Qualification Pack

Data Feeder - Warehouse

QP Code: LSC/Q2306

Version: 3.0

NSQF Level: 3

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Contents

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LSC/Q2306: Data Feeder - Warehouse

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.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N2301: Prepare for Operations

2. LSC/N2320: To Carry Out Documentation and Quality Control

3. SSC/N3022: Undertake data entry services

4. SSC/N9001: Manage your work to meet requirements

5. SSC/N9003: Maintain a healthy, safe and secure working environment

6. DGT/VSQ/N0101: Employability Skills (30 Hours)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting
Country	India
NSQF Level	3
Credits	13

Aligned to NCO/ISCO/ISIC Code	NCO-2004/343.00
Minimum Educational Qualification & Experience	9th Class OR 8th Class (with one year of (NTC/ NAC) after 8th) OR 8th Class (and pursuing continuous schooling in regular school with vocational subject) OR 8th Class with 1 Year of experience relevant experience OR 5th Class with 4 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Must be trained in operating a computer and use excel
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06860
NQR Version	1.0

LSC/N2301: 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

The scope covers the following :

- Set up computer for operation
- Check for new inputs and update database
- Print all requiste lists, labels and forms
- Safety, Security and Administrative aspects

Elements and Performance Criteria

Set up computer for operations

To be competent, the user/individual on the job must be able to:

PC1. adhere to time limits given by warehouse manager

PC2. power up computer terminal and log in using company credentials

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

PC4. ensure readiness of the computer for the start of operations

PC5. complete any software updates required before start of operations

Check for new input and update database

To be competent, the user/individual on the job must be able to:

PC6. receive any new data such as client software syncs, new client details from DEO in-charge/client liason

PC7. update new clients onto the computer/information system

PC8. ensure all warehouse facilities are connected on the server for seamless inventory assessments/ order checks

PC9. verify all existing client's details are available on the information system

Print all requisite lists, labels and forms

To be competent, the user/individual on the job must be able to:

PC10. print pick lists based on orders, labels for inbound/outbound goods and anysign off forms that may be required for maintaining records

PC11. print any contact details available for incoming goods transporters/delivery boys

PC12. contact assigned supervisors to hand over documents and discuss timelines

Safety, Security and Administrative

To be competent, the user/individual on the job must be able to:

PC13. comply with safety regulations and procedures in case of fire hazards, biohazards, etc

PC14. follow organization procedures with respect to security

PC15. adhere to security regulations of the company

PC16. maintani clean worktable area

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization e.g. daily maintenance checklist and importance of the same

KU2. risk and impact of not following defined work, safety and security procedures

KU3. records and log books to be maintained and the importance of the same

KU4. security procedures to be followed

KU5. stock recording procedures followed by organization

KU6. escalation matrix for reporting identified problems

KU7. chain of command for reporting problems and status of delivery

KU8. value of items handled and implications of damage/loss of the same

KU9. rules and regulations at pick-up site (warehouse, factory, office etc.)

KU10. knowledge of various clients and their supporting software/database management systems

KU11. understanding of assigned responsibilities of all shopfloor employees

KU12. implications of poor performance such as delayed pick-up, improper documentation and high error rate

KU13. escalation matrix for technical issues for ERP/GICS/WMS (trouble shoot, debug and optimum utilization)

KU14. understanding of the entire chain of activities at the warehouse

KU15. knowledge of various clients and their supporting software/database management systems

KU16. nature of the products stored and the variances in their characteristics

KU17. application of stock recording, inventory management procedures such as FIFO etc

KU18. detailed understanding of ERP software and its applications

KU19. key understanding of all stock recording procedures and methods

KU20. understanding of the relevant it technicians to be reached out to for various technical issues

KU21. understanding of common technical problems and solutions for the same

KU22. good understanding of excel software

KU23. knowledge of controls and processes for operating computer terminal

KU24. basic computer skills to operate and perform minor fixes

KU25. knowledge of processes and differences in processes across clients/products

KU26. technical understanding of the firm's planning and procurement processes

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. ability to make note of instructions for the supervisor/shopfloor staff

GS2. ability to develop operating procedures, improvements and create documents for internal understanding/use

GS3. apply for insurance coverage etc. if required

GS4. good reading skills to understand computer instructions, operating procedures

GS5. read and understand orders and instructions

GS6. read and understand documents required for operational activities

GS7. communicate with supervisors and peers

GS8. provide advice and guidance to juniors and peers

GS9. communicate effectively with client representatives/warehouse staff

GS10. maintain integrity with respect to company property and time

GS11. communicate with people in a form and manner and using language that is open and respectful

GS12. resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust

GS13. take responsibility for completing ones own work assignment

GS14. take initiative to enhance/learn skills in ones area of work

GS15. learn from experience in a range of settings and scenarios

GS16. reflect and act upon ones learning

GS17. introduce innovations or new practices to increase efficiency

GS18. develop personal goals in alignment with organization and work towards achieving set targets.

GS19. avoid absenteeism

GS20. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS21. work in a disciplined environment

GS22. maintainpunctuality

GS23. prioritize and execute tasks within the scheduled time limits

GS24. organize work schedule to ensure all orders are met within the requisite timelines

GS25. ability to balance multiple tasks and complete them within timelines

GS26. manage multiple orders, clients with efficient order systems

GS27. cope with technical errors and sysem breakdown in case of emergencies through manual documentation

GS28. ability to bundle orders in the most efficient manner possible

GS29. be a team player and achieve joint goals

GS30. concentrate on task at hand and complete it without errors

GS31. check for damage computer and terminal and ensure it is in working condition

GS32. conduct maintenance tasks e.g. software updates etc

GS33. escalate severe issues to data entry supervisor

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Set up computer for operations	**11**	**18**	**-**	**-**
PC1. adhere to time limits given by warehouse manager	4	5	-	-
PC2. power up computer terminal and log in using company credentials	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	2	5	-	-
PC4. ensure readiness of the computer for the start of operations	1	3	-	-
PC5. complete any software updates required before start of operations	2	2	-	-
Check for new input and update database	**10**	**24**	**-**	**-**
PC6. receive any new data such as client software syncs, new client details from DEO in-charge/client liason	4	7	-	-
PC7. update new clients onto the computer/information system	2	8	-	-
PC8. ensure all warehouse facilities are connected on the server for seamless inventory assessments/order checks	2	4	-	-
PC9. verify all existing client's details are available on the information system	2	5	-	-
Print all requisite lists, labels and forms	**4**	**14**	**-**	**-**
PC10. print pick lists based on orders, labels for inbound/outbound goods and anysign off forms that may be required for maintaining records	3	7	-	-
PC11. print any contact details available for incoming goods transporters/delivery boys	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. contact assigned supervisors to hand over documents and discuss timelines	-	3	-	-
Safety, Security and Administrative	**5**	**14**	**-**	**-**
PC13. comply with safety regulations and procedures in case of fire hazards, biohazards, etc	1	3	-	-
PC14. follow organization procedures with respect to security	1	4	-	-
PC15. adhere to security regulations of the company	2	3	-	-
PC16. maintani clean worktable area	1	4	-	-
NOS Total	**30**	**70**	**-**	**-**

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2301
NOS Name	Prepare for Operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N2320: To Carry Out Documentation and Quality Control

Description

This unit is about carrying out documentation and quality control

Scope

The scope covers the following :

- Complete all requisite documentation
- Perform check on the shop floor if required
- Safety, Security and Administrative aspects

Elements and Performance Criteria

Complete all requisite documentation

To be competent, the user/individual on the job must be able to:

PC1. ensure appropriate insurance coverage for all transports and apply for new coverage if required

PC2. obtain proof of delivery, generate print-outs for all transports and maintain logs and files of said documents.

PC3. transcribe information from customers' bills of lading into cargo management system.

PC4. update the system to include the day's transactional milestones

PC5. perform day-to-day administrative documentation such as maintaining information files and processing paperwork

PC6. generate daily, monthly and annual reports and MIS trackers based on performance

Perform check on the shop floor if required

To be competent, the user/individual on the job must be able to:

PC7. monitor the quality, quantity, cost and efficiency of the movement and storage of goods

PC8. coordinate with inspectors/ spot checks/counts by supervisors in situations where any discrepancies have been spotted (missing goods, unreported damages etc.)

PC9. in case of issue with documentation on the shopfloor, visit specific area and perform a physical check to reconcile data with documentation/system

Safety, Security and Administrative

To be competent, the user/individual on the job must be able to:

PC10. comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.

PC11. adhere to security regulations of the company

PC12. maintain clean work table area

PC13. ensure all safety gear is worn on any visits to the shop floor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization e.g. daily maintenance checklist and importance of the same

KU2. risk and impact of not following defined work, safety and security procedures

KU3. records and log books to be maintained and the importance of the same

KU4. security procedures to be followed

KU5. stock recording procedures followed by organization

KU6. escalation matrix for reporting identified problems

KU7. chain of command for reporting problems and status of delivery

KU8. value of items handled and implications of damage/loss of the same

KU9. rules and regulations at pick-up site (warehouse, factory, office etc.)

KU10. knowledge of various clients and their supporting software/database management systems

KU11. understanding of assigned responsibilities of all shopfloor employees

KU12. implications of poor performance such as delayed pick-up, improper documentation and high error rate

KU13. escalation matrix for technical issues for erp/gics/wms (trouble shoot, debug and optimum utilization)

KU14. understanding of the entire chain of activities at the warehouse

KU15. knowledge of various clients and their supporting software/database management systems

KU16. nature of the products stored and the variances in their characteristics

KU17. application of stock recording, inventory management procedures such as FIFO etc

KU18. detailed understanding of ERP software and its applications

KU19. key understanding of all stock recording procedures and methods

KU20. understanding of the relevant it technicians to be reached out to for various technical issues

KU21. understanding of common technical problems and solutions for the same

KU22. good understanding of excel software

KU23. knowledge of controls and processes for operating computer terminal

KU24. basic computer skills to operate and perform minor fixes

KU25. knowledge of processes and differences in processes across clients/products

KU26. technical understanding of the firm's planning and procurement processes

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. ability to make note of instructions for the supervisor/shop floor staff

GS2. ability to develop operating procedures, improvements and create documents for internal understanding/use

GS3. apply for insurance coverage etc. if required

GS4. good reading skills to understand computer instructions, operating procedures

GS5. read and understand orders and instructions

GS6. read and understand documents required for operational activities

GS7. communicate with supervisors and peers

GS8. provide advice and guidance to juniors and peers

GS9. communicate effectively with client representatives/warehouse staff

GS10. maintain integrity with respect to company property and time

GS11. communicate with people in a form and manner and using language that is open and respectful

GS12. resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust

GS13. take responsibility for completing ones own work assignment

GS14. take initiative to enhance/learn skills in ones area of work

GS15. learn from experience in a range of settings and scenarios

GS16. reflect and act upon ones learning

GS17. introduce innovations or new practices to increase efficiency

GS18. develop personal goals in alignment with organization and work towards achieving set targets.

GS19. avoid absenteeism

GS20. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS21. work in a disciplined environment

GS22. maintain punctuality

GS23. prioritize and execute tasks within the scheduled time limits

GS24. organize work schedule to ensure all orders are met within the requisite timelines

GS25. ability to balance multiple tasks and complete them within timelines

GS26. manage multiple orders, clients with efficient order systems

GS27. cope with technical errors and system breakdown in case of emergencies through manual documentation

GS28. ability to bundle orders in the most efficient manner possible

GS29. be a team player and achieve joint goals

GS30. concentrate on task at hand and complete it without errors

GS31. check for damage computer and terminal and ensure it is in working condition

GS32. conduct maintenance tasks e.g. software updates etc

GS33. escalate severe issues to data entry supervisor

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Complete all requisite documentation	**15**	**31**	**-**	**-**
PC1. ensure appropriate insurance coverage for all transports and apply for new coverage if required	3	7	-	-
PC2. obtain proof of delivery, generate print-outs for all transports and maintain logs and files of said documents.	3	7	-	-
PC3. transcribe information from customers' bills of lading into cargo management system.	2	6	-	-
PC4. update the system to include the day's transactional milestones	2	6	-	-
PC5. perform day-to-day administrative documentation such as maintaining information files and processing paperwork	3	2	-	-
PC6. generate daily, monthly and annual reports and MIS trackers based on performance	2	3	-	-
Perform check on the shop floor if required	**7**	**17**	**-**	**-**
PC7. monitor the quality, quantity, cost and efficiency of the movement and storage of goods	3	5	-	-
PC8. coordinate with inspectors/ spot checks/counts by supervisors in situations where any discrepancies have been spotted (missing goods, unreported damages etc.)	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	2	5	-	-
Safety, Security and Administrative	**8**	**22**	**-**	**-**
PC10. comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	2	6	-	-
PC11. adhere to security regulations of the company	2	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. maintain clean work table area	2	4	-	-
PC13. ensure all safety gear is worn on any visits to the shop floor	2	6	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2320
NOS Name	To Carry Out Documentation and Quality Control
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

SSC/N3022: 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

The scope covers the following :

- Collection of customer information within estimated timeframe
- Problems related to networking/connectivity/operating system/software installation/ configuration of computer/ hardware data entry
- Errors related to database management, database access management, service request delay, etc.
- Interact with appropriate people like line manager/supervisor/ subject matter experts

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

PC1. obtain sufficient information from the customer /client to understand the need and perform initial task

PC2. assist the customer in providing sufficient information to be entered and collate the same

PC3. provide the customer with a reasonable estimate time of entering data

PC4. prioritize service requests according to organizational guidelines

PC5. refer the problem to the technical support team if it cannot be resolved by the operator

PC6. monitor the problem and keep the customer informed about progress or any delays in the process

PC7. record and perform the service request accurately as per organizational processes and policies

PC8. transcribe, enter, and verify data from a variety of source material including financial, personnel, police and other records and correct any errors with the source

PC9. receive source documents from various departments, public, agencies, etc. and verify accuracy of material, prior to input

PC10. transcribe selected data into a computer and scan source documents in accordance with specific program instructions and compare the same

PC11. obtain help or advice from supervisor if the problem is outside his/her area of competence or experience

PC12. determine the cause of error message while entering data and make corrections

PC13. maintain files of source documents or other information relative to data entered

PC14. perform various related functions to maintain computer and other hardware

PC15. assist in (or perform) the filing and storage of security and back up data files

PC16. perform back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. relevant legislation, standards, policies, and procedures followed in the company

KU2. how to engage with both internal and external specialists for support in order to perform the desired task

KU3. data entry procedures, tools, and techniques

KU4. potential helpdesk customers and their typical requirements

KU5. role and importance of the data entry operator in supporting business operations

KU6. the adequacy of existing helpdesk feedback systems and suggest improvements

KU7. basic understanding of computer and its terminology

KU8. different software needed for report writing including MS office suit or Open-source software

KU9. basic and advance PC workstation configuration, maintenance, networking as well as trouble shooting

KU10. the operation and use of a standard alphanumeric keyboard

KU11. how to compile simple reports from data entered and ability to make comparisons between them through use of various database management software

KU12. how to make error free data entry with the help of software devices

KU13. typical problems raised by customers and their solutions, including workaround (alternate/situational) solutions

KU14. typical response times and service times for problem mitigation

KU15. the importance of documenting, classifying, prioritizing service requests, crowd management and others

KU16. maintain a knowledge-base of the known problems, helpdesk system, policies, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. document call logs, reports, task lists, and schedules with co-workers

GS2. prepare status and progress reports and write in at least one language

GS3. read about the software and the documents, products and services with reference to the organization

GS4. keep abreast with the latest knowledge by reading newspaper , pamphlets, and product information sheets

GS5. read comments, suggestions, and responses to frequently asked questions (FAQs) posted on the helpdesk portal

GS6. discuss task lists, schedules, and work-loads with co-workers

GS7. question customers appropriately in order to understand the nature of the problem and make a diagnosis

GS8. give clear instructions to customers and perform the task and inform about the progress

GS9. avoid using jargon, slang or acronyms when communicating with a customer, unless it is required

GS10. follow rule-based decision-making processes to identify anomalies in data and refer it to the supervisor

GS11. work effectively, independently and collaboratively in a team environment

GS12. carry out rule-based transactions in line with customer-specific guidelines/procedures and service level agreements

GS13. apply problem-solving approaches in dfferent situations

GS14. configure data and disseminate relevant information to others

GS15. use information technology effectively to input and/or extract data accurately

GS16. apply balance judgments to different situations in a detailed and constructive way

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	88	**212**	**-**	**-**
PC1. obtain sufficient information from the customer /client to understand the need and perform initial task	-	31.25	-	-
PC2. assist the customer in providing sufficient information to be entered and collate the same	-	31.25	-	-
PC3. provide the customer with a reasonable estimate time of entering data	-	12.5	-	-
PC4. prioritize service requests according to organizational guidelines	-	6.25	-	-
PC5. refer the problem to the technical support team if it cannot be resolved by the operator	-	6.25	-	-
PC6. monitor the problem and keep the customer informed about progress or any delays in the process	-	12.5	-	-
PC7. record and perform the service request accurately as per organizational processes and policies	-	6.25	-	-
PC8. transcribe, enter, and verify data from a variety of source material including financial, personnel, police and other records and correct any errors with the source	-	25	-	-
PC9. receive source documents from various departments, public, agencies, etc. and verify accuracy of material, prior to input	-	6.25	-	-
PC10. transcribe selected data into a computer and scan source documents in accordance with specific program instructions and compare the same	13	49.5	-	-
PC11. obtain help or advice from supervisor if the problem is outside his/her area of competence or experience	-	12.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. determine the cause of error message while entering data and make corrections	12.5	-	-	-
PC13. maintain files of source documents or other information relative to data entered	12.5	-	-	-
PC14. perform various related functions to maintain computer and other hardware	25	-	-	-
PC15. assist in (or perform) the filing and storage of security and back up data files	25	-	-	-
PC16. perform back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)	-	12.5	-	-
NOS Total	**88**	**212**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N3022
NOS Name	Undertake data entry services
Sector	IT-ITeS
Sub-Sector	Business Process Management
Occupation	Customer Relationship Management (CRM)
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	30/12/2021
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

SSC/N9001: 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

The scope covers the following :

- Utilise resources
- Ensure compliance

Elements and Performance Criteria

To be competent, the user/individual on the job must be able to:

PC1. establish and agree your work requirements with appropriate people

PC2. keep the immediate work area clean and tidy

PC3. utilize time effectively

PC4. use resources correctly and efficiently

PC5. treat confidential information correctly

PC6. work in line with the organization's policies and procedures

PC7. work within the limits of the job role

PC8. obtain guidance from appropriate people, where necessary

PC9. ensure the work meets the agreed requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the priorities for the area of work

KU2. role, responsibilities, limits of the responsibilities and whom these must be agreed with, as well as when to involve others

KU3. the importance of having a tidy work area and how to do this

KU4. how to prioritize your workload according to urgency and importance and the benefits of this

KU5. the organizations policies and procedures, especially for dealing with confidential information, and the importance of complying with these

KU6. the purpose of keeping others updated with the progress of the work

KU7. the purpose and value of being flexible and adapting work plans to reflect change

KU8. the importance of completing work accurately and how to do this

KU9. appropriate timescales for completing the work and the implications of not meeting these for self and the organization

KU10. resources needed for the work and how to obtain and use these

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. read instructions, guidelines, procedures, rules and service level agreements

GS2. ask for clarification and advice from line managers

GS3. communicate orally with colleagues

GS4. make decisions on suitable courses

GS5. plan and organize the work to achieve targets and deadlines

GS6. agree to objectives and work requirements

GS7. deliver consistent and reliable service to customers

GS8. check that the work meets customer requirements

GS9. refer anomalies to the line manager

GS10. seek clarification on problems from others

GS11. provide relevant information to others

GS12. analyze needs, requirements and dependencies in order to meet the work requirements

GS13. apply judgments to different situations

GS14. ensure the work is complete and free from errors

GS15. get the work checked by peers

GS16. work effectively in a team environment

GS17. use information technology effectively, to input and/or extract data accurately

GS18. identify and refer anomalies in data

GS19. store and retrieve information

GS20. keep up to date with changes, procedures and practices in the role

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	25	**75**	**-**	**-**
PC1. establish and agree your work requirements with appropriate people	-	6.25	-	-
PC2. keep the immediate work area clean and tidy	6.25	6.25	-	-
PC3. utilize time effectively	6.25	6.25	-	-
PC4. use resources correctly and efficiently	6.25	12.5	-	-
PC5. treat confidential information correctly	-	6.25	-	-
PC6. work in line with the organization's policies and procedures	-	12.5	-	-
PC7. work within the limits of the job role	-	6.25	-	-
PC8. obtain guidance from appropriate people, where necessary	-	6.25	-	-
PC9. ensure the work meets the agreed requirements	6.25	12.5	-	-
NOS Total	**25**	**75**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9001
NOS Name	Manage your work to meet requirements
Sector	IT-ITeS
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

SSC/N9003: 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

The scope covers the following :

- Ensure compliance
- Follow safety procedure

Elements and Performance Criteria

Ensure compliance

To be competent, the user/individual on the job must be able to:

PC1. comply with the organization's current health, safety and security policies and procedures

PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person

PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority

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

Follow safety procedure

To be competent, the user/individual on the job must be able to:

PC5. follow the organization's emergency procedures promptly, calmly, and efficiently

PC6. identify and recommend opportunities for improving health, safety, and security to the designated person

PC7. complete any health and safety records legibly and accurately

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. legislative requirements and organization's procedures for health, safety and security and your role and responsibilities in relation to this

KU2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace

KU3. how and when to report hazards

KU4. limits of your responsibility for dealing with hazards

KU5. the organization's emergency procedures for different emergency situations and the importance of following these

KU6. the importance of maintaining high standards of health, safety and security

KU7. implications that any non-compliance with health, safety and security may have on individuals and the organization

KU8. types of breaches in health, safety and security and how and when to report these

KU9. evacuation procedures for workers and visitors

KU10. how to summon medical assistance and the emergency services, where necessary

KU11. how to use the health, safety and accident reporting procedures and the importance of these

KU12. government agencies in the areas of safety, health and security and their norms and services

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. complete accurate, well written work with attention to detail

GS2. read instructions, guidelines, procedures, rules and service level agreements

GS3. listen effectively and orally communicate information accurately

GS4. make decisions on suitable courses of action

GS5. plan and organize your work to meet health, safety and security requirements

GS6. build and maintain positive and effective relationships with colleagues and customers

GS7. apply problem solving approaches in different situations

GS8. analyze data and activities

GS9. apply balanced judgments to different situations

GS10. check that the work is complete and free from errors

GS11. work effectively in a team environment

GS12. identify and refer anomalies

GS13. help reach agreements with colleagues

GS14. keep up to date with changes, procedures and practices in the job role

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure compliance	**20**	**40**	-	-
PC1. comply with the organization's current health, safety and security policies and procedures	10	10	-	-
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	-	10	-	-
PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	10	10	-	-
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	-	10	-	-
Follow safety procedure	**10**	**30**	-	-
PC5. follow the organization's emergency procedures promptly, calmly, and efficiently	10	10	-	-
PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	-	10	-	-
PC7. complete any health and safety records legibly and accurately	-	10	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	SSC/N9003
NOS Name	Maintain a healthy, safe and secure working environment
Sector	IT-ITeS
Sub-Sector	IT Services, Business Process Management, Engineering R&D, Software Product Development, IT Support Services, Software Products, Future Skills
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/01/2022
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1.   understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC2.   identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3.   explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4.   speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5.   follow good manners while communicating with others
PC6.   work with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

KU12. different legal rights and laws

KU13. how to operate digital devices and applications safely and securely

KU14. ways to identify business opportunities

KU15. types of customers and their needs

KU16. how to apply for a job and prepare for an interview

KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. communicate effectively using appropriate language

GS2. behave politely and appropriately with all

GS3. perform basic calculations

GS4. solve problems effectively

GS5. be careful and attentive at work

GS6. use time effectively

GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	**4**	**6**	**-**	**-**
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**1**	**3**	**-**	**-**
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	17/11/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.

6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2301.Prepare for Operations	30	70	-	-	100	10
LSC/N2320.To Carry Out Documentation and Quality Control	30	70	-	-	100	20
SSC/N3022.Undertake data entry services	88	212	-	-	300	20
SSC/N9001.Manage your work to meet requirements	25	75	-	-	100	20
SSC/N9003.Maintain a healthy, safe and secure working environment	30	70	-	-	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**223**	**527**	**-**	**-**	**750**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment 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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.