

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 the 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 for 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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SUMMARY

1	Qualification Title	Warehouse Supervisor
2	Qualification Code, if any	LSC/Q0102
3	NCO code and occupation	NCO-2015/ 1324.1201 and ISCO -08 - 4321
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Nature: Certificate course of Warehouse Supervisor Term: Long Term Purpose: Learners who attain this qualification are competent in supervising warehouse operations and can get a job as warehouse supervisor.
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)	Yes Both accreditation and affiliation are done by LSC based on due diligence report via SIP
8	Occupation(s) to which the qualification gives access	Warehouse Operations, Documentation and Reporting
9	Job description of the occupation	The individual supervises day-to-day operations at a warehouse by allocating resources, managing activities and coordinating with clients and regulatory bodies. S/he is also responsible for measuring and reporting the effectiveness of warehousing activities and employees' performance.
10	Licensing requirements	NA
11	Statutory and Regulatory requirements of the relevant sector (documentary evidence to be provided)	Not applicable
12	Level of qualification in the NSQF	5
13	Anticipated volume of training/learning required to complete the qualification	600 to 960 hours

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14	An indicative list of training tools required to deliver this qualification	For a class of 30 candidates Teaching board – 1 Projector – 1 Whiteboard - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipment – 1 Barcode scanner - 15 PPE – 15 Standard Forms – 15 HSN code lists – 15 Indian Customs EDI System (ICES)-1 Indian Customs EDI Gateway (ICEGATE) – 1 Remote EDI system - 1 Sample documentation - 10 SOP - 5 GST guidelines – 10 ERP -1
15	Entry requirements and/ or recommendations and minimum age	Completed 2nd year of UG Or Completed 2nd year of diploma (after 12th) Or Completed 3 year diploma after 10th + 3 year relevant experience in warehouse Or Previous relevant Qualification of NSQF Level 4 (Warehouse Executive) and with minimum education as 8th Grade pass + 3 year relevant experience
16	Progression from the qualification (Please show Professional and academic progression)	Job Progression: After completion of course and after 3 to 5 years of experience in warehousing services operation, a person can progress vertically to Warehouse Manager or horizontally to Courier Supervisor Education progression: Graduation is the next stage of progression in education for the person Academic –

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		<ol style="list-style-type: none"> 1. For a Graduate - Post-Graduation is the next stage of progression 2. For a Diploma – Graduation is the next stage of progression 3. For a Class XII – Diploma or Graduation is the next stage of progression 4. For a Class X - Candidate to clear Class XII through open school and proceed further to Diploma or Graduate and then to Postgraduate
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 RPL program post which, LSC will conduct assessment and provide certification for the same 2. The training centers run RPL courses in coordination with industry and companies and post the course, LSC will 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 the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based on test and VIVA video submission.
18	International comparability where known (research evidence to be provided)	Under Study
19	Date of planned review of the qualification.	28 th February 2026

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20	Formal structure of the qualification			
	Warehouse Supervisor	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	90	5
	LSC/N0127 Decision science-based resource allocation and streamline operations at a warehouse	Mandatory	90	5
	LSC/N0128 Supervise receiving inventory and dispatch activities	Mandatory	90	5
	LSC/N0201 Supervise VAS/ Packaging	Mandatory	90	5
	LSC/N9908 Maintain and monitor integrity and ethics in operations	Mandatory	30	5
	LSC/N9909 Follow and monitor health, safety and security procedures	Mandatory	60	5
	LSC/N9906 Verify GST invoices	Mandatory	30	5
	DGT/VSQ/N0101 Employability skills	Mandatory	60	5
	Sub Total (A)		540 hrs	
B	Optional/ elective component			
	Warehouse Supervisor	Elective/ Optional	Estimated size (learning hours)	Level
	LSC/N0121 Supervise bonded warehouse operations	Elective	60	5
	LSC/N0122 Supervise cold storage warehouse operations	Elective	60	5
	LSC/N0123 Supervise FMCG & E-Comm warehouse operations	Elective	60	5
	LSC/N0124 Supervise automotive warehouse operations	Elective	60	5
	LSC/N0125 Supervise bulk cargo warehouse operations	Elective	60	5
	LSC/N9701 Business development and stakeholder relations	Optional	60	5

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	LSC/N9603 Profit and loss account management and cost accounting	Optional	60	5
	Sub Total B		420 Hrs	
	<u>Total (A+B)</u>		600 Hrs to 960 Hrs	

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SECTION 1
ASSESSMENT

21	Body/Bodies which will carry out assessment: All the empanelled assessment agency will do the assessment
22	How will RPL assessment be managed and who will carry it out? 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 - <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 RPL program post which, LSC will conduct assessment and provide certification for the same2. The training centers run RPL courses in coordination with industry and companies and post the course, LSC will 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 the program, assessing the trained candidates and provides certification4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	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. 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. Assessment policy of LSC <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 within 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 within 7 days from submission.

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<p>5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hr in advance from the time of assessment.</p> <p>6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.</p> <p>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.</p> <p>8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council</p> <p>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.</p> <p>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.</p> <p>11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.</p> <p>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.</p> <p>13) In case of unsuccessful completion, the trainee may seek Re-Assessment on the QP.</p>									
<p>2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity</p> <p>The eligibility of assessors for “Job role – Warehouse Supervisor” are as follows:</p> <ul style="list-style-type: none">• Any degree• 2 years of industrial experience									
<p>3. ELIGIBILITY TO APPEAR IN THE EXAM:</p> <p>Minimum Educational Qualification: Completed 2nd year of UG Or Completed 2nd year of diploma (after 12th) Or Completed 3 year diploma after 10th + 3 year relevant experience in warehouse Or Previous relevant Qualification of NSQF Level 4 (Warehouse Executive) and with minimum education as 8th Grade pass + 3 year relevant experience</p>									
<p>4. MARKING SCHEME:</p> <table border="1"><thead><tr><th>Sr. No.</th><th>Method of Assessments</th><th>Weightage (Max. marks)</th></tr></thead><tbody><tr><td>1</td><td>Theory</td><td>30%</td></tr><tr><td>2</td><td>Practical</td><td>70%</td></tr></tbody></table>	Sr. No.	Method of Assessments	Weightage (Max. marks)	1	Theory	30%	2	Practical	70%
Sr. No.	Method of Assessments	Weightage (Max. marks)							
1	Theory	30%							
2	Practical	70%							

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	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 evidence

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:

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
1	LSC/N0127 Decision science-based resource allocation and streamline operations at a warehouse	<p>To be competent, the user/ individual must be able to:</p> <ol style="list-style-type: none"> 1.1 obtain daily work order and enter respective details in decision tool 1.2 read output of decision tool (which is based on decision science) and put values in work plan format 1.3 get the work plan approved from the manager and allocate tasks to workers and associates as per decision tool output approved 1.4 run task manager and it will automatically allocate tasks to respective users 1.5 budget and allocate the requisite MHE for tasks at hand 1.6 inspect warehouse operational area for compliance to safety, security and cleanliness norms/5'S 1.7 review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance 1.8 engage resources in alternate operation when there is a delay of planned operations 1.9 allocate additional and ad-hoc manpower and equipment during exigency 1.10 act as a liaison between different warehousing activities to ensure continuity of operations 1.11 escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager 1.12 provide corrective and preventive action plans based on accident and damage reports 1.13 check for correct segregation of items 1.14 check for contamination, damage or leakage of items 1.15 check and facilitate disposal of contaminated, damage or leakage items as per policy 1.16 update tracker of stored inventory

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>1.17 review escalated issues and identify root cause for providing corrective action</p> <p>1.18 provide technical guidance to the team for execution</p> <p>1.19 escalate the issues to manager when external or additional help is required</p> <p>1.20 coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required</p> <p>1.21 prepare claims reports for damaged goods and coordinate with insurance agency and client for processing</p> <p>1.22 ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition</p> <p>1.23 escalate non-operational equipment and ensure they are corrected by the maintenance department</p> <p>1.24 support in planning and executing preventive maintenance</p> <p>1.25 support manager in planning for new equipment purchase, installation and commissioning</p>
2	LSC/N0128 Supervise receiving, inventory and dispatch activities	<p>To be competent, the user/ individual must be able to:</p> <p>2.1 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>2.2 assign spaces in the staging area for loader/unloader for loading and unloading goods along with loading/unloading docks</p> <p>2.3 ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading</p> <p>2.4 monitor and report productivity and adherence to timelines during loading and unloading</p> <p>2.5 inspect manual loading/unloading of goods and record spillages, breakages etc.</p>

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		<p>2.6 inspect and record damage to goods while handling them using MHE</p> <p>2.7 constantly monitor 'shape of the day' based on workload of different tasks and re-deploy resources as per demand</p> <p>2.8 perform visual inspection of inbound and outbound goods and verify quantity w.r.t. order</p> <p>2.9 check the mandatory documents on receipt of stock and before unloading and ensure right quantity is received as per the documents</p> <p>2.10 inform executive if there is a difference in quantity received and review entries made in the system</p> <p>2.11 inspect safe movement of goods to put-away area</p> <p>2.12 pass QC items through AI vision tunnel and monitor computer results on QC defects</p> <p>2.13 quarantine damaged goods failed in AI QC and communicate to client the details of damaged goods and receive action to be taken</p> <p>2.14 undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager</p> <p>2.15 allocate pick request to pickers per picking strategy from storage area</p> <p>2.16 monitor replenishment SKUs in pick face area and provide instructions for timely actions</p> <p>2.17 monitor bin utilization in storage area</p> <p>2.18 perform cycle count for bin accuracy</p> <p>2.19 plan for ruck/urgent order picking</p> <p>2.20 allocate storage space in the dispatch area and monitor picked goods from storage area</p> <p>2.21 check the delivery manifest with the pick list to ensure the correct products and quantity are being dispatched</p> <p>2.22 receive stowage plan from transport coordinator and ensure stacking as per stowage plan</p> <p>2.23 monitor loading and dispatch of goods in accordance with the run sheet</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>2.24 inspect safe loading of goods and record any damages</p> <p>2.25 quarantine damaged goods and act based on inputs from manager and client</p> <p>2.26 follow-up with vendors and update the status of the dispatch in the system</p> <p>2.27 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>2.28 identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it</p> <p>2.29 perform wall to wall inventory count and generate report</p> <p>2.30 cross verify inventory report submitted against physical vs system entry</p> <p>2.31 identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager</p> <p>2.32 ensure availability of inventory as per order requirements</p> <p>2.33 check if replacement parts are sent to the required functions to fulfil customer orders</p> <p>2.34 supervise segregation of damaged goods and act as per SOP and in consultation with Manager</p> <p>2.35 ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts</p> <p>2.36 update information on stock receipts and dispatches</p> <p>2.37 prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP</p> <p>2.38 state reasons for non-dispatch, product damage, inventory discrepancies etc.</p>

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3	LSC/N0201: Supervise VAS/packaging	<p>To be competent, the user/ individual must be able to:</p> <ul style="list-style-type: none"> 3.1 check and confirm the client's VAS/packaging and labelling requirement 3.2 ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement 3.3 monitor safe unloading of the products from the stacks and movement of product to packaging 3.4 supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP) 3.5 ensure compliance to packaging and labelling requirements as per the customs requirement of different countries 3.6 verify the product details and labels with products and rectify errors if any 3.7 conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product 3.8 cross check list of products to be packaged and the products that are being packed 3.9 inspect binning, crating and palletization process to ensure safe handling of goods and adherence to process 3.10 check for goods damaged during packaging and quarantine them separately 3.11 check for optimal utilization of NPM and man hours without any damage to the products 3.12 make sure the area is cleaned after packing operations 3.13 ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP 3.14 train subordinates on packaging and labelling process for different product, client, and country requirements

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4	LSC/N9908: Maintain and monitor integrity and ethics in operations	<p>The candidate should be able to.</p> <ul style="list-style-type: none"> 4.1 refrain from indulging in corrupt practices 4.2 protect customer's information and ensure acquired information is not used for personal advantage 4.3 protect data and information related to business or commercial decisions 4.4 sensitise the work force towards ethical behaviour in workplace and performing job with integrity 4.5 conduct regular reviews and check reports for unethical behaviour and corrupt practices 4.6 consult senior management when in an ethical dilemma 4.7 report promptly all violations of code of ethics 4.8 dress up and conduct in a professional manner 4.9 communicate with clients and stakeholders in a soft and polite manne 4.10 follow etiquettes 4.11 check that that documentation with respect to operations is up to date and in accordance with the regulations 4.12 coordinate with regulatory authorities and assist in inspections and clearances 4.13 report any issues with regulatory compliance
5	LSC/N9909: Follow and monitor health, safety and security procedure	<p>The candidate should be able to.</p> <ul style="list-style-type: none"> 5.1 make note of all safety processes with reference to area of operation 5.2 wear all personal protective equipment (PPE) such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable 5.3 follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety 5.4 undertake periodical preventive health check ups 5.5 follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods 5.6 follow security procedures like green gate in port, customs area, factory security, etc.

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		<p>5.7 comply with data safety regulations of the organisation.</p> <p>5.8 instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo and to walk only on the designated pathway</p> <p>5.9 recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</p> <p>5.10 implement 5S at workplace</p> <p>5.11 inspect the activity area and equipment for appropriate and safe condition</p> <p>5.12 check if stacking is done at defined height and is not on the walkway</p> <p>5.13 check if walkway is free from grease/ oil</p> <p>5.14 check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>5.15 participate in fire drills</p> <p>5.16 check if standard material handling procedure are being followed</p> <p>5.17 check if cargo has passed security checks and report in case of any violation</p>
6	LSC/N9906: Verify GST invoices	<p>To be competent, the user/ individual must be able to:</p> <p>6.1 verify and approve daily invoicing</p> <p>6.2 check for errors in calculating taxable value and tax value after applying applicable rate of GST</p> <p>6.3 check if that IGST is chargeable on the invoices raised for export of goods/services</p> <p>6.4 check if GST is payable under reverse charge in case of unregistered party</p> <p>6.5 verify and approve separate notification in case of exemption</p> <p>6.6 review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice</p> <p>6.7 verify if the goods/services are procured from registered vendor</p> <p>6.8 check for pending litigation cases under earlier regime</p>

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		<p>6.9 review sales invoice and check if record is maintained properly</p> <p>6.10 coordinate with finance department for any updating in GST law</p> <p>6.11 check that the payment received from the client is including applicable taxes</p> <p>6.12 assist in verifying and reviewing monthly returns</p> <p>6.13 monitor maintenance record of taxes paid and acknowledgment of the returns filed</p>
7	<p>Employability Skills</p> <p>DGT/VSQ/N0101</p>	<p>After completing this programme, participants will be able to:</p> <p>7.1 Discuss the Employability Skills required for jobs in various industries</p> <p>7.2 List different learning and employability related GOI and private portals and their usage</p> <p>7.3 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>7.4 Show how to practice different environmentally sustainable practices.</p> <p>7.5 Discuss importance of relevant 21st century skills.</p> <p>7.6 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>7.7 Describe the benefits of continuous learning.</p> <p>7.8 Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</p> <p>7.9 Read and interpret text written in basic English</p> <p>7.10 Write a short note/paragraph / letter/e -mail using basic English</p> <p>7.11 Create a career development plan with well-defined short- and long-term goals</p>

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		<p>7.12 Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.</p> <p>7.13 Explain the importance of active listening for effective communication</p> <p>7.14 Discuss the significance of working collaboratively with others in a team</p> <p>7.15 Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</p> <p>7.16 Discuss the significance of escalating sexual harassment issues as per POSH act.</p> <p>7.17 Outline the importance of selecting the right financial institution, product, and service</p> <p>7.18 Demonstrate how to carry out offline and online financial transactions, safely and securely</p> <p>7.19 List the common components of salary and compute income, expenditure, taxes, investments etc.</p> <p>7.20 Discuss the legal rights, laws, and aids</p> <p>7.21 Describe the role of digital technology in today's life</p> <p>7.22 Demonstrate how to operate digital devices and use the associated applications and features, safely and securely</p> <p>7.23 Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely</p> <p>7.24 Create sample word documents, excel sheets and presentations using basic features</p> <p>7.25 utilize virtual collaboration tools to work effectively</p> <p>7.26 Explain the types of entrepreneurship and enterprises</p> <p>7.27 Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</p> <p>7.28 Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per</p>

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		<p>requirement</p> <p>7.29 Create a sample business plan, for the selected business opportunity</p> <p>7.30 Describe the significance of analyzing different types and needs of customers</p> <p>7.31 Explain the significance of identifying customer needs and responding to them in a professional manner.</p> <p>7.32 Discuss the significance of maintaining hygiene and dressing appropriately</p> <p>7.33 Create a professional Curriculum Vitae (CV)</p> <p>7.34 Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively</p> <p>7.35 Discuss the significance of maintaining hygiene and confidence during an interview</p> <p>7.36 Perform a mock interview</p> <p>7.37 List the steps for searching and registering for apprenticeship opportunities</p>
8	LSC/N0121 Supervise bonded warehouse operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>8.1 interact with clients and get updated on the inward and outward goods</p> <p>8.2 check goods movement status on ERP, discuss with client and clarify any doubts</p> <p>8.3 demarcate bonded areas within warehouse for different customers</p> <p>8.4 ensure right of access and right of operations in bonded areas</p> <p>8.5 supervise operations within bonded areas and ensure compliance to timelines for timely export</p> <p>8.6 arrange the export material with necessary packaging and documentation ready for customs inspection</p> <p>8.7 clarify any queries raised by customs officials and provide the necessary support</p> <p>8.8 coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>8.9 interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs</p> <p>8.10 coordinate with insurance agents for inspection of goods and provide the necessary support for valuation</p> <p>8.11 prepare claims reports for damaged goods and coordinate with insurance agents for processing</p> <p>8.12 address client queries and grievances immediately and take necessary corrective and preventive action</p> <p>8.13 inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement</p> <p>8.14 inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue</p> <p>8.15 interact with clients regarding completeness of documentation, address any queries and get clarified</p> <p>8.16 coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.</p>
9	LSC/N0122 Supervise cold storage warehouse operations	<p>The candidate should be able to;</p> <p>9.1 supervise safe handling, loading/unloading of goods</p> <p>9.2 oversee segregation, sorting and grading operations in cold storage</p> <p>9.3 ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP</p> <p>9.4 coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations</p> <p>9.5 inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>9.6 conduct regular checkup of the ripening chamber/ cold storage areas and ensure proper documentation is done at every stage</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>9.7 follow precautions as per SOP to prevent contamination of perishables</p> <p>9.8 ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other regulatory requirements</p> <p>9.9 check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms</p> <p>9.10 stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies</p> <p>9.11 check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP)</p> <p>9.12 ensure effective implementation of cleaning schedule for all equipment and machines is followed</p> <p>9.13 prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.</p>
10	LSC/N0123 Supervise FMCG & E-Com warehouse operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>10.1 generate picklist as per client orders and distribute to workers</p> <p>10.2 supervise 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>10.3 arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations</p> <p>10.4 supervise binning, kitting, labelling and packing operations in warehouse</p> <p>10.5 ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>10.6 inspect loading/unloading process and ensure the right goods are being handled</p> <p>10.7 make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code</p> <p>10.8 inspect handling/packaging damages, take corrective and preventive actions and report the same</p> <p>10.9 inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>0.10 supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)</p> <p>0.11 organize inventory cycle counting as per SOP and report the status</p> <p>0.12 prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.</p> <p>0.13 train warehouse associates on order picking, packing, sorting and documentation activities</p>
11	LSC/N0124 -- Supervise automotive warehouse operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>11.1 coordinate with OEM/3PL/4PL for storage and dispatch of goods</p> <p>11.2 check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list</p> <p>11.3 ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations</p> <p>11.4 check for adherence to different certifications for automotive goods</p> <p>11.5 plan palletization process and ensure its executed as per design/process agreed with the client</p> <p>11.6 ensure finished pallets of product are stored in the assigned locations as well as trailers, safely and appropriately</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>11.7 supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation</p> <p>11.8 inspect handling/packaging damages, take corrective and preventive actions and report the same</p> <p>11.9 inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>11.10 organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status</p> <p>11.11 deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics</p> <p>11.12 prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.</p>
12	LSC/N0125 -- Supervise dry bulk cargo warehouse operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>12.1 compute space and weight requirements for cargo and allocate space for storage of cargo</p> <p>12.2 ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements</p> <p>12.3 ensure safe usage of conveyors for movement of bulk cargo and ensure for smooth and spillage free movement</p> <p>12.4 continuously monitor weight and volume metrics to ensure adequate storage in different locations</p> <p>12.5 monitor pest control activities and supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo</p> <p>12.6 ensure the right PPE, safety and security measures are being carried out</p> <p>12.7 inspect spillages and handling damages, take corrective and preventive actions and report the same</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>12.8 inspect documentation for correctness, accuracy and take necessary action to rectify any deviations</p> <p>12.9 organize inventory measurement as per Standard Operating Procedures (SOP) and report the status</p> <p>12.10 prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.</p>
13	LSC/ N9701-- Business development and stakeholder relations	<p>To be competent, the user/individual on the job must be able to:</p> <p>13.1 obtain a list of existing clients and new prospects from the company's sales database.</p> <p>13.2 prepare sales targets and relationship strategies</p> <p>13.3 prioritize the clients for contacting, based on the previous relationship building calls made to each of them</p> <p>13.4 call clients and prospects to seek meeting</p> <p>13.5 meet client to offer new services and take feedback for current services</p> <p>13.6 identify client's business need and offer customized and bundled solutions</p> <p>13.7 negotiate on costs, close the deal and collect organizational and payment details of the client</p> <p>13.8 take client's feedback before leaving</p> <p>13.9 update information into ERP, inform the relevant departments on sale closure</p> <p>13.10 regularly interact with the client over phone, emails or personal visits</p> <p>13.11 address the query raised by the customers effectively and timely</p> <p>13.12 take appropriate actions on escalations raised by customers</p> <p>13.13 handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.</p> <p>13.14 quickly respond to the clients for their e-mails, voice-messages, calls, etc.</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>13.15 provide regular information to clients regarding new offerings, discounts, customised solutions, etc.</p> <p>13.16 liaise with customs, other Govt. departments, Partner Government Agencies (PGAs), etc. and build professional relations with them</p> <p>13.17 analyse and manage claim requests</p> <p>13.18 co-ordinate with marketing agencies for publicity of services of the company</p> <p>13.19 negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, Service Level Agreements (SLA), payment period, etc.</p> <p>13.20 co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand</p>
14	LSC/ N9603-- Profit and Loss account management and cost accounting	<p>To be competent, the user/individual on the job must be able to:</p> <p>14.1 review department wise budgets and make amendments if required</p> <p>14.2 collate and prepare annual budgets along with sales and profit targets</p> <p>14.3 schedule both capital and operational expenses accordance to the budget</p> <p>14.4 analyse and review the P&L performance for the unit</p> <p>14.5 analyse profitability and business performance trends department wise</p> <p>14.6 periodically analyse variances in the expenditure with respect to the budget and accordingly take corrective actions</p> <p>14.7 periodically analyse the physical output and performance with respect to the budget and identify places for improvements</p> <p>14.8 undertake adequate risk management so as to meet Key Performance targets</p> <p>14.9 manage and control budgets of different departments on a periodic basis to optimise financial performance</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>14.10 periodically review activity and department financial performance</p> <p>14.11 identify the activities having high variance with respect to the budgeted costs or the forecasted revenue</p> <p>14.12 analyse the actual cost w.r.t physical output to draw inferences</p> <p>14.13 identify reasons in discussion with department and take remedial and corrective actions wherever required</p> <p>14.14 work towards rationalizing the cost of the activity wise operations to achieve higher financial goals</p>

Employability Skills (60hours)

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 – Warehouse Supervisor

Title/Name of qualification/component: Warehouse Supervisor (NSQF – 5)			
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">• Allocate resources and streamline operations• Supervise loading, unloading, receiving, packaging and dispatch• Analyze and review profit and loss account• Generate new business and maintain customer relations	The process involves preparing a work plan and allocating resources in order to streamline daily operational activities. It includes supervising daily ground activities such as loading, unloading, receipt, storage, packaging and dispatch. It also includes supervising manpower and resources deployment. He/she performs his/her job independently in routine and it requires developed skills with clear choice of procedure.	5
Professional knowledge	<ul style="list-style-type: none">• Knowledge of process flow in warehousing• Knowledge of MHEs, their usage and capacity• Knowledge of various process and TAT involved• Knowledge of safety rules and regulations	The job holder knows and understands the overall operations of the warehouse. He/she should know how to prepare the work plan for daily activities and make arrangements of resources in order to execute activities like loading, unloading, movement of goods, packaging, receipt and dispatch. He/she should know the different geographies within the area of the warehouse locations. He/she also has knowledge about characteristics different shipments which are to be stored or moved as well as safety precautions to be taken	5

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Professional skill	<ul style="list-style-type: none"> Decide on corrective measures to improve customer ratings Critical thinking to identify best possible solution for operational issues Plan and organize the work based on customer specification Identify and analyze productive and efficient ways to streamline process 	<p>The job holder is required to assess and analyze the documents through pre-screening regarding any deficiencies, coordinate with shippers to get them resolved, understand the requirements of the custom officials and get them rectified, allocate work to executives, monitor their performance and resolve their daily queries, coordinate with clients, freight forwarders, etc. The person is required to use his training, basic skills, reasoning and analytics, mathematical skills and conceptual knowledge to perform various activities associated with the job</p>	5
Core skill	<ul style="list-style-type: none"> Read and understand legal documentation and agreement part of consignment Write work-orders and end of day reports Communicate supervisors, customers and other stakeholders Knowledge of scheduling, planning and route optimization software 	<p>The job holder has to communicate clearly to the team members on the precautions to be taken while handling different types of shipments. He/she should also possess reading and writing skills to read safety instructions given on product labels, operational work-related instructions, write daily work plans, write daily reports. He/she should communicate with manager about delays, damages and problems faced during the day.</p>	5
Responsibility	<ul style="list-style-type: none"> Supervise operational team of loading, unloading, receipt, dispatch and packaging 	<p>The job holder is responsible for allocating work and supervising resources to timely complete the tasks. He/she should be responsible for supervising and controlling on-ground activities such as loading, unloading, and</p>	5

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	<ul style="list-style-type: none">• Maintain good relationship with various stakeholders in value chain• Manage efficiency in warehouse operations	movement of goods within the warehouse. He/she should be responsible for trouble shooting the problems faced while performing operational activities in warehouse. He/she has responsibility of his/her own work & learning and has responsibility of work and learning of associates under him.	
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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?usp=sharing</p>
	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 & 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.

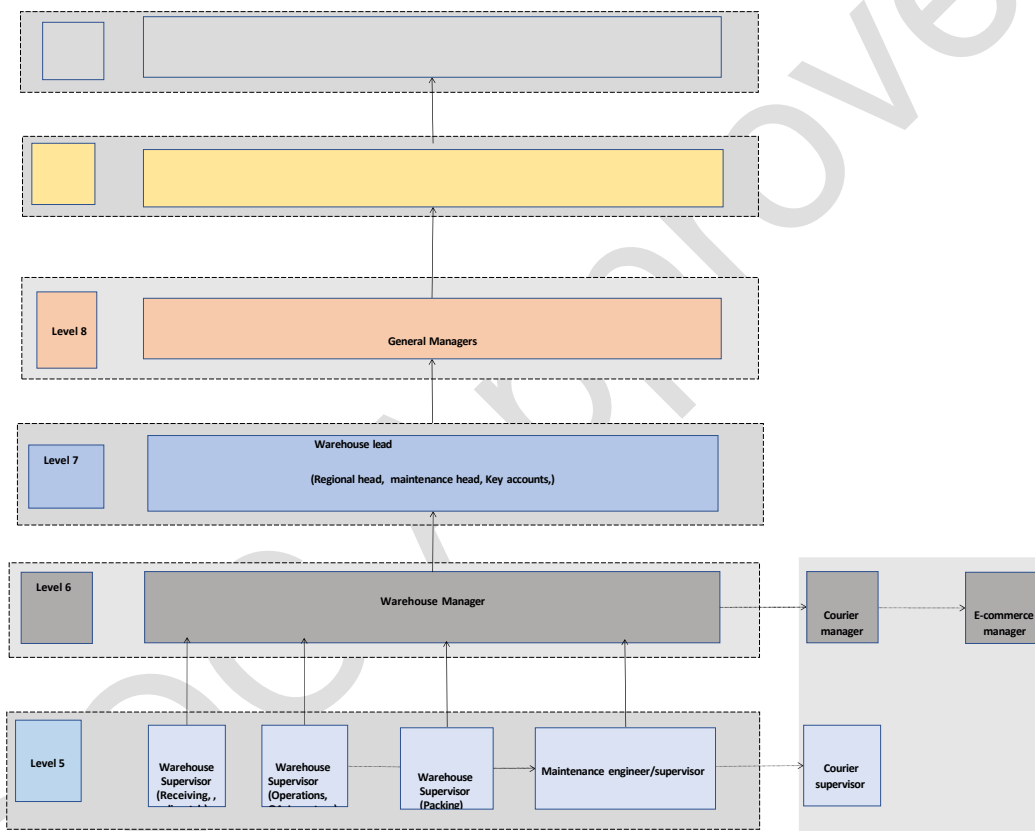
SECTION 4

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.

Figure 1: Career progression path for Warehouse Supervisor



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.

Figure 2: 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)		

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