

## **NSQF QUALIFICATION FILE**

**Approved in 27<sup>th</sup> 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
Address if different from above	: Same as above
Tel number	: 044 4851 4607
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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	<b>Qualification Title</b>	<b>Warehouse Associate</b>
2	<b>Qualification Code, if any</b>	LSC/Q0101
3	<b>NCO code and occupation</b>	<ul style="list-style-type: none"> <li>• NCO-2015/ 4321.0601 – Warehouse Picker,</li> <li>• NCO-2015/ 4321.0602 – Warehouse Binner</li> <li>• NCO-2015/ 4321.0603 – Warehouse Packer</li> <li>• NCO-2015/ 4321.0604 – Kitting and Labelling executive</li> </ul>
4	<b>Nature and purpose of the qualification (Please specify whether qualification is short term or long term)</b>	<p><b>Nature:</b> Certificate course of Warehouse Associate</p> <p><b>Purpose:</b> Learners who attain this qualification are competent in on ground warehouse/express services operation and can get a job in warehouse for loading, unloading, picking, packing, binning and kitting services</p>
5	<b>Body/bodies which will award the qualification</b>	<b>Logistics Sector Skill Council</b>
6	<b>Body which will accredit providers to offer courses leading to the qualification</b>	<b>Logistics Sector Skill Council</b>
7	<b>Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)</b>	<p>Yes</p> <p>Both accreditation and affiliation are done by LSC based on due diligence report via SIP</p>
8	<b>Occupation(s) to which the qualification gives access</b>	Warehousing Operations
9	<b>Job description of the occupation</b>	The individual performs basic/advanced picking, packing, labelling, kitting, binning, VAS loading and unloading activities in a warehouse. S/he will operate manual/battery operated pallet truck (MHE) along with using IT systems like RF guns, smart mobiles etc, will engage in inventory counts and maintaining warehouse work area clean.
10	<b>Licensing requirements</b>	Not Applicable
11	<b>Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)</b>	Not applicable

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12	Level of the qualification in the NSQF	3
13	Anticipated volume of training/learning required to complete the qualification	480 hours to 780 hours
14	Indicative list of training tools required to deliver this qualification	<p><b>For a class of 30 candidates</b></p> <p>Teaching board – 1            Projector – 1            Video player or TV - 1            Computer – 15            Stationaries – 30            Marker - 2            MHE equipment's – 1            Packaging material – 30            Packaging devices - 10            Scanner - 15            PPE – 15            ERP – 1            SOP - 10            GST guidelines - 15</p>
15	Entry requirements and/or recommendations and minimum age	<p>Grade 10 Pass            Or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject            Or 8th grade pass + 2 year relevant experience            Or Previous relevant Qualification of NSQF Level 2 (Loader/ Unloader) + 1 year relevant experience</p>
16	Progression from the qualification (Please show Professional and academic progression)	<p><b>Professional</b> – Upon successful completion of course and after gaining 2 to 3 years of experience, the person can have vertical progression as Warehouse Executive.</p> <p><b>Academic</b> – Candidate to clear Class XII through open school and proceed further to Diploma or Graduate and then to Post graduate</p>
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"> <li>1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL</li> </ol>

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		<p>programmed post which, LSC will conduct assessment and provide certification for the same</p> <ol style="list-style-type: none"><li>2. The training centers run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification</li><li>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 the program, assessing the trained candidates and provides certification.</li><li>4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.</li></ol>
18	<b>International comparability where known (research evidence to be provided)</b>	<p><b>ISCO-08/ 4321</b>– Stock Clerk</p> <p>Similar occupations as in other countries –</p> <p><b>Canada – Code - 7452</b> – Material handlers</p> <p><b>Australia and New Zealand</b> – code – 8321-99 – Packers</p> <p><b>UK – Code – 9260</b> – Elementary storage operations</p>

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<b>19</b>	<b>Date of planned review of the qualification.</b>	28 <sup>th</sup> February 2026		
<b>20</b>	<b>Formal structure of the qualification</b>			
	<b>Warehouse associate</b>	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
<b>A</b>	<b>Mandatory components</b>			
	Introduction	Mandatory	30	3
	LSC/N0133 – Unloading and Quality Control	Mandatory	60	3
	LSC/N0134– Traditional/Manual Put-away & Picking	Mandatory	60	3
	LSC/N0135– GTP/AGV/Light/Voice assisted Put-away & Picking	Mandatory	60	3
	LSC/N0136 – Order verification and Loading	Mandatory	60	3
	LSC/N0147 – VAS (Packaging, Labelling/Kitting/Binning)	Mandatory	60	3
	LSC/N9904 - Maintain integrity and ethics in operations	Mandatory	30	3
	LSC/N9905 - Follow and health, safety and security procedures	Mandatory	30	3
	DGT/VSQ/N0101 Employability Skills	Mandatory	30	3
	<b>Sub Total (A)</b>		<b>420 Hrs</b>	
<b>B</b>	<b>Elective/ Optional component</b>			
	<b>Warehouse Associate</b>	<b>Elective/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
	LSC/N0103 - Handle perishable goods in warehouse	Elective	60	3
	LSC/N0104 – Handle FMCG goods in warehouse	Elective	60	3
	LSC/N0105 – Handle automotive goods in warehouse	Elective	60	3
	LSC/N0106 – Handle dry bulk cargo in warehouse	Elective	60	3
	LSC/N0138– Handle E-com operations in warehouse	Elective	60	3
	LSC/N9906 – Verify GST invoices	Optional	60	3
	<b>Sub total B</b>		<b>360 Hrs</b>	
	<b><u>Total (A+B)</u></b>		<b>480 Hrs to 780 Hrs</b>	

**SECTION 1**

**ASSESSMENT**

21	<p><b>Body/Bodies which will carry out assessment:</b></p> <p>All the empanelled assessment agency will do the assessment</p>
22	<p><b>How will RPL assessment be managed and who will carry it out?</b></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"> <li>1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL program post which, LSC will conduct assessment and provide certification for the same</li> <li>2. The training centers run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification</li> <li>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 the program, assessing the trained candidates and provides certification</li> <li>4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.</li> </ol>
23	<p><b>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.</b></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;"><b>Assessment policy of LSC</b></p> <ol style="list-style-type: none"> <li>1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.</li> <li>2) Qualification and experience have to be set for the assessors.</li> <li>3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.</li> <li>4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.</li> <li>5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.</li> <li>6) Reporting of MIS by the assessment body to LSC has to be with in the agreed timelines.</li> </ol>

- 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 blacklisted 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 within 7 days from submission.
- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour 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 within 3 days of time from the date of assessment through LSC MIS portal.

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- 10) Assessment bodies to submit the result in Skill India Portal within 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.
- 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 – Warehouse Associate” are as follows:

- Any degree
- 2 years of industrial experience

### 3. ELIGIBILITY TO APPEAR IN THE EXAM:

#### Minimum Educational Qualification:

Grade 10 Pass

Or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject

Or 8th grade pass + 2 year relevant experience

Or Previous relevant Qualification of NSQF Level 2 (Loader/ Unloader) + 1 year relevant experience

### 4. MARKING SCHEME:

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

**5. PASSING MARKS:** Every trainee should score minimum 50% in every NOS

**6. RESULTS AND CERTIFICATION:** Logistics Sector Skill Council

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



## **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 – ie 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 evidence.
4. Candidates must present with their original Aadhaar'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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**Title of Component:**

**Warehouse Associate**

Sr. No	Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
1	LSC/N0133 Unloading and QC (Receiving)	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>1.1 check vehicle condition if it is tightly closed and water drop signs are there inside vehicle</li> <li>1.2 check vehicle seal if it is in right condition and match seal number</li> <li>1.3 break and remove seal in presence of security</li> <li>1.4 open the vehicle door and check if material is intact at right position</li> <li>1.5 visually check if vehicle floor/top is dry and no sign of water leakage</li> <li>1.6 check SKU details and batch number</li> <li>1.7 palletize same batch one SKU cartons on one pallet, or</li> <li>1.8 put same batch one SKU cartons one by one on conveyor (repeat same activity for all batches and SKUs)</li> <li>1.9 pick cartons from conveyor and palletize on pallet (single batch single SKU or as per storage strategy)</li> <li>1.10 move pallet loads to staging area</li> <li>1.11 stage pallet load in staging area</li> <li>1.12 read QC instructions for SKUs</li> <li>1.13 pick a master carton from pallet and put on QC table</li> <li>1.14 Inspect the master carton as per QC criteria (mostly visual inspection)</li> <li>1.15 open master carton for inner carton inspection</li> <li>1.16 pick inner carton and take it out from master carton for inspection</li> <li>1.17 after inspection, put inner carton back in master carton</li> <li>1.18 close master carton and seal it</li> <li>1.19 write QC observation in QC register/table</li> </ul>

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		1.20 place master carton back on pallet from where it was picked 1.21 proceed for put-away preparation 1.22 pickup scanning device 1.23 scan pallet LPN first 1.24 scan master cartons on that pallet one by one, or 1.25 scan single master carton and KQ 1.26 one done, click “submit” for data capture and process closure 1.27 repeat same activity until all pallets and master cartons are scanned in staging area 1.28 Proceed for put-away
2	LSC/N0134 Traditional/Manual Put-away & Picking	To be competent, the user/individual on the job must be able to: 2.1 obtain unloading schedule including docking bay and time of transport arrival from supervisor 2.2 arrange necessary material handling equipment, tools, tackles, chains, and ropes for loading or unloading 2.3 wear the appropriate PPE required for operations 2.4 check the product to be put-away with respect to the order and report to supervisor, in case of discrepancies 2.5 use the appropriate tools, ropes/chains and secure the product/crate 2.6 operate MHE to move the items to storage area as required 2.7 put-away material to the specified location as per the instructions 2.8 report any breakages, spillages of package or consignment 2.9 move damaged goods to the quarantine area 2.10 park the MHE at the designated parking location 2.11 submit a daily report to the supervisor

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Sr. No	Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
		<p>2.12 obtain picking list and time of dispatch cut-off (transport arrival) from supervisor</p> <p>2.13 arrange necessary material handling equipment, tools, tackles, chains, and ropes for material picking</p> <p>2.14 wear the appropriate PPE required for operations</p> <p>2.15 check the product to be picked with respect to the order and report to supervisor, in case of discrepancies</p> <p>2.16 use the appropriate tools, ropes/chains and secure the product/crate</p> <p>2.17 operate MHE to pick the items from the storage location as required</p> <p>2.18 deliver the picked material to the specified location as per the instructions</p> <p>2.19 report any breakages, spillages, short of picked material</p> <p>2.20 move damaged goods to the quarantine area</p> <p>2.21 park the MHE at the designated parking location</p>
3	LSC/N0135 GTP/AGV/Light/Voice assisted put-away & picking activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>3.1 obtain unloading schedule including docking bay and time of transport arrival from supervisor</p> <p>3.2 arrange necessary material handling equipment, tools, tackles, chains, and ropes for loading or unloading</p> <p>3.3 Login to system for GTP/AGV based put-away and follow screen instructions</p> <p>3.4 wear the appropriate PPE required for operations</p> <p>3.5 check the product to be put-away with respect to the order and report to supervisor, in case of discrepancies</p> <p>3.6 use the appropriate tools, ropes/chains and secure the product/crate</p>

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		<p>3.7 operate GTP/AGV/MHE to move the items to storage area as required</p> <p>3.8 put-away material to the specified location as per the instructions (it will be done in auto mode in case of GTP/AGV assisted put-away)</p> <p>3.9 report any breakages, spillages of package or consignment</p> <p>3.10 move damaged goods to the quarantine area</p> <p>3.11 Log-out t system and park the MHE at the designated parking location</p> <p>3.12 submit a daily report to the supervisor</p> <p>3.13 Login to system and follow instructions provided</p> <p>3.14 arrange necessary material handling equipment, tools, tackles, chains, and ropes for material picking</p> <p>3.15 wear the appropriate PPE required for operations</p> <p>3.16 check the product to be picked with respect to the order and report to supervisor, in case of discrepancies</p> <p>3.17 use the appropriate tools, ropes/chains and secure the product/crate</p> <p>3.18 operate MHE to pick the items from the storage location as required</p> <p>3.19 deliver the picked material to the specified location as per the instructions</p> <p>3.20 report any breakages, spillages, short of picked material</p> <p>3.21 move damaged goods to the quarantine area</p> <p>3.22 park the MHE at the designated parking location</p>

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4	LSC/N0136 Order verification and Loading	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>4.1 obtain tally sheet (completed picking list) from picking supervisor</li> <li>4.2 check each picking unit for every order-line and match against tally sheet</li> <li>4.3 note any discrepancy found on tally sheet against physical picked units</li> <li>4.4 handover tally sheet to picking supervisor for corrective actions</li> <li>4.5 recheck discrepancy order-lines on tally sheet and reconfirm</li> <li>4.6 submit final tally sheet to dispatch supervisor</li> <li>4.7 check order details to be loaded for dispatch</li> <li>4.8 palletize single order/destination/trip load and move to loading dock</li> <li>4.9 load material into vehicle as per instruction sheet</li> <li>4.10 close vehicle door and place seal on door of vehicle in presence of vehicle driver and dispatch supervisor</li> </ul>
5	LSC/N0137 VAS (Packaging, Labelling, Kitting, Binning)	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>5.1 obtain packing list and instructions from supervisor for picked items and arrange equipment, if required</li> <li>5.2 locate the physical items in the packing area/arena and check for damage</li> <li>5.3 take the assistance of other associate to segregate the items, if required</li> <li>5.4 Pack items as per instructions</li> <li>5.5 clean the area after activity and submit daily reports to the supervisor</li> <li>5.6 obtain labelling list and instructions from the supervisor</li> <li>5.7 collect the Non-Production Material (NPM) such as labels, tags, barcodes, etc. from the stores</li> </ul>

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		<p>5.8 receive the items for labelling from the picker, packer or binner, check for damages and report on the same to supervisor</p> <p>5.9 segregate the items, label them with bar codes and product tags and seal the packages</p> <p>5.10 clean the area after operations and submit daily reports to the supervisor</p> <p>5.11 obtain kitting list from supervisor and details of shift schedule for kitting</p> <p>5.12 use the appropriate PPE based on the product and environment</p> <p>5.13 check items received for kitting for damages, bar code /product label errors and report the same to supervisor</p> <p>5.14 segregate items to be kitted and check Bill of Material (BOM) for any missing components, and report the same to supervisor</p> <p>5.15 receive replacement or missing components</p> <p>5.16 collect required packing cases and sealing material from the packing and storage supervisor</p> <p>5.17 kit the items as per BOM, Standard Operating Procedures (SOP) and place it in the packing case</p> <p>5.18 seal the packing case and label it with tags and barcodes</p> <p>5.19 handover kitted items to picker or loader for transport</p> <p>5.20 clean the area after kitting operation and submit daily reports to supervisor reporting total kitting done, damages, delays and accidents</p> <p>5.21 obtain binning instructions for the day from supervisors</p> <p>5.22 arrange for various equipment and stationery required like bins, bar codes and product tags</p> <p>5.23 receive the items for binning, check for damages and report the same to supervisor</p>

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		<p>5.24 segregate items that need to be stored in the warehouse and the ones that need to be shipped in different bins of different geographical regions</p> <p>5.25 bin the items as per instructions, seal and attach label and bar code</p> <p>5.26 handover binned items to the picker or loader for transport</p> <p>5.27 clean the area after binning and submit daily reports to the supervisor</p>
6	LSC/N9904 Maintain integrity and ethics in operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>6.1 refrain from indulging in corrupt practices</p> <p>6.2 avoid using company's funds, property or resources for undertaking personal activities</p> <p>6.3 protect customer's information and ensure it is not misused</p> <p>6.4 protect data and information related to business or commercial decisions</p> <p>6.5 avoid acceptance of cash or kind from vendors for support or contract negotiations</p> <p>6.6 demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues</p> <p>6.7 avoid nepotism</p> <p>6.8 consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p> <p>6.9 report promptly all violations of code of ethics</p> <p>6.10 dress up and conduct in a professional manner</p> <p>6.11 communicate with clients and stakeholders in a soft and polite manner</p> <p>6.12 follow etiquettes in accordance to the place</p> <p>6.13 check for regulatory documentation and compliances for the shop floor as per information from the supervisor</p>



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		<p>6.14 perform activities considering the regulatory requirements</p> <p>6.15 use Personal Protective Equipment (PPEs) in accordance to regulatory requirements</p> <p>6.16 identify the different types of dangerous goods and handling methodologies</p> <p>6.17 follow the SOP for handling of different types of dangerous goods</p> <p>6.18 consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p> <p>6.19 promptly report all regulatory violations</p>
7	LSC/N9905 - Follow and health, safety and security procedures	<p>To be competent, the user/individual on the job must be able to:</p> <p>7.1 make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation</p> <p>7.2 wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area</p> <p>7.3 follow standard driving practice to ensure safety of life and material</p> <p>7.4 follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety</p> <p>7.5 undertake periodical preventive health check ups</p> <p>7.6 follow necessary Standard Operating Procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>7.7 follow security procedures like green gate in port, customs area, factory security, etc.</p> <p>7.8 comply with data safety regulations of the organisation</p> <p>7.9 follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway</p>

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		<p>7.10 recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</p> <p>7.11 inspect the activity area and equipment for appropriate and safe condition</p> <p>7.12 check if stacking is done at defined height and is not on the walkway</p> <p>7.13 check if walkway is free from grease/ oil</p> <p>7.14 check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>7.15 participate in fire drills</p> <p>7.16 check if standard material handling procedure are being followed</p> <p>7.17 check if hold ladders, platforms and hand rails to be in a sound and safe condition</p> <p>7.18 check if all the safety and security related tags, labels and signage are placed in the cargo</p> <p>7.19 check if loading instrument is certified and operational</p> <p>7.20 implement 5S at workplace</p> <p>7.21 check if cargo has passed security checks and report in case of any violation</p>
8.	<p>Employability (30hours)</p> <p>DGT/VSQ/N0101</p> <p>NOS</p>	<p>To be competent, the individual must be able to:</p> <p>8.1 understand the significance of employability skills in meeting the job requirements</p> <p>8.2 identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.</p> <p>8.3 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.</p>

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Sr. No	Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
		<p>8.4 speak with others using some basic English phrases or sentences</p> <p>8.5 follow good manners while communicating with others</p> <p>8.6 work with others in a team</p> <p>8.7 communicate and behave appropriately with all genders and PwD</p> <p>8.8 report any issues related to sexual harassment</p> <p>8.9 use various financial products and services safely and securely</p> <p>8.10 calculate income, expenses, savings etc.</p> <p>8.11 approach the concerned authorities for any exploitation as per legal rights and laws</p> <p>8.12 operate digital devices and use its features and applications securely and safely</p> <p>8.13 use internet and social media platforms securely and safely</p> <p>8.14 identify and assess opportunities for potential business</p> <p>8.15 identify sources for arranging money and associated financial and legal challenges</p> <p>8.16 identify different types of customers</p> <p>8.17 identify customer needs and address them appropriately.</p> <p>8.18 follow appropriate hygiene and grooming standards.</p> <p>8.19 create a basic biodata</p> <p>8.20 search for suitable jobs and apply</p> <p>8.21 identify and register apprenticeship opportunities as per requirement</p>
9	LSC/N0103 - Handle perishable goods in warehouse	<p>To be competent, the user/individual on the job must be able to:</p> <p>9.1 identify and comply with various coding of perishables goods stored in warehouse</p> <p>9.2 maintain ambient temperature as per product</p> <p>9.3 follow handling precautions as per Standard Operating Procedures (SOP) for various perishable products</p>

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Sr. No	Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
		<p>9.4 perform sorting and grading of perishable goods as per SOP and customer standards</p> <p>9.5 identify goods to be moved either to the storage from the staging area / unloading area</p> <p>9.6 identify the right equipment required for handling the goods</p> <p>9.7 make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to type of product</p> <p>9.8 operate MHE or use MHE operator to pick the items</p> <p>9.9 load finished pallets of product onto assigned trailers safely and accurately</p> <p>9.10 identify contaminated goods and quarantine them as per SOP</p> <p>9.11 clean and maintain warehouse aisles and product slots</p> <p>9.12 remove product from slots with the use of a pallet jack, clean slot with cleaning supplies and scrubbers (electric or manual)</p> <p>9.13 follow precautions as per SOP to prevent contamination of perishables</p>
10	LSC/N0104 - Handle FMCG goods Warehouse	<p>To be competent, the user/individual on the job must be able to:</p> <p>10.1 identify and comply to coding requirements for storage of FMCG goods</p> <p>10.2 review daily plan for goods to be moved in or out of warehouse/fulfilment centre/ mother hub/ distribution centre/ delivery centre</p> <p>10.3 identify goods to be moved either to the storage from the staging area / unloading area</p> <p>10.4 make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to the kind of product to be handled</p> <p>10.5 take the assistance of MHE operator to pick the items from the pallet or racks, if required</p>

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Sr. No	Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
		<p>10.6 execute different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.</p> <p>10.7 sort and place materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code</p> <p>10.8 handle all activities related to packaging, labeling etc. of stock during shift.</p> <p>10.9 report defected or broken products to the supervisor</p> <p>10.10 ensure First-In, First-Out (FIFO)/ Last In, First Out (LIFO) inventory management as per company/product Standard Operating Procedures (SOP)</p> <p>10.11 assist during inventory cycle counting as per SOP and report the status</p> <p>10.12 clean and maintain warehouse aisles and product slots.</p>
11	LSC/N0105-Handle automotive goods in warehouse	<p>To be competent, the user/individual on the job must be able to:</p> <p>11.1 perform packing/ de-packing and labelling of goods</p> <p>11.2 load goods on fixtures/ crates/ pallets/ boxes</p> <p>11.3 sort and place materials for items on racks, shelves, or in bins according to Kanban list</p> <p>11.4 check for adherence to different certifications for automotive goods</p> <p>11.5 identify goods to be moved either to the storage from the staging area / unloading area</p> <p>11.6 identify the MHE used for operation based on information from the supervisor</p> <p>11.7 make arrangement for equipment/tools such as conveyors, hand trucks and pallet jacks, pallets, reach stack, fork lift, PPE, etc. according to work requirement and the kind of product to be handled</p>

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Sr. No	Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
		<p>11.8 take the assistance of MHE operator to pick the items from the pallet or racks, if required</p> <p>11.9 load finished pallets of product onto assigned trailers safely and accurately</p> <p>11.10 perform safe strapping and lashing of pallets/ crates/ boxes/ fixtures</p> <p>11.11 assist during inventory cycle counting as per Standard Operating Procedures (SOP) and report the status</p> <p>11.12 report defected or broken products to the supervisor</p> <p>11.13 clean and maintain warehouse aisles</p> <p>11.14 follow 5S, just in time (JIT), Kaizen, poka-yoke and other poka yoke process improvement guidelines as instructed by supervisor</p> <p>11.15 submit a daily reports to the supervisor</p>
12	LSC/N0106 - Handle bulk cargo in warehouse	<p>To be competent, the user/individual on the job must be able to:</p> <p>12.1 identify goods to be moved either to the storage from the staging area / unloading area</p> <p>12.2 check for various space requirement and weight requirement for storage of bulk cargo</p> <p>12.3 make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting, etc., according to work requirement and the kind of product to be handled</p> <p>12.4 operate conveyors for movement of bulk cargo and ensure for smooth and pilferage free movement</p> <p>12.5 continuously check for the weight and volume metrics to ensure adequate storage in different locations</p> <p>12.6 clean and maintain warehouse aisles and storage areas</p> <p>12.7 check for presence of rodents, birds, insects and other pests which affect the cargo</p> <p>12.8 undertake pest control activity at the warehouse</p>

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Sr. No	Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
		12.9 measure stored inventory and report to supervisor 12.10 take necessary precautions to be taken while handling different bulk cargo
13	LSC/N0138 - Handle e-com operations in warehouse	13.1 To be competent, the user/individual on the job must be able to: 13.2 identify goods to be moved either to the storage from the staging area / unloading area and vice-versa 13.3 understand various storage solutions and weight measurement, scanning devices, sorting mechanism, packing process and related activities 13.4 make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting, etc., according to storage and handling requirement and the kind of product to be handled 13.5 operate conveyors for movement of high throughput parcels and ensure for smooth and pilferage free movement 13.6 continuously check for the weight and volume metrics for each parcel and paste all required label to ensure accuracy 13.7 clean and maintain warehouse aisles and storage areas 13.8 check for presence of rodents, birds, insects and other pests which affect the item aesthetics 13.9 undertake pest control activity at the warehouse 13.10 measure stored inventory and report to supervisor 13.11 take necessary precautions while handling different types of sub-activities
14	LSC/N9906 - Verify GST invoices	To be competent, the user/ individual must be able to: 14.1 identify location of service recipient and place of supply of services

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Sr. No	Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
		<p>14.2 identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)</p> <p>14.3 identify if GST is payable under reverse charge in case the Service provider is unregistered party</p> <p>14.4 obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/shipment provider and recipient</p> <p>14.5 obtain description of service, Service accounting code (SAC) / Harmonized System of Nomenclature (HSN) code</p> <p>14.6 receive unique identification number (UIN) for multilateral entity</p> <p>14.7 check for relevant notification in case of exempt clients</p> <p>14.8 calculate taxable value considering applicable rate of GST based on SAC/HSN</p> <p>14.9 check for vendor invoices for all mandatory particulars and applicable GST</p>



**NSQF QUALIFICATION FILE****Approved in 27<sup>th</sup> NSQC Meeting-NCVET-Dated 28-02-2023****Employability Skills (30 hours)**

<b>S. No</b>	<b>Module Name</b>	<b>Duration (hours)</b>	<b>Assessment Marks</b>
1.	Introduction to Employability Skills	1	2
2.	Constitutional values - Citizenship	1	2
3.	Becoming a Professional in the 21st Century	1	4
4.	Basic English Skills	2	5
5.	Communication Skills	4	2
6.	Diversity & Inclusion	1	2
7.	Financial and Legal Literacy	4	7
8.	Essential Digital Skills	3	10
9.	Entrepreneurship	7	8
10.	Customer Service	4	4
11.	Getting ready for apprenticeship & Jobs	2	4
	<b>Total</b>	<b>30</b>	<b>50</b>

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### SECTION 2

#### 25. EVIDENCE OF LEVEL

##### Option B – Warehouse Associate

Title/Name of qualification/component: Warehouse Associate (NSQF – 3)			
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"><li>Perform Picking, Packaging, labeling, kitting, binning, loading and unloading in a warehouse for different type of products.</li></ul>	The process involves engaging into activities of routine and predictable nature of Picking, Packaging, labelling, bagging and Kitting functions as per the instructions received from the supervisor. S/he will also assist in loading and unloading of goods.	<b>3</b>
Professional knowledge	<ul style="list-style-type: none"><li>Different warehouse activities</li><li>Type of goods and handling</li><li>Use of handheld devices</li></ul>	The job holder knows and understands the overall warehouse operations and different type of goods being handled in the warehouse. The job holder has the basic understanding of using handheld data devices and knowledge of different material handling equipment and their uses.	<b>3</b>
Professional skill	<ul style="list-style-type: none"><li>Perform shipment handling</li><li>Follow assigned timelines</li><li>Ensure zero error</li></ul>	The job holder has to demonstrate skills to perform loading/unloading of different type of cargo, picking items, packing, labelling and kitting as per instructions as well as binning based on different criteria indicated as per the assigned timelines	<b>3</b>
Core skill	<ul style="list-style-type: none"><li>Basic reading and communicating skills</li></ul>	The job holder has to communicate clearly to take instructions, raise queries. S/he should be able to do the	<b>3</b>

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	<ul style="list-style-type: none"><li>Mathematical ability</li></ul>	basic math to match the quantity of items to be picked and packed, etc. S/he should follow instructions and adhere to hierarchy and organizational policies.	
Responsibility	<ul style="list-style-type: none"><li>Responsible for task assigned to him/her</li></ul>	The job holder is responsible only for the task assigned to him/her related to picking, packing, labeling and kitting as well as loading and unloading	<b>3</b>

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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. NOS Sub-committee 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"><li>1. Skill requirement in logistics sector <a href="https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view">https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view</a></li></ol>
	Industry Relevance	<p>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.</p>
	Usage of the qualification	<p>The information related to past uptake performance of previous QPs related to Warehousing 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.</p>
	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 &amp; Skills Requirement in Logistics Sector is</p> <p><a href="https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing">https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</a></p> <ul style="list-style-type: none"><li>• Feedback from industry players</li></ul>

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27	<b>Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence</b>  Letter has been sent via email to line ministry seeking approval
28	<b>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</b>  NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work
29	<b>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</b> <ul style="list-style-type: none"><li>• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.</li><li>• Periodical interaction with the training partners to gather feedback in implementation.</li><li>• Employer feedback will be sought post-placement on performance and training standards.</li></ul>

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	<b>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?</b> <b><i>Show the career map here to reflect the clear progression</i></b>  Horizontal and vertical progression has been highlighted in the Occupational map. The same is attached in the following page for reference
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Please attach most relevant and recent documents giving further information about any of the topics above.

**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 the job role**

