

NSQF QUALIFICATION FILE

Approved in 27th NSQC Meeting-NCVET-Dated 28-02-2023

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Name and contact details of individual dealing with the submission

Name : Ms. Reena Murray

Position in the Organization : Head – Standards & Quality Assurance

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List of documents submitted in support of the Qualifications File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

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1	Qualification Title	MHE operator and technician
2	Qualification Code, if any	LSC/N0401
3	NCO code and occupation	<ul style="list-style-type: none"> NCO – 2015 – 8334 – Lifting Truck Operators
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	<p>Nature: Certificate course of MHE operator cum technician</p> <p>Term: Long Term</p> <p>Purpose: Learners who attain this qualification are competent in warehousing ground operation and can get a job to handle goods in the warehouse with the use of various MHE, perform maintenance check of MHE and prepare and maintain record of the breakdown and maintenance</p>
5	Body/bodies which will award the qualification	Logistics Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification	Logistics Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)	<p>Yes</p> <p>Both accreditation and affiliation are done by LSC based on due diligence report via SIP</p>
8	Occupation(s) to which the qualification gives access	Engineering / maintenance
9	Job description of the occupation	The individual operates MHE to move, load and unload cargo in a warehouse, undertakes basic maintenance activities for MHE and prepares performance reports.
10	Licensing requirements	Should have Light Motor Vehicle (LMV) license for four-wheeler driving.
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable
12	Level of the qualification in the NSQF	4

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13	Anticipated volume of training/learning required to complete the qualification	450 hours to 690 hours
14	Indicative list of training tools required to deliver this qualification	<p>For a Class of 30 Candidates</p> <p>Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipment's – 1 Demarcation equipment – 1 Pallets - 5 Packaging material – 30 Packaging devices – 10 Alarm - 1 Scanner - 15 PPE – 15 SOP - 10 Safety guidelines – 15</p>
15	Entry requirements and/or recommendations and minimum age	<p>12th grade pass Or Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma Or 10th grade pass and pursuing continuous schooling Or 10th Grade Pass + 2 year relevant experience Or Previous relevant Qualification of NSQF Level 3.0 (in warehousing) with minimum education as 8th Grade pass + 3 year relevant experience (in warehouse)</p>
16	Progression from the qualification (Please show Professional and academic progression)	<p>Professional - After completion, the person can get employed as MHE operator in a warehouse. With 3 years' experience, the person can progress vertically to supervisor role for MHE or loading/unloading. The person can also move laterally to port terminals, cold chain and courier express service</p> <p>Academic –</p>

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		<ol style="list-style-type: none">1. For an ITI - Diploma is the next stage of progression2. For a Diploma – Graduation is the next stage of progression3. For a Class XII – Diploma or Graduation is the next stage of progression
17	Arrangements for the Recognition of Prior learning (RPL)	<p>LSC currently undertakes RPL through the following modes –</p> <ol style="list-style-type: none">1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the short term RPL program post which, LSC member conducts assessment and provide accreditation/ certification for the same2. The training centre run RPL courses in coordination with industry and companies and post the course conduct assessment and certification3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews and provides certifications regarding RPL4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
18	International comparability where known (research evidence to be provided)	Under Study

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19	Date of planned review of the qualification.	28 th February 2026		
20	Formal structure of the qualification			
	MHE operator cum technician	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	30	4
	LSC/N0401 Perform material handling activities	Mandatory	90	4
	LSC/N0402 Perform preventive and breakdown maintenance checks	Mandatory	90	4
	LSC/N9904 Maintain integrity and ethics in operations	Mandatory	60	4
	LSC/N9905 Follow health, safety and security procedures	Mandatory	60	4
	DGT/VSQ/N0102 Employability Skills	Mandatory	60	4
	Sub Total (A)		390 Hrs	
B	Optional/ elective component			
	MHE operator cum technician	Elective/ Optional	Estimated size (learning hours)	Level
	LSC/N0403 Operate Battery Operated Pallet Truck (BOPT)	Elective	60	4
	LSC/N0404 Operate Reach truck	Elective	60	4
	LSC/N0405 Operate Forklift	Elective	60	4
	LSC/N0406 Operate Order Picker	Elective	60	4
	LSC/N0120 Supervise receiving and dispatch activities	Optional	60	4
	Subtotal B		60 hrs. to 300 hrs.	
	<u>Total (A+B)</u>		450 to 690 hrs.	

SECTION 1
ASSESSMENT

21	<p>Body/Bodies which will carry out assessment:</p> <p>All the empanelled assessment agency will do the assessment</p>
22	<p>How will RPL assessment be managed and who will carry it out?</p> <p>RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments</p> <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the short term RPL program post which, LSC member conducts assessment and provide accreditation/ certification for the same 2. The training centre run RPL courses in coordination with industry and companies and post the course conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews and provides certifications regarding RPL 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</p> <p>LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.</p> <p style="text-align: center;">Assessment policy of LSC</p> <ol style="list-style-type: none"> 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs. 2) Qualification and experience have to be set for the assessors. 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC. 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments. 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC. 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines. 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner

- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.
- 13) Questions framed as per blueprint and without ambiguity by SMEs.
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

- 1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.
- 3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.
- 4) Logistics Sector Skill Council to approve the Question banks with in 7 days from submission.
- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hr in advance from the time of assessment.
- 6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.
- 7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.
- 8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council
- 9) Assessment bodies to submit the result to logistics sector skill council with in 3 days of time from the date of assessment through LSC MIS portal.
- 10) Assessment bodies to submit the result in Skill India Portal with in 2 days of time from the date of LSC approval in LSC MIS portal.
- 11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.

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12) 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.

13) In case of unsuccessful completion, the trainee may seek Re-Assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for “Job role – MHE Operator and technician” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

12th grade pass

Or Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma

Or 10th grade pass and pursuing continuous schooling

Or 10th Grade Pass + 2 year relevant experience

Or Previous relevant Qualification of NSQF Level 3.0 (in warehousing) with minimum education as 8th Grade pass + 3 year relevant experience (in warehouse)

4. MARKING SCHEME:

Sr. No.	Method of Assessments	Weightage marks)	(Max.
1	Theory	30%	
2	Practical	70%	
Total		100	

5. PASSING MARKS: Every trainee should score minimum 70%.

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e. Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

1. LSC has created 16 points check list to collect on the day of assessment.
2. Assessment agencies must ensure to collect all the evidence without fail.
3. Training Partner must cooperate on collecting assessment evidences.
4. Candidates must present with their original aadhar's and alternative id proof which is having clear face picture on the day of assessment.
5. Assessment agency must submit all the collected evidence through LSC MIS portal.

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
1	LSC/N0401 Perform material handling activities	<p>To be competent, the user/individual on the job must be able to:</p> <ol style="list-style-type: none">1. 1 obtain the work schedule, daily targets and priorities (if any) from the supervisor1. 2 obtain the list of goods to be put away or picked along with the quantities and their respective locations1. 3 check with the supervisor the assistance required for other activities such as daily stock counting, quality inspection etc.1. 4 plan the sequence in which the operation would be carried out so as to optimize time and travel distance1. 5 inspect if the battery/fuel levels of the MHE is adequate for operation before moving it from the dock1. 6 perform basic check of the vehicle condition as per the Preventive Maintenance checklist before starting the work1. 7 collect the necessary PPE, inspect its fitness and wear throughout the work schedule1. 8 identify goods to be moved and their location in terms of aisle number, rack number and bin number from the putaway list during receiving and dispatch1. 9 assess the tooling requirement and collect the necessary tools from the tool crib/storage racks1. 10 lift or move the pallet using the MHE and place correctly into specified location1. 11 check for damages/spills, transport them to quarantine area and unload them for further action1. 12 report supervisor if there are any issues such as count mismatch, breakage/ damage of goods/ packaging during1. 13 check that movement of goods should be carried out as per standard operating procedures (SOP)

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		<ul style="list-style-type: none"> 1. 14 check for safe and error free loading and unloading of the goods 1. 15 park the MHE in specified location after completing the job 1. 16 check for minor issues, technical issues, cleaning etc. w.r.t. MHE and inform supervisor accordingly 1. 17 report any delays, damages, accidents and other incidents to the supervisor 1. 18 report on the condition of the MHE and any maintenance activity or replacement that may be required to the supervisor 1. 19 fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required 1. 20 log any maintenance activity undertaken
2	LSC/N0402 Perform preventive and first-line maintenance checks	<p>To be competent, the user/ individual must be able to:</p> <ul style="list-style-type: none"> 2. 1 collect the preventive maintenance checklist and maintenance log book for the MHE concerned 2. 2 collect necessary tools and PPE necessary for conducting the preventive maintenance 2. 3 understand the complaints noted in the log book, if any 2. 4 observe the overall functioning of the MHE to identify problems if any 2. 5 adjust in settings or operating parameters if required 2. 6 check for damage in tyres, parking break, main horn, reverse horn, warning lamp, etc. 2. 7 check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required 2. 8 assess the MHE and escalate to supervisor if there is a likelihood of future problems or replacement is required. 2. 9 identify any parts that have worn out or nearing their end of life cycle as specified by the manufacturer and put in request to obtain the required parts from the store (if available) or inform inventory clerk to place orders.

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		<ul style="list-style-type: none"> 2. 10 make replacement of part and test for its safety and smooth operation 2. 11 in case of a machine overhaul, plan well in advance and perform it during holidays or non-peak hours. 2. 12 test the MHE to ensure that it is fully functional and safe for use. 2. 13 regularly maintain spare batteries and ensure they are fully charged 2. 14 prepare and update maintenance card for every MHE 2. 15 understand the type of breakdown reported/ witnessed during operation 2. 16 identify and examine MHE to determine the source of the problem 2. 17 determine if the problem could be resolved using existing skills or if it requires the attention of a specialized technician from the manufacturing company 2. 18 if the problem could be resolved, determine whether the part could be repaired and carry out repairs using available spare parts/ machine shop equipment, or else put in part replacement request 2. 19 receive required parts and change the parts as per manufacturer's guidelines. 2. 20 complete and check all the line items in the first-line maintenance checklist 2. 21 post first line repair, test the MHE to ensure that it is fully functional and safe for use 2. 22 escalate to supervisor in case of delays or if a specialized technician from the manufacturing company is required to solve the problem 2. 23 report to supervisor for replacement of MHE parts 2. 24 provide daily report to manager regarding condition of equipment, damage if any, etc. 2. 25 update MHE condition in the appropriate health card and the next review dates in the maintenance schedules

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		2. 26 prepare a detailed report explaining the cause for the problem, solution, expected lifespan and suggested replacement dates
3	LSC/N9904 Maintain integrity and ethics in operations	<p>To be competent, the user/ individual must be able to:</p> <ul style="list-style-type: none"> 3.1 refrain from indulging in corrupt practices 3.2 avoid using company's funds, property or resources for undertaking personal activities 3.3 protect customer's information and ensure it is not misused 3.4 protect data and information related to business or commercial decisions 3.5 avoid acceptance of cash or kind from vendors for support or contract negotiations 3.6 demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues 3.7 avoid nepotism 3.8 consult supervisor or senior management when in situations that may require differentiating between ethical and unethical 3.9 report promptly all violations of code of ethics 3.10 dress up and conduct in a professional manner 3.11 communicate with clients and stakeholders in a soft and polite manner 3.12 follow etiquettes in accordance to the place 3.13 check for regulatory documentation and compliances for the shop floor as per information from the supervisor 3.14 perform activities considering the regulatory requirements 3.15 use Personal Protective Equipment (PPEs) in accordance to regulatory requirements 3.16 identify the different types of dangerous goods and handling methodologies 3.17 follow the SOP for handling of different types of dangerous goods 3.18 consult supervisor or senior management when in situations that may require differentiating between ethical and unethical 3.19 promptly report all regulatory violations

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4	LSC/N9905 Follow Health, Safety and security procedures	<p>To be competent, the user/ individual must be able to:</p> <ul style="list-style-type: none"> 4.1 make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation 4.2 wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area 4.3 follow standard driving practice to ensure safety of life and material 4.4 follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety 4.5 undertake periodical preventive health check ups 4.6 follow necessary Standard Operating Procedures (SOP) and precautions while handling dangerous and hazardous goods 4.7 follow security procedures like green gate in port, customs area, factory security, etc. 4.8 comply with data safety regulations of the organisation 4.9 follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway 4.10 To be competent, the user/ individual must be able to: 4.11 recognise unsafe conditions and safety practices at the workplace and report it to concerned authority 4.12 inspect the activity area and equipment for appropriate and safe condition 4.13 check if stacking is done at defined height and is not on the walk way 4.14 check if walk way is free from grease/ oil 4.15 check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places 4.16 participate in fire drills 4.17 check if standard material handling procedure are being followed

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		4.18 check if hold ladders, platforms and hand rails to be in a sound and safe condition 4.19 check if all the safety and security related tags, labels and signage are placed in the cargo 4.20 check if loading instrument is certified and operational 4.21 implement 5S at workplace 4.22 check if cargo has passed security checks and report in case of any violation
5	LSC/N0403 Operate Battery Operated Pallet Truck (BOPT)	To be competent, the user/individual on the job must be able to: 5.1 perform pre checks on battery operated pallet jacks to ensure that they are in proper working order 5.2 unload inbound shipments using pallet truck and move it to designated storage location 5.3 count quantity of items as per pick list and ensure that any damaged items are isolated and reported to the supervisor immediately 5.4 make sure that any unusual incidents or accidents are reported to the supervisor immediately 5.5 perform safe and error free loading and unloading of the goods 5.6 park the pallet truck in specified location after completing the job 5.7 submit end of operation reports as per requirement
6	LSC/N0404 Operate reach truck	To be competent, the user/individual on the job must be able to: 6.1 obtain the list of goods to be put away or picked along with the quantities and their respective locations 6.2 visually check the condition of the reach truck and the cage and carry out detailed inspection as per the daily inspection checklist 6.3 test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly

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		<p>6.4 place goods/cargo on the pallet or assist binner with placing the goods on the pallet, if required</p> <p>6.5 lift the pallets with care and ensure they are stable</p> <p>6.6 transport the pallets to the respective storage locations and store them in the space allocated</p> <p>6.7 to retrieve goods, lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods</p> <p>6.8 ensure goods loaded/ unloaded are within the reach truck's weight and size, load bearing capacity</p> <p>6.9 park reach truck in appropriate location</p> <p>6.10 perform any minor repairs and inform supervisor accordingly</p> <p>6.11 check for technical issues and inform technician if required</p>
7	LSC/N0405 Operate fork lift	<p>To be competent, the user/individual on the job must be able to:</p> <p>7.1 obtain work schedule from the supervisor</p> <p>7.2 visually check if battery is fully charged; check cables for exposed wires, fluid leak, battery plug connections not loose, worn or dirty; vent caps not clogged</p> <p>7.3 check bolts, nuts, guards, chains, or hydraulic hose reels are not damaged, missing or loose</p> <p>7.4 check if forks are not bent, no cracks present; positioning latches are in good working condition; carriage teeth not broken, chipped or worn</p> <p>7.5 check for damage in tyres, head light, warning light, parking break, main horn, reverse horn, warning lamp, etc.</p> <p>7.6 check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required</p> <p>7.7 check the lift mechanism, tilt mechanism, foot brake, clutch, gearshift operate smoothly</p>

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		<p>7.8 while moving the forklift without any load, ensure that the mast in upright condition, forks lowered are kept at the</p> <p>7.9 adjust the fork as wide as possible to fit the load and ensure that the load is balanced</p> <p>7.10 ensure goods loaded/ unloaded are within the forklift's weight and size, load bearing capacity</p> <p>7.11 move the pallets/bins to the respective storage locations and store them in the space allocated</p> <p>7.12 park the forklift truck in appropriate location</p> <p>7.13 perform any minor repairs and inform supervisor accordingly</p> <p>7.14 check for technical issues and inform technician if required</p>
8	LSC/N0406 Operate order picker	<p>To be competent, the user/individual on the job must be able to:</p> <p>8.1 receive task schedule from supervisor and pick list from supervisor</p> <p>8.2 obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked</p> <p>8.3 verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes</p> <p>8.4 inspect the order picker for suitability for work in terms of greasing, availability of fuel, tyre pressure, etc.</p> <p>8.5 wear all safety equipment including protective gear, helmets etc.</p> <p>8.6 ensure the picker is wearing the necessary PPE and his/her harness is firmly attached to the order picker</p> <p>8.7 locate the appropriate storage bays for items on pick list</p> <p>8.8 operate the order picker as per the SOP and instructions provided considering the type of goods and volume of goods to be picked</p> <p>8.9 pick goods from the appropriate shelves, storage space into containers or pallets to prepare for loading</p>

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		<p>8.10 verify all items are labeled and packed appropriately</p> <p>8.11 notify the supervisor of any damages for potential fixes</p> <p>8.12 verify all items on the pick list are picked and are in deliverable condition</p> <p>8.13 fill out appropriate administrative forms as required by the company in case of accidents, damages, errors, etc.</p>
9	LSC/N0407 Supervise receiving and dispatch activities	<p>The To be competent, the user/individual on the job must be able to:</p> <p>9.1 inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays</p> <p>9.2 assign spaces in the staging area for loader/unloader for loading and unloading goods</p> <p>9.3 ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading</p> <p>9.4 monitor and report productivity and adherence to timelines during loading and unloading</p> <p>9.5 inspect manual loading/unloading of goods and record spillages, breakages etc</p> <p>9.6 inspect and record damage to goods while handling them using MHE</p> <p>9.7 constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand</p> <p>9.8 perform visual inspection of inbound and outbound goods</p> <p>9.9 check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation</p> <p>9.10 inform executive if there is a difference in quantity received and review entries made in the system</p>

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		<p>9.11 inspect safe movement of goods to put-away area and to storage area</p> <p>9.12 perform visual inspection of goods for and check for damages and barcoding errors</p> <p>9.13 quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken</p> <p>9.14 undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager</p> <p>9.15 allocate storage space in the dispatch area and monitor collection of goods from store</p> <p>9.16 check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched</p> <p>9.17 receive stowage plan from transport coordinator and ensure stacking as per stowage plan</p> <p>9.18 monitor loading and despatch of stock in accordance to the run sheet</p> <p>9.19 inspect safe loading of goods and record any damages</p> <p>9.20 quarantine damaged goods and act based on inputs from manager and client</p> <p>9.21 follow-up with vendors and update the status of the despatch in the system</p> <p>9.22 ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.</p> <p>9.23 identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it</p> <p>9.24 perform wall to wall inventory count and generate report</p> <p>9.25 cross verify inventory report submitted against physical vs system entry</p> <p>9.26 identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager</p> <p>9.27 ensure availability of inventory as per order requirements</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>9.28 check if replacement parts are sent to the required functions to fulfil customer orders</p> <p>9.29 supervise segregation of damaged goods and act as per SOP and in consultation with Manager</p> <p>9.30 ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts</p> <p>9.31 update information on stock receipts and despatches</p> <p>9.32 prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP</p> <p>9.33 state reasons for non-dispatch, product damage, inventory discrepancies etc.</p>
10	DGT/VSQ/N0102 Employability Skills	<p>After completing this programme, participants will be able to:</p> <p>10.1 Discuss the Employability Skills required for jobs in various industries</p> <p>10.2 List different learning and employability related GOI and private portals and their usage</p> <p>10.3 Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen</p> <p>10.4 Show how to practice different environmentally sustainable practices.</p> <p>10.5 Discuss importance of relevant 21st century skills.</p> <p>10.6 Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.</p> <p>10.7 Describe the benefits of continuous learning.</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>10.8 Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</p> <p>10.9 Read and interpret text written in basic English</p> <p>10.10 Write a short note/paragraph / letter/e -mail using basic English</p> <p>10.11 Create a career development plan with well-defined short- and long-term goals</p> <p>10.12 Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.</p> <p>10.13 Explain the importance of active listening for effective communication</p> <p>10.14 Discuss the significance of working collaboratively with others in a team</p> <p>10.15 Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</p> <p>10.16 Discuss the significance of escalating sexual harassment issues as per POSH act.</p> <p>10.17 Outline the importance of selecting the right financial institution, product, and service</p> <p>10.18 Demonstrate how to carry out offline and online financial transactions, safely and securely</p> <p>10.19 List the common components of salary and compute income, expenditure, taxes, investments etc.</p> <p>10.20 Discuss the legal rights, laws, and aids</p> <p>10.21 Describe the role of digital technology in today's life</p> <p>10.22 Demonstrate how to operate digital devices and use the associated applications and features, safely and securely</p> <p>10.23 Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely</p> <p>10.24 Create sample word documents, excel sheets and presentations using basic</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>features</p> <p>10.25 utilize virtual collaboration tools to work effectively</p> <p>10.26 Explain the types of entrepreneurship and enterprises</p> <p>10.27 Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</p> <p>10.28 Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</p> <p>10.29 Create a sample business plan, for the selected business opportunity</p> <p>10.30 Describe the significance of analyzing different types and needs of customers</p> <p>10.31 Explain the significance of identifying customer needs and responding to them in a professional manner.</p> <p>10.32 Discuss the significance of maintaining hygiene and dressing appropriately</p> <p>10.33 Create a professional Curriculum Vitae (CV)</p> <p>10.34 Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively</p> <p>10.35 Discuss the significance of maintaining hygiene and confidence during an interview</p> <p>10.36 Perform a mock interview</p> <p>10.37 List the steps for searching and registering for apprenticeship opportunities</p>

Employability Skills (60 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	6
4.	Basic English Skills	10	6
5.	Career Development & Goal Setting	2	3
6.	Communication Skills	5	4
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	5
9.	Essential Digital Skills	10	8
10.	Entrepreneurship	7	4
11.	Customer Service	5	3
12.	Getting Ready for Apprenticeship & Jobs	8	5
	Total	60	50

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SECTION 2

25. EVIDENCE OF LEVEL

Option B – MHE Operator and Technician

Title/Name of qualification/component: MHE operator and technician (NSQF – 4)			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<ul style="list-style-type: none">• Obtain schedule for the day• Identify the type of equipment required• Perform breakdown maintenance• Prepare report and documentation	The process involves obtaining task schedule, identifying items and using the MHE to pick and deliver the items. g activities. S/he also inspects the equipment and performs basic preventive and first line maintenance of the equipment. S/he is responsible for the task as well as the maintenance and upkeep of the equipment during operations	4
Professional knowledge	<ul style="list-style-type: none">• Knowledge of MHE operations• Safety and precautionary measures	The job holder knows and understands different type of equipment, their controls and logics, operations and basic trouble shooting concepts. S/he also understands the safety measure, optimal working condition and correct maintenance procedure for each type of MHE.	4
Professional skill	<ul style="list-style-type: none">• Use MHE to perform task• Maintenance of MHE	The job holder demonstrates skill to efficiently move goods using MHE in a safe manner considering various signage and layouts. S/he also demonstrates skills to maintain and perform basic troubles shooting of the MHE	4
Core skill	<ul style="list-style-type: none">• Communication skills• MHE operation skills• Safety considerations• Mathematical aptitude	The job holder has to communicate clearly at all times to obtain task schedule, clarify queries, coordinate while operating MHEs and reporting. S/he also needs to follow the organization markings and principles regarding safety protocols during operations. S/he should have basic engineering and mathematical aptitude estimate distances, safe handling of shipment, calculating speed and time, etc.	4

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Responsibility	<ul style="list-style-type: none">• Responsible for task assigned and upkeep of MHE assigned	The job holder is responsible for the task assigned, upkeep and maintenance of the assigned MHE and also for the safe delivery of shipments.	4
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SECTION 3

EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	<p>While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same.</p> <p>The same are also indicated in various skill studies conducted for the logistic sector –</p> <ol style="list-style-type: none"> 1. Skill requirement in logistics sector <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view</p>
	Industry Relevance	As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.
	Usage of the qualification	The information related to past uptake performance of previous QPs related to warehouse sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.
	Estimated uptake	<p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p> <ul style="list-style-type: none"> • Feedback from industry players

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27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence</p> <p>Letter had been sent via email to line ministry seeking approval</p>
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work</p>
29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p> <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards.

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

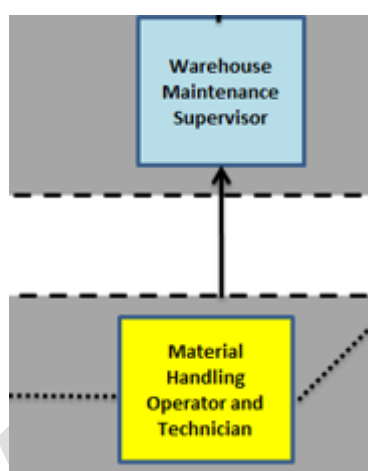
EVIDENCE OF PROGRESSION

30

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Show the career map here to reflect the clear progression

Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.



Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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Figure 1: Occupational Map of the Warehousing (Storage and Packaging) sector

Sub-Sectors	Warehousing (Storage and Packaging)			
Occupations	Warehousing Operations (receiving/ loading and unloading/Quality assurance/ storage/ dispatch or vanning)	Packaging	Documentation and Reporting (Documentation and claims)	Engineering / maintenance
Occupation # (01-99)	1	2	3	4
Level 10	Managing Director/ President, Vice president, Global/country head, Chief general managers			
Level 9	Warehouse Professional			
Level 8	Warehouse Specialist			
Level 7	Warehouse lead			
Level 6	Warehouse manager (Operations, layout design, shift in-charge)			
	Warehouse cum Inventory cum Transport manager (Operations, layout design, inventory operations)			
	Inventory/ Materials manager (Operations, inventory, forecasting)			
Level 5	Warehouse supervisor (receiving, storage, despatch/vanning)	Warehouse supervisor (packaging)	Warehouse supervisor (documentation and reporting)	
Level 4	Warehouse Executive (Quality check and inventory)	Goods packaging machine operator	Warehouse Executive (ERP, claims, documentation)	MHE operator and technician (Forklift, BOPT, reach stacker, etc.)
				Automated warehouse operator and technician
Level 3	Warehouse associate (picking, kitting, binning, loading/unloading)	Warehouse associate (packing, labelling)		
Level 2				
Level 1				

Figure 2 : Career progression path for a MHE operator cum technician

