

## Qualification Pack



# Functional Analyst - WMS

QP Code: LSC/Q0501

Version: 1.0

NSQF Level: 6

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam  
Chennai - 600035 || email:ravikanth.yamathy@lsc-india.com



## Qualification Pack

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## Qualification Pack

### LSC/Q0501: Functional Analyst - WMS

#### Brief Job Description

The individual is responsible for working on the Functional and Technical Design of Warehouse Management System. Individual is also responsible for working with Warehouse End user to define the operation process and enabling users to consume Software. Individual should be able to define different user guides used by warehouse end users.

#### Personal Attributes

The individual should have good communication skills, analytical skills and professional values. S/he should be able to help operations team to solve problems and aid management in decision making. The role may require working additional hours from time to time.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N0501: Operational Direction and Enablement of Strategic Vision - WMS](#)
2. [LSC/N0502: Identify Optimization opportunities for Industry/Domain - WMS](#)
3. [LSC/N0503: Lead the design and implementation of WMS in existing and new warehouses](#)
4. [LSC/N0504: Prepare documentation of various warehousing business processes](#)
5. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)
6. [LSC/N9902: Communicate effectively with colleagues and clients](#)
7. [LSC/N9910: Follow health, safety and security procedures at workplace](#)
8. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Technology, Warehousing Operations
<b>Country</b>	India

### Qualification Pack

<b>NSQF Level</b>	6
<b>Credits</b>	22
<b>Aligned to NCO/ISCO/ISIC Code</b>	NC0-2015/2511 & ISCO-08/2511
<b>Minimum Educational Qualification &amp; Experience</b>	<p>MBA (Operations Management) with 1 Year of experience warehouse operations  OR  B.Tech with 3 Years of experience warehouse operations  OR  Pursuing PG diploma after 3 year UG degree (in logistics)  OR  Completed 4 year UG program (in any discipline) with 2 Years of experience warehouse operations  OR  Previous relevant Qualification of NSQF Level (Graduate with Previous relevant Qualification of NSQF Level 5 (In Warehousing) with 3 Years of experience warehouse operations</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	23 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQC Approval Date</b>	03/05/2023
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QG-06-TW-00377-2023-V1-LSC
<b>NQR Version</b>	1.0

## Qualification Pack

# LSC/N0501: Operational Direction and Enablement of Strategic Vision - WMS

## Description

This unit is about understanding the Organization vision and direction for Implementation of Warehouse systems in Greenfield or Brownfield Warehouses

## Scope

The scope covers the following :

- Existing warehouse layouts design
- Future warehouse layouts design
- Design the Software to match warehouse layout

## Elements and Performance Criteria

### *Existing warehouse layout*

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

- PC1.** Collect information on warehouse different Buildings
- PC2.** Obtain information on Mezzanine floor in the Warehouse Buildings
- PC3.** Obtain information on Aisles and Bays
- PC4.** Obtain information on different kinds of locations

### *Future warehouse layout (In case of Greenfield)*

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

- PC5.** Provide number of buildings needed based on amount of inventory to be stored
- PC6.** Provide number of buildings needed based on kind (hazardous vs non-hazardous) of inventory
- PC7.** Provide future number of aisles and bays
- PC8.** Provide the size and number of locations needed

### *Future warehouse layout (In case of Brownfield)*

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

- PC9.** Provide the re-aligned Aisles and Bays
- PC10.** Provide the re-aligned locations

### *Design the Software to match warehouse layout*

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

- PC11.** Enter number of buildings as per new warehouse layout
- PC12.** Define Logical areas and zones based on the new warehouse layout
- PC13.** Define the replenishment locations based on new warehouse layouts
- PC14.** Define Aisles, Bays and Locations naming methodology based on the Software compatibility

## Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organizational procedure
- KU2.** different regions of the warehouse
- KU3.** demography of the local workforce
- KU4.** advanced computer knowledge
- KU5.** data analysis
- KU6.** flow chart preparation
- KU7.** warehouse design documentation

## Generic Skills (GS)

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

- GS1.** read existing warehouse design document
- GS2.** read warehouse layout guidelines
- GS3.** read tags and labels
- GS4.** write label of different workflows
- GS5.** write warehouse process flows
- GS6.** write warehouse design documentations in a structured format
- GS7.** communicate with co-workers and supervisors
- GS8.** collect information from supervisors, associates, and peers
- GS9.** conduct advanced checks and verify the accuracy of the data provided
- GS10.** identify errors in layout and make correction and document the changes
- GS11.** draw inferences and conclusions based on trend analysis
- GS12.** maintain punctuality
- GS13.** plan for timely collection of data from warehouse users
- GS14.** be a team player and achieve joint goals
- GS15.** adhere to customer timelines
- GS16.** address urgency of customers
- GS17.** Speak politely with customer and take feedback constructively
- GS18.** Identify common trends as per analysis and implement the same in new layouts
- GS19.** implement possible solutions for the common issues in daily operations based on information
- GS20.** identify the processes and layouts to mitigate possible future failures
- GS21.** analyse trends to identify defaults for corrective action as needed
- GS22.** observe the warehouse layouts and accordingly make future changes
- GS23.** cross check the layouts as per the inventory flow and ensure the traffic in warehouse is never too busy at one place

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Existing warehouse layout</i>	<b>8</b>	<b>16</b>	-	<b>3</b>
<b>PC1.</b> Collect information on warehouse different Buildings	2	4	-	1
<b>PC2.</b> Obtain information on Mezzanine floor in the Warehouse Buildings	2	4	-	1
<b>PC3.</b> Obtain information on Aisles and Bays	2	4	-	-
<b>PC4.</b> Obtain information on different kinds of locations	2	4	-	1
<i>Future warehouse layout (In case of Greenfield)</i>	<b>8</b>	<b>16</b>	-	<b>3</b>
<b>PC5.</b> Provide number of buildings needed based on amount of inventory to be stored	2	4	-	-
<b>PC6.</b> Provide number of buildings needed based on kind (hazardous vs non-hazardous) of inventory	2	4	-	1
<b>PC7.</b> Provide future number of aisles and bays	2	4	-	1
<b>PC8.</b> Provide the size and number of locations needed	2	4	-	1
<i>Future warehouse layout (In case of Brownfield)</i>	<b>5</b>	<b>10</b>	-	<b>1</b>
<b>PC9.</b> Provide the re-aligned Aisles and Bays	3	6	-	1
<b>PC10.</b> Provide the re-aligned locations	2	4	-	-
<i>Design the Software to match warehouse layout</i>	<b>9</b>	<b>18</b>	-	<b>3</b>
<b>PC11.</b> Enter number of buildings as per new warehouse layout	2	4	-	1
<b>PC12.</b> Define Logical areas and zones based on the new warehouse layout	3	6	-	1
<b>PC13.</b> Define the replenishment locations based on new warehouse layouts	2	4	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Define Aisles, Bays and Locations naming methodology based on the Software compatibility	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0501
<b>NOS Name</b>	Operational Direction and Enablement of Strategic Vision - WMS
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Technology
<b>NSQF Level</b>	6
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQC Clearance Date</b>	03/05/2023

## Qualification Pack

# LSC/N0502: Identify Optimization opportunities for Industry/Domain - WMS

## Description

This unit is about understanding the Existing warehouse operations, areas of improvement and impact of change operations in overall Business Perspective

## Scope

The scope covers the following :

- Warehouse Operations Familiarization
- Receiving methodologies against Purchase Order, Receipts and provide process improvements
- Pick methodologies and overall, TAT to pick one Unit (Pallet/Case/Each) and provide process improvements
- Different packing methodologies and provide process improvements
- Areas of improvement in the overall process which matches with implemented Software

## Elements and Performance Criteria

### *Warehouse Operations Familiarization*

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

- PC1.** Prepare process flow chart after understanding the operations
- PC2.** Prepare process flow document after understanding the operations
- PC3.** Prepare user guides for warehouse operations

### *Receiving methodologies against Purchase Order, Receipts and provide process improvements*

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

- PC4.** Calculate the number of clicks required to receive against purchase orders
- PC5.** Calculate the distance required to collect the receipts generated from Printer
- PC6.** Design system to reduce the number of clicks by defining an optimized process flow
- PC7.** Design process to reduce the travel time by receiving operator to collect the receipts

### *Pick methodologies and overall, TAT to pick one Unit (Pallet/Case/Each) and provide process improvements*

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

- PC8.** Calculate the number of clicks required to pick 1 Pallet/Case/Each
- PC9.** Calculate the total turnaround time to do the picking 1 Pallet/Case/Each
- PC10.** Design system to reduce the number of clicks by defining an optimized process flow
- PC11.** Design picking process to reduce the turnaround time while picking

### *Different packing methodologies and provide process improvements*

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

- PC12.** Calculate the carbon emission in the entire packing process
- PC13.** Calculate the time taken to pack each case

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**PC14.** Reduce carbon emission to optimize the packing process by reducing the Packing labels

**PC15.** Design packing process to reduce the time taken for packing

*Proposing areas of improvement in the overall process which matches with implemented Software*

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

**PC16.** Propose area of improvement in the Inventory management

**PC17.** Propose area of improvement in the Quality process

**PC18.** Propose area of improvement in the Return process

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizational procedure

**KU2.** different regions of the warehouse

**KU3.** demography of the local workforce

**KU4.** advanced computer knowledge

**KU5.** data analysis

**KU6.** flow chart preparation

**KU7.** warehouse design documentation

## Generic Skills (GS)

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

**GS1.** existing warehouse design document

**GS2.** warehouse layout guidelines

**GS3.** tags and labels

**GS4.** label of different workflows

**GS5.** warehouse process flows

**GS6.** warehouse design documentations in a structured format

**GS7.** communicate with co-workers and supervisors

**GS8.** collect information from supervisors, associates, and peers

**GS9.** conduct advanced checks and verify the accuracy of the data provided

**GS10.** identify errors in warehousing process and make correction and document the changes

**GS11.** draw inferences and conclusions based on trend analysis

**GS12.** maintain punctuality

**GS13.** plan for timely collection of data from warehouse users

**GS14.** be a team player and achieve joint goals

**GS15.** adhere to customer timelines

**GS16.** address urgency of customers

**GS17.** Speak politely with customer and take feedback constructively

**GS18.** Identify common trends as per analysis and implement the same in new workflows



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- GS19.** implement possible solutions for the common issues in daily operations based on information
- GS20.** identify the workflow and planning process to mitigate possible future failures
- GS21.** analyse trends to identify defaults for corrective action as needed
- GS22.** observe the shipment planning process and accordingly make future changes
- GS23.** cross check the data at various master data level and ensure the sanity

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Warehouse Operations Familiarization</i>	<b>6</b>	<b>12</b>	-	<b>1</b>
<b>PC1.</b> Prepare process flow chart after understanding the operations	2	4	-	-
<b>PC2.</b> Prepare process flow document after understanding the operations	2	4	-	1
<b>PC3.</b> Prepare user guides for warehouse operations	2	4	-	-
<i>Receiving methodologies against Purchase Order, Receipts and provide process improvements</i>	<b>8</b>	<b>16</b>	-	<b>2</b>
<b>PC4.</b> Calculate the number of clicks required to receive against purchase orders	2	4	-	1
<b>PC5.</b> Calculate the distance required to collect the receipts generated from Printer	2	4	-	-
<b>PC6.</b> Design system to reduce the number of clicks by defining an optimized process flow	2	4	-	1
<b>PC7.</b> Design process to reduce the travel time by receiving operator to collect the receipts	2	4	-	-
<i>Pick methodologies and overall, TAT to pick one Unit (Pallet/Case/Each) and provide process improvements</i>	<b>5</b>	<b>10</b>	-	<b>3</b>
<b>PC8.</b> Calculate the number of clicks required to pick 1 Pallet/Case/Each	1	2	-	1
<b>PC9.</b> Calculate the total turnaround time to do the picking 1 Pallet/Case/Each	1	2	-	1
<b>PC10.</b> Design system to reduce the number of clicks by defining an optimized process flow	2	4	-	1
<b>PC11.</b> Design picking process to reduce the turnaround time while picking	1	2	-	-
<i>Different packing methodologies and provide process improvements</i>	<b>5</b>	<b>10</b>	-	<b>2</b>

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Calculate the carbon emission in the entire packing process	1	2	-	1
<b>PC13.</b> Calculate the time taken to pack each case	2	4	-	-
<b>PC14.</b> Reduce carbon emission to optimize the packing process by reducing the Packing labels	1	2	-	1
<b>PC15.</b> Design packing process to reduce the time taken for packing	1	2	-	-
<i>Proposing areas of improvement in the overall process which matches with implemented Software</i>	<b>6</b>	<b>12</b>	-	<b>2</b>
<b>PC16.</b> Propose area of improvement in the Inventory management	2	4	-	1
<b>PC17.</b> Propose area of improvement in the Quality process	2	4	-	-
<b>PC18.</b> Propose area of improvement in the Return process	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0502
<b>NOS Name</b>	Identify Optimization opportunities for Industry/Domain - WMS
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Technology
<b>NSQF Level</b>	6
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQC Clearance Date</b>	03/05/2023

## Qualification Pack

# LSC/N0503: Lead the design and implementation of WMS in existing and new warehouses

## Description

This unit is about design and implementation of WMS software in existing and new warehouses.

## Scope

The scope covers the following :

- Designing WMS Processes in Implementation cycle.
- Designing integration touch points with upstream and downstream systems

## Elements and Performance Criteria

### *Designing WMS Processes in Implementation cycle*

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

- PC1.** Collect the requirement from Business users after discussing the different Business processes.
- PC2.** Perform As-Is analysis and document the processes.
- PC3.** Assist Business Users in explaining the document and revise the document with Review comments.
- PC4.** Prepare Business Requirement Document and get a sign off from Business
- PC5.** Prepare Gap analysis document after analyzing the several functionalities of WMS software being implemented.
- PC6.** Prepare Design document and mention the gaps identified from Software
- PC7.** Work with business users to amend the warehouse processes to minimize the Gaps, that involves processes while while receiving, picking, inventory management, packing, staging
- PC8.** There can be scenarios that Warehouse processes cannot be amended and GAPS remain in the processes. In that case work with Warehouse Management System software developer to develop the feature
- PC9.** Deploy the feature in WMS and proceed with rest of the design.
- PC10.** Configure the system as per the design document and perform Unit testing to ensure all the Business requirements are met.
- PC11.** Assist business users for UAT testing

### *Designing integration touchpoints with upstream and downstream systems*

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

- PC12.** Collect the integration touch points from upstream and downstream data view
- PC13.** Perform the data mapping after working with technical Team.
- PC14.** Deliver Technical Design document and work with technical team for a sign off

## Knowledge and Understanding (KU)



## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organizational procedure
- KU2.** different regions of the warehouse
- KU3.** demography of the local workforce
- KU4.** advanced computer knowledge
- KU5.** data analysis
- KU6.** flow chart preparation
- KU7.** warehouse design documentation
- KU8.** technical architecture of warehouse system

## Generic Skills (GS)

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

- GS1.** read existing warehouse design document
- GS2.** read warehouse layout guidelines
- GS3.** read tags and labels
- GS4.** write label of different workflows
- GS5.** write warehouse process flows
- GS6.** write warehouse design documentations in a structured format
- GS7.** communicate with co-workers and supervisors
- GS8.** collect information from supervisors, associates, and peers
- GS9.** conduct advanced checks and verify the accuracy of the data provided
- GS10.** identify errors in warehouse process and make correction and document the changes
- GS11.** draw inferences and conclusions based on trend analysis
- GS12.** maintain punctuality
- GS13.** plan for timely collection of data from warehouse users
- GS14.** be a team player and achieve joint goals
- GS15.** adhere to customer timelines
- GS16.** address urgency of customers
- GS17.** Speak politely with customer and take feedback constructively
- GS18.** Identify common trends as per analysis and implement the same in new workflows
- GS19.** implement possible solutions for the common issues in daily operations based on information
- GS20.** identify the workflow and planning process to mitigate possible future failures
- GS21.** analyse trends to identify defaults for corrective action as needed
- GS22.** observe the warehouse layouts and accordingly make future changes
- GS23.** cross check the layouts as per the inventory flow and ensure the traffic in warehouse is never too busy at one place

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Designing WMS Processes in Implementation cycle</i>	<b>24</b>	<b>48</b>	-	<b>8</b>
<b>PC1.</b> Collect the requirement from Business users after discussing the different Business processes.	2	4	-	-
<b>PC2.</b> Perform As-Is analysis and document the processes.	2	4	-	1
<b>PC3.</b> Assist Business Users in explaining the document and revise the document with Review comments.	2	4	-	-
<b>PC4.</b> Prepare Business Requirement Document and get a sign off from Business	3	6	-	1
<b>PC5.</b> Prepare Gap analysis document after analyzing the several functionalities of WMS software being implemented.	2	4	-	-
<b>PC6.</b> Prepare Design document and mention the gaps identified from Software	2	4	-	1
<b>PC7.</b> Work with business users to amend the warehouse processes to minimize the Gaps, that involves processes while while receiving, picking, inventory management, packing, staging	2	4	-	1
<b>PC8.</b> There can be scenarios that Warehouse processes cannot be amended and GAPS remain in the processes. In that case work with Warehouse Management System software developer to develop the feature	2	4	-	1
<b>PC9.</b> Deploy the feature in WMS and proceed with rest of the design.	2	4	-	1
<b>PC10.</b> Configure the system as per the design document and perform Unit testing to ensure all the Business requirements are met.	3	6	-	1
<b>PC11.</b> Assist business users for UAT testing	2	4	-	1
<i>Designing integration touchpoints with upstream and downstream systems</i>	<b>6</b>	<b>12</b>	-	<b>2</b>

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Collect the integration touch points from upstream and downstream data view	2	4	-	-
<b>PC13.</b> Perform the data mapping after working with technical Team.	2	4	-	1
<b>PC14.</b> Deliver Technical Design document and work with technical team for a sign off	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0503
<b>NOS Name</b>	Lead the design and implementation of WMS in existing and new warehouses
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Technology
<b>NSQF Level</b>	6
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQC Clearance Date</b>	03/05/2023

## Qualification Pack

### LSC/N0504: Prepare documentation of various warehousing business processes

#### Description

This unit is about preparing documents for warehousing business processes

#### Scope

The scope covers the following :

- System user guide for warehouse end users

#### Elements and Performance Criteria

##### *System user guide for Transportation End Users*

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

- PC1.** Work with Warehouse users to find the processes which need to be documented.
- PC2.** Observe the processes and identify different screens on RDT and WMS for which screenshots to be taken.
- PC3.** Prepare documents along with various screenshots and steps to perform various warehouse activities.
- PC4.** Work with Warehouse users to validate if operations can be performed with the steps.
- PC5.** Take the feedback from business users and amend the changes as necessary.
- PC6.** Provide a pictorial view of the processes with help of Flow diagram as necessary.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedure
- KU2.** different regions of the warehouse
- KU3.** demography of the local workforce
- KU4.** advanced computer knowledge
- KU5.** data analysis
- KU6.** flow chart preparation
- KU7.** warehouse design documentation
- KU8.** technical architecture of warehouse system

#### Generic Skills (GS)

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

- GS1.** existing transportation design document

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- GS2.** warehouse layout guidelines
- GS3.** tags and labels
- GS4.** label of different workflows
- GS5.** warehouse process flows
- GS6.** warehouse user guide documentations in a structured format
- GS7.** communicate with co-workers and supervisors
- GS8.** collect information from supervisors, associates, and peers
- GS9.** conduct advanced checks and verify the accuracy of the data provided
- GS10.** identify errors in warehouse processes and make correction and document the changes
- GS11.** draw inferences and conclusions based on trend analysis
- GS12.** maintain punctuality
- GS13.** plan for timely collection of data from warehouse users
- GS14.** be a team player and achieve joint goals
- GS15.** adhere to customer timelines
- GS16.** address urgency of customers
- GS17.** speak politely with customer and take feedback constructively
- GS18.** identify common trends as per analysis and implement the same in new workflows
- GS19.** implement possible solutions for the common issues in daily operations based on information
- GS20.** identify the workflow and planning process to mitigate possible future failures
- GS21.** analyse trends to identify defaults for corrective action as needed
- GS22.** observe the shipment planning process and accordingly make future changes
- GS23.** cross check the layouts as per the inventory flow and ensure the traffic in warehouse is never too busy at one place

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>System user guide for Transportation End Users</i>	<b>30</b>	<b>60</b>	-	<b>10</b>
<b>PC1.</b> Work with Warehouse users to find the processes which need to be documented.	7	10	-	1
<b>PC2.</b> Observe the processes and identify different screens on RDT and WMS for which screenshots to be taken.	7	10	-	2
<b>PC3.</b> Prepare documents along with various screenshots and steps to perform various warehouse activities.	4	10	-	2
<b>PC4.</b> Work with Warehouse users to validate if operations can be performed with the steps.	4	10	-	2
<b>PC5.</b> Take the feedback from business users and amend the changes as necessary.	4	10	-	1
<b>PC6.</b> Provide a pictorial view of the processes with help of Flow diagram as necessary.	4	10	-	2
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0504
<b>NOS Name</b>	Prepare documentation of various warehousing business processes
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Technology
<b>NSQF Level</b>	6
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQC Clearance Date</b>	03/05/2023



## Qualification Pack

### LSC/N9908: Maintain and monitor integrity and ethics in operations

#### Description

This unit is about maintaining integrity, ensuring data security, and professional and ethical practice

#### Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

#### Elements and Performance Criteria

##### *Maintain integrity ensuring data security*

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

- PC1.** refrain from indulging in corrupt practices
- PC2.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** protect data and information related to business or commercial decisions

##### *Professional and ethical practice*

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

- PC4.** sensitise the work force towards ethical behaviour in work place and performing job with integrity
- PC5.** conduct regular reviews and check reports for unethical behaviour and corrupt practices
- PC6.** consult senior management when in an ethical dilemma
- PC7.** report promptly all violations of code of ethics
- PC8.** dress up and conduct in a professional manner
- PC9.** communicate with clients and stakeholders in a soft and polite manner
- PC10.** follow etiquettes

##### *Ensure regulatory compliance*

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

- PC11.** check that that documentation with respect to operations is up to date and in accordance to the regulations
- PC12.** coordinate with regulatory authorities and assist in inspections and clearances
- PC13.** report any issues with regulatory compliance

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language

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- KU2.** companys Human Resources policies
- KU3.** companys code of ethics and business
- KU4.** companys whistle blower policy
- KU5.** companys rules related to sexual harassment
- KU6.** companys reporting structure
- KU7.** companys documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU10.** understand the documentary compliance required for different type of products

## Generic Skills (GS)

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

- GS1.** read policy documents and work related documents
- GS2.** read emails letters and communications
- GS3.** read acts and regulations
- GS4.** write instructions, communications to internal staff
- GS5.** write emails and letters
- GS6.** write reports
- GS7.** interact with internal and external stakeholders
- GS8.** communicate with peers and subordinates
- GS9.** take appropriate action in a vulnerable situation
- GS10.** identify breaches and take necessary actions
- GS11.** identify documentary requirement for a specific product or regulation and take necessary action
- GS12.** plan and organise steps/ actions as per companys guidelines, if any violation of code of ethics is noticed in the company
- GS13.** plan and organise training sessions, sensitization sessions for work force
- GS14.** plan review meetings to monitor compliance with ethics and regulations
- GS15.** prevent company and customer information leakage
- GS16.** provide proper advice or guidance to colleagues to deal with sensitive issue
- GS17.** suggest solutions to managers and workers when in an ethical dilemma
- GS18.** identify conflict of interests and take necessary actions
- GS19.** review reports to identify common trends of defaults
- GS20.** conduct review to analyse the reasons for default
- GS21.** check that all regulatory compliances are adhered to
- GS22.** check that any unethical behaviour gets captured before a damage or negative impact happens

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	<b>7</b>	<b>16</b>	-	-
<b>PC1.</b> refrain from indulging in corrupt practices	2	5	-	-
<b>PC2.</b> protect customers information and ensure acquired information is not used for personal advantage	3	6	-	-
<b>PC3.</b> protect data and information related to business or commercial decisions	2	5	-	-
<i>Professional and ethical practice</i>	<b>16</b>	<b>38</b>	-	-
<b>PC4.</b> sensitise the work force towards ethical behaviour in work place and performing job with integrity	3	6	-	-
<b>PC5.</b> conduct regular reviews and check reports for unethical behaviour and corrupt practices	2	5	-	-
<b>PC6.</b> consult senior management when in an ethical dilemma	2	6	-	-
<b>PC7.</b> report promptly all violations of code of ethics	2	5	-	-
<b>PC8.</b> dress up and conduct in a professional manner	2	5	-	-
<b>PC9.</b> communicate with clients and stakeholders in a soft and polite manner	3	6	-	-
<b>PC10.</b> follow etiquettes	2	5	-	-
<i>Ensure regulatory compliance</i>	<b>7</b>	<b>16</b>	-	-
<b>PC11.</b> check that that documentation with respect to operations is up to date and in accordance to the regulations	2	5	-	-
<b>PC12.</b> coordinate with regulatory authorities and assist in inspections and clearances	3	6	-	-
<b>PC13.</b> report any issues with regulatory compliance	2	5	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	70	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9908
<b>NOS Name</b>	Maintain and monitor integrity and ethics in operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQF Clearance Date</b>	03/05/2023

## Qualification Pack

### LSC/N9902: Communicate effectively with colleagues and clients

#### Description

This OS unit is about coordinating and communicating effectively with seniors, colleagues and clients to achieve a smooth workflow

#### Scope

The scope covers the following :

- Interact with seniors
- Communicate with colleagues
- Communicate effectively with clients

#### Elements and Performance Criteria

##### *Interacting with seniors*

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

- PC1.** understand the work output requirements, targets, performance indicators and incentives
- PC2.** deliver quality work on time and report any anticipated reasons for delays
- PC3.** escalate unresolved problems or complaints to the relevant superior
- PC4.** communicate project progress proactively to the superior
- PC5.** receive feedback on work standards
- PC6.** document the completed work schedule and handover to the superior

##### *Communicating with colleagues*

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

- PC7.** exhibit trust, support and respect to all the colleagues in the workplace
- PC8.** aim to achieve hassle free cold chain operation
- PC9.** help and assist colleagues with information and knowledge
- PC10.** seek assistance from the colleagues when required
- PC11.** identify the potential and existing conflicts with the colleagues and resolve
- PC12.** pass on essential information to other colleagues on timely basis
- PC13.** maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues
- PC14.** interact with colleagues from different departments: ripening chamber, cold storage, transport, packhouse etc to effectively carry out the work among the team and understand the nature of their work
- PC15.** put team over individual goals and multi task or share work where necessary supporting the colleagues
- PC16.** highlight any errors of colleagues, help to rectify and ensure quality output
- PC17.** work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance

##### *Communicating effectively with clients*

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

- PC18.** ask relevant questions to the client and identify their needs
- PC19.** possess strong knowledge on market and cold chain operation
- PC20.** brief the client clearly on potential costs and challenges involved in the cold chain industry
- PC21.** communicate with the client in a polite, professional and friendly manner
- PC22.** build effective but impersonal relationship with the client
- PC23.** ensure the appropriate language and tone are used with clients
- PC24.** listen actively and have a two way communication
- PC25.** be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.
- PC26.** understand the client expectations correctly and provide the appropriate products and services
- PC27.** understand the client dissatisfaction and address or escalate their complaints effectively
- PC28.** maintain a positive, sensible and cooperative manner all time
- PC29.** ensure to maintain a proper body language, dress code, gestures and etiquettes towards the client
- PC30.** avoid interrupting the client while they talk
- PC31.** ensure to avoid negative questions and statements to the client
- PC32.** inform the client on any issues or problems before hand and also on the developments involving them
- PC33.** ensure to respond back to the client immediately for their voice messages, e-mails, apps, etc.
- PC34.** develop good rapport with the client and promote other products and services
- PC35.** seek feedback from the client on their understanding to what was discussed
- PC36.** explain the terms and conditions clearly

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys HR policies on personnel management
- KU2.** companys reporting structure
- KU3.** occupational health and safety standards
- KU4.** cold storageplant inspection checklist
- KU5.** companys sanitary standard operating procedures
- KU6.** procedures to follow during emergency maintenance issues
- KU7.** technical standards for design and construction of cold storages: Bureau of Indian standards(BIS), International standard(ISO) etc
- KU8.** methods for effective communication with various categories of people and the different departments in the organization
- KU9.** significance of team coordination and productivity targets of the organisation
- KU10.** how to record the job activity as required on various types of documents

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- KU11.** how to use computer or smartphone to communicate effectively and productively
- KU12.** significance of helping colleagues with specific issues and problems
- KU13.** importance of meeting quality and time standards as a team
- KU14.** how to practice effective listening and talking
- KU15.** effective use of voice tone and pitch for communication
- KU16.** how to demonstrate ethics and convey discipline to the clients
- KU17.** how to build effective working relationship with mutual trust and respect within the team
- KU18.** importance of dealing with grievances effectively and in time
- KU19.** safe storage and handling of chemicals like refrigerants, ammonia, ethylene etc
- KU20.** loading and unloading systems
- KU21.** standard operating procedure for safety drills and equipment maintenance
- KU22.** operation of machines: compressor, condensor, evaporator etc
- KU23.** emergency procedures to be followed in case of an mishap such as fire, accidents, etc. and communication of safety instructions to subordinate staff
- KU24.** emergency responses in case of malfunctioning of refrigeration equipment as a whole or its components like evaporator, condenser or compressor
- KU25.** solid, liquid and gaseous waste disposal, treatment norms and equipment
- KU26.** necessary action to be taken for the hazards identified
- KU27.** knowledge of Quality systems like BRC, FSSAI, ISO, FSSC, HACCP etc
- KU28.** Maintain food and personnel safety, health and hygiene in cold storage plant

## Generic Skills (GS)

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

- GS1.** read and interpret the relevant organisation policies, procedures and diagrams that identify health, safety and safe environmental practices.
- GS2.** read notes/comments from the senior
- GS3.** fill up documentation pertaining to job requirement
- GS4.** interact with team members to work efficiently
- GS5.** communicate effectively with senior to achieve smooth workflow
- GS6.** communicate effectively with the clients to build a good rapport with them
- GS7.** use language that the client or colleague understands
- GS8.** use the communication systems of the company, e.g., telephone, fax, public announcement systems
- GS9.** E-mail and use Internet for communicating
- GS10.** use of audio-visual aids to communicate complex issues
- GS11.** spot and communicate potential areas of disruptions to work process and report the same
- GS12.** report to supervisor and deal with a colleague individually, depending on the type of concern
- GS13.** plan communication strategy in order to avoid conflicts and work disruption
- GS14.** practice patient listening, careful talking and paraphrasing in order to avoid misunderstanding



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- GS15.** coordinate with different departments and multi-task as necessary
- GS16.** contribute to quality of team work and achieve smooth workflow
- GS17.** share work load as required
- GS18.** delegate work in consultation with senior or as necessary instead of allowing work to pile up
- GS19.** resolve recurring inter-personal conflicts by clear and two-way dialogue
- GS20.** improve work processes by interacting with others and adopting best practices
- GS21.** take care of personal and equipment protection
- GS22.** identify the hazards and suggest possible solutions
- GS23.** use safety equipment such as fire extinguisher during fire accidents
- GS24.** store tools in a safe way
- GS25.** analyse the seriousness of the hazards
- GS26.** evolve smooth workflow by avoiding hazards at workplace
- GS27.** evaluate and apply the possible solutions for the hazards, as necessary

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Interacting with seniors</i>	<b>6</b>	<b>12</b>	-	-
<b>PC1.</b> understand the work output requirements, targets, performance indicators and incentives	1	2	-	-
<b>PC2.</b> deliver quality work on time and report any anticipated reasons for delays	1	2	-	-
<b>PC3.</b> escalate unresolved problems or complaints to the relevant superior	1	2	-	-
<b>PC4.</b> communicate project progress proactively to the superior	1	2	-	-
<b>PC5.</b> receive feedback on work standards	1	2	-	-
<b>PC6.</b> document the completed work schedule and handover to the superior	1	2	-	-
<i>Communicating with colleagues</i>	<b>11</b>	<b>22</b>	-	-
<b>PC7.</b> exhibit trust, support and respect to all the colleagues in the workplace	1	2	-	-
<b>PC8.</b> aim to achieve hassle free cold chain operation	1	2	-	-
<b>PC9.</b> help and assist colleagues with information and knowledge	1	2	-	-
<b>PC10.</b> seek assistance from the colleagues when required	1	2	-	-
<b>PC11.</b> identify the potential and existing conflicts with the colleagues and resolve	1	2	-	-
<b>PC12.</b> pass on essential information to other colleagues on timely basis	1	2	-	-
<b>PC13.</b> maintain the etiquette, use polite language, demonstrate responsible and disciplined behaviors to the colleagues	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> interact with colleagues from different departments: ripening chamber, cold storage, transport, packhouse etc to effectively carry out the work among the team and understand the nature of their work	1	2	-	-
<b>PC15.</b> put team over individual goals and multi task or share work where necessary supporting the colleagues	1	2	-	-
<b>PC16.</b> highlight any errors of colleagues, help to rectify and ensure quality output	1	2	-	-
<b>PC17.</b> work with cooperation, coordination, communication and collaboration, with shared goals and supporting each others performance	1	2	-	-
<i>Communicating effectively with clients</i>	<b>13</b>	<b>36</b>	-	-
<b>PC18.</b> ask relevant questions to the client and identify their needs	1	2	-	-
<b>PC19.</b> possess strong knowledge on market and cold chain operation	1	2	-	-
<b>PC20.</b> brief the client clearly on potential costs and challenges involved in the cold chain industry	1	2	-	-
<b>PC21.</b> communicate with the client in a polite, professional and friendly manner	1	2	-	-
<b>PC22.</b> build effective but impersonal relationship with the client	1	2	-	-
<b>PC23.</b> ensure the appropriate language and tone are used with clients	1	2	-	-
<b>PC24.</b> listen actively and have a two way communication	1	2	-	-
<b>PC25.</b> be sensitive to the gender, cultural and social differences such as modes of greeting, formality, etc.	1	2	-	-
<b>PC26.</b> understand the client expectations correctly and provide the appropriate products and services	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC27.</b> understand the client dissatisfaction and address or escalate their complaints effectively	1	2	-	-
<b>PC28.</b> maintain a positive, sensible and cooperative manner all time	1	2	-	-
<b>PC29.</b> ensure to maintain a proper body language, dress code, gestures and etiquettes towards the client	1	2	-	-
<b>PC30.</b> avoid interrupting the client while they talk	-	2	-	-
<b>PC31.</b> ensure to avoid negative questions and statements to the client	-	2	-	-
<b>PC32.</b> inform the client on any issues or problems before hand and also on the developments involving them	-	2	-	-
<b>PC33.</b> ensure to respond back to the client immediately for their voice messages, e-mails, apps, etc.	-	2	-	-
<b>PC34.</b> develop good rapport with the client and promote other products and services	-	2	-	-
<b>PC35.</b> seek feedback from the client on their understanding to what was discussed	-	1	-	-
<b>PC36.</b> explain the terms and conditions clearly	1	1	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9902
<b>NOS Name</b>	Communicate effectively with colleagues and clients
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQC Clearance Date</b>	03/05/2023

## Qualification Pack

### LSC/N9910: Follow health, safety and security procedures at workplace

#### Description

This unit deals in detail with application of health, safety and security procedures in the workplace

#### Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations

#### Elements and Performance Criteria

##### *Follow health, safety and security measures during all activities*

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

- PC1.** Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.
- PC2.** Wear all safety equipment including protective gear, helmets etc., at relevant bay areas.
- PC3.** Follow organization procedures with respect to documentation.
- PC4.** Recognise unsafe conditions and safety practices at the workplace and report it to concerned authority.

##### *Maintain a healthy and hygienic workplace*

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

- PC5.** Keep the workplace organized.
- PC6.** Ensure that the work area and supplies are cleaned regularly.
- PC7.** Comply with data safety regulations of the organisation.
- PC8.** Maintain clear worktable area.
- PC9.** Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitiser.
- PC10.** Undertake periodical preventive health check ups.
- PC11.** Participate in fire drills.
- PC12.** Follow 5S at workplace.

##### *Handle emergency situations*

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

- PC13.** Act immediately during emergency situations and move to safety.
- PC14.** Perform rescue activity according to instructions received and assist those in need.
- PC15.** Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC16.** In case of fire, follow fire safety practices
- PC17.** Perform the steps involved in fire safety drill.
- PC18.** Follow procedures to rescue victim of fire without endangering self.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Health Safety and Environment (HSE) practices
- KU2.** Relevant Occupational Health and Safety (OHS) regulations
- KU3.** Enterprise /site emergency procedures and techniques
- KU4.** Procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU5.** Meaning of hazards and risks
- KU6.** Health and safety hazards commonly present in the work environment and related precautions
- KU7.** Possible causes of risk, hazard or accident in the workplace
- KU8.** Where to find all the general health and safety equipment in the workplace
- KU9.** Various dangers associated with the use of electrical equipment
- KU10.** Preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU11.** Importance of using protective clothing/equipment while working
- KU12.** Precautionary activities to prevent the fire accident
- KU13.** Various causes of fire
- KU14.** Techniques of using the different fire extinguishers
- KU15.** Different methods of extinguishing fire
- KU16.** Different materials used for extinguishing fire
- KU17.** Rescue techniques applied during a fire hazard
- KU18.** Various types of safety signs and their meaning
- KU19.** Appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries
- KU20.** Safe lifting and carrying practices

### Generic Skills (GS)

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

- GS1.** Write Health and safety compliance report
- GS2.** Interpret general health and safety guidelines
- GS3.** Communicate general health and safety guidelines to co workers
- GS4.** Take decision about the corrective action to be taken in case of any potential hazards

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security measures during all activities</i>	<b>8</b>	<b>15</b>	-	-
<b>PC1.</b> Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	2	4	-	-
<b>PC2.</b> Wear all safety equipment including protective gear, helmets etc., at relevant bay areas.	2	4	-	-
<b>PC3.</b> Follow organization procedures with respect to documentation.	2	3	-	-
<b>PC4.</b> Recognise unsafe conditions and safety practices at the workplace and report it to concerned authority.	2	4	-	-
<i>Maintain a healthy and hygienic workplace</i>	<b>12</b>	<b>33</b>	-	-
<b>PC5.</b> Keep the workplace organized.	1	4	-	-
<b>PC6.</b> Ensure that the work area and supplies are cleaned regularly.	2	4	-	-
<b>PC7.</b> Comply with data safety regulations of the organisation.	2	4	-	-
<b>PC8.</b> Maintain clear worktable area.	1	4	-	-
<b>PC9.</b> Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitiser.	2	5	-	-
<b>PC10.</b> Undertake periodical preventive health check ups.	1	4	-	-
<b>PC11.</b> Participate in fire drills.	2	4	-	-
<b>PC12.</b> Follow 5S at workplace.	1	4	-	-
<i>Handle emergency situations</i>	<b>10</b>	<b>22</b>	-	-
<b>PC13.</b> Act immediately during emergency situations and move to safety.	2	3	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> Perform rescue activity according to instructions received and assist those in need.	2	4	-	-
<b>PC15.</b> Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	2	4	-	-
<b>PC16.</b> In case of fire, follow fire safety practices	1	3	-	-
<b>PC17.</b> Perform the steps involved in fire safety drill.	2	4	-	-
<b>PC18.</b> Follow procedures to rescue victim of fire without endangering self.	1	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9910
<b>NOS Name</b>	Follow health, safety and security procedures at workplace
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQC Clearance Date</b>	03/05/2023

## Qualification Pack

### DGT/VSQ/N0103: Employability Skills (90 Hours)

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values - Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC6.** recognize the significance of 21st Century Skills for employment

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- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

## Qualification Pack

- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services

## Qualification Pack

- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	03/05/2026
<b>NSQC Clearance Date</b>	03/05/2023

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

**Minimum Aggregate Passing % at QP Level : 70**

## Qualification Pack

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

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0501.Operational Direction and Enablement of Strategic Vision - WMS	30	60	-	10	100	20
LSC/N0502.Identify Optimization opportunities for Industry/Domain - WMS	30	60	-	10	100	20
LSC/N0503.Lead the design and implementation of WMS in existing and new warehouses	30	60	-	10	100	10
LSC/N0504.Prepare documentation of various warehousing business processes	30	60	-	10	100	10
LSC/N9908.Maintain and monitor integrity and ethics in operations	30	70	-	-	100	10
LSC/N9902.Communicate effectively with colleagues and clients	30	70	-	-	100	10
LSC/N9910.Follow health, safety and security procedures at workplace	30	70	-	-	100	10
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>230</b>	<b>480</b>	<b>-</b>	<b>40</b>	<b>750</b>	<b>100</b>



## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.