council:** LSC

#### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory 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/N2112 (Prepare for Receiving Consignments)	PC1. Obtain the work schedule for the day along with the expected times of inbound trucks from the transport manager.	100	10	3	7
	PC2. Obtain the list of inbound consignments, details of number and type of goods in each consignment and inspection checklists from the warehouse manager.		15	3	12
	PC3. Find out where each truck would be parked and where each consignment would be unloaded.		12	2	10
	PC4. Understand priorities or special conditions (if any) among the consignments.		12	2	10
	PC5. Collect and wear all the required Personal Protective Equipment (PPE).		11	2	9
	PC6. Make sure any stationery required like pens, paper, etc. are available for use during the work day.		10	2	8
	PC7. Collect any receiving equipment to be used like bar code scanners, densimeters, etc. and check to ensure that they are in good working condition.		10	2	8

### Qualifications Pack For Receiving Assistant

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC8. Inspect the receiving area to ensure that it is clean and in safe condition before starting work.		10	2	8
	PC9. Have any issues/problems solved before starting work.		10	2	8
		<b>Total</b>	100	20	80
2.LSC/N2113 (Receive inbound consignments)	PC1. Start up the computer system, log in using company credentials and ensure that the system is working well.	<b>100</b>	3	1	2
	PC2. Collect the agreement sheet from the truck driver.		4	2	2
	PC3. Request driver to unseal consignment in their presence		3	0	3
	PC4. In case of damage, take necessary precautions including quarantining the goods, obtaining drivers' signature, taking notes/snapshots etc.		3	0	3
	PC5. Visually inspect the consignment, sign the agreement sheet and give it to the documentation assistant to prepare the arrival report.		4	1	3
	PC6. In case of discrepancy in consignments against the agreement sheet, report to supervisor		3	0	3
	PC7. Prepare unloading Slip, Ensure the document packs are matching with physical receipt		5	2	3
	PC8. Have the consignment unloaded and moved into the receiving area by the unloader.		3	1	2
	PC9. Ensure proper acknowledgements are endorsed by driver as well the receiving clerk		3	1	2
	PC10. Based on the labels, identify the final destination, what goods are contained and the quantity contained in the package.		5	2	3
	PC11. Keep aside packages which are headed for a different final destination i.e.. not being stored in the warehouse.		5	2	3
	PC12. Have the loader move the packages and keep them along with other packages headed for the same destination.		4	1	3
	PC13. If bar codes are used, scan the goods and also the package so that the information gets updated in the system.		4	1	3

### Qualifications Pack For Receiving Assistant

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC14. For goods being stored (warehouse as its final destination), open the packages, use the testing equipment to check conformity with desired specification and count all the inbound goods.		4	2	2
	PC15. Segregate and keep aside damaged goods. Put the other goods back into the packages and note down the shortage.		6	2	4
	PC16. If bar codes are used, scan the bar codes so that each good received (in good or bad condition) gets recorded in the system.		4	1	3
	PC17. Note down the results of inspection for each consignment, with specific details about damaged goods, value of incoming consignment, etc.		6	2	4
	PC18. Tick off steps completed with the inspection checklist. Ensure that all steps have been done.		5	1	4
	PC19. Move the packages with goods to be stored in the warehouse into the staging area to be put away by the binner.		5	1	4
	PC20. Discuss damages or shortages with the distributor.		5	2	3
	PC21. Arrange to have the compensatory goods sent at the earliest and negotiate the terms.		6	2	4
	PC22. Escalate any issues in negotiation to the warehouse manager.		5	1	4
	PC23. Fill out damage claim forms, missing goods form as required and give them to the documentation assistant for subsequent processing.		5	2	3
		<b>Total</b>	100	30	70
3. LSC/N2114 (Complete end of day activities)	PC1. Input the details noted down into the system.	<b>100</b>	10	4	6
	PC2. If bar codes are used, check to see that the information in the system matches the information noted down.		10	3	7
	PC3. Ensure that actions taken/agreed upon for damaged or missing items are also entered in the system.		12	3	9

### Qualifications Pack For Receiving Assistant

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC4. Provide information in the system for the documentation assistant to prepare invoices.		12	3	9
	PC5. Inform the warehouse manager about any delays in inbound consignments or missed deliveries.		10	2	8
	PC6. Report any issues faced in negotiation with distributors regarding replacement for damaged or missing goods.		10	2	8
	PC7. Prepare reports on the quality of inbound goods, number of damaged or missing goods, etc.		11	3	8
	PC8. Save all data, safely log off and switch off the computer.		8	2	6
	PC9. Return any PPE and testing equipment used to their respective storage racks.		6	2	4
	PC10. Have any spillages or breakages in the unloading and receiving areas cleaned up by the loader.		5	0	5
	PC11. Check to ensure that the computer is off, the work area is clean and ready for the next work day.		6	1	5
		<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>
4. LSC/N2124 (Maintain Health, Safety and Security measures in receiving consignments)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	<b>100</b>	15	5	10
	PC2. Understand the use of all Protective personal equipment (PPE) required for work.		15	5	10
	PC3. Wear all safety equipment including protective gear, helmets etc. when checking inbound consignments.		20	5	15
	PC4. Follow organization procedures with respect to documentation.		20	5	15
	PC5. Recognize and report unsafe conditions and practices.		15	5	10
	PC6. Adhere to security regulations of the company.		15	5	10
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>