

Qualification Pack



Inventory Controller

QP Code: LSC/Q1124

Version: 1.0

NSQF Level: 3

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LSC/Q1124: Inventory Controller

Brief Job Description

Inventory Controller in the Logistics industry is also known as Inventory Executive. Individuals in this role need to collect the stored items list, perform physical counting of goods, cross checking the physical count with the system numbers. Their responsibilities include locating missing items for reconciliation and preparing detailed reports for the management.

Personal Attributes

This job requires the individual to have a detailed understanding of the different items stored in the warehouse, keen observation skills to identify missing items and locate floating inventory in the warehouse. The individual should also be skilled in accurately counting physical goods.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2105: Prepare for Inventory counting](#)
2. [LSC/N2106: Verify physically counted numbers and system numbers](#)
3. [LSC/N2107: Post counting activities](#)
4. [DGT/VSQ/N0104: Employability Skills \(120 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting
Country	India
NSQF Level	3
Credits	7
Aligned to NCO/ISCO/ISIC Code	NCO-2004/412.00

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Minimum Educational Qualification & Experience	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass (plus 2-year NTC) OR 10th grade pass with 1 year NTC plus NAC OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Identify goods based on labels. Most companies have made this mandatory
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	19/07/2023
NSQC Approval Date	19/01/2023
Version	1.0
Reference code on NQR	QG-03-TW-00005-2023-V1-LSC
NQR Version	1.0

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LSC/N2105: Prepare for Inventory counting

Description

This OS unit is about preparing for the days work.

Scope

The scope covers the following :

- Obtain schedule and inventory related information from supervisor.
- Gather relevant information and perform inspection of work area and equipment.
- Safety and Maintenance aspects

Elements and Performance Criteria

Obtain schedule and inventory related information from supervisor

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

- PC1.** understand the work schedule for the day from the supervisor.
- PC2.** obtain the list of stored items from the supervisor
- PC3.** get the list with location details along with the level of items in each pallet from the supervisor.
- PC4.** based on the total number of stock keeping units (sku) and the total working days in a month, determine the number of items to be counted daily.

Gather relevant information and perform inspection of work area and equipment

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

- PC5.** depending on the inventory classification schemes, understand how many items of each category are to be counted in a day.
- PC6.** collect and wear all the necessary personal protective equipment (ppe) as required by the product or the environment
- PC7.** get the required material handling equipment (mhe) such as reach trucks and cages and keep them ready
- PC8.** inspect the mhe to ensure that they are in good working condition
- PC9.** inspect the store area for any spillage, breakage or any other safety issues.
- PC10.** clean up spills or breakages in the store area
- PC11.** check stability and overloading of storage racks

Safety and Maintenance

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

- PC12.** comply with safety regulations and procedures in case of fire hazards, biohazards, etc.
- PC13.** wear all safety equipment including protective gear, helmets etc.
- PC14.** follow organization procedures with respect to security, materials handling and accident
- PC15.** maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel
- PC16.** adhere to security regulations of the company

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PC17. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** role and responsibilities of workers on the shop floor
- KU3.** procedures for dealing with loss or damage to goods
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** nature and characteristics of components in the warehouse
- KU6.** knowledge of all relevant safety and security procedures
- KU7.** knowledge of entire shop floor activities and persons in charge of each function
- KU8.** knowledge of coding system being used by the organization for labelling
- KU9.** knowledge of standard operating procedures (sops) and how to react in emergencies.
- KU10.** knowledge of stock keeping units (sku).
- KU11.** basic legal knowledge and compliance procedures
- KU12.** knowledge of material handling equipment that can be used for move and store different components.
- KU13.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU14.** knowledge of technical specifications of goods in the warehouse
- KU15.** knowledge of possible difficulties in the inventory counting activity

Generic Skills (GS)

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

- GS1.** prepare detailed reports about inventory counted and discrepancies
- GS2.** write down notes about accidents, damaged and missing goods.
- GS3.** ability to read and understand the schedule, list of stored inventory.
- GS4.** ability to read and match labels to products on the list
- GS5.** ability to read instructions/training directions in english.
- GS6.** communicate clearly in local language or english with supervisors and peers
- GS7.** provide advice and guidance to peers & juniors
- GS8.** communicate with team members for delays or updates in counting schedule.
- GS9.** adjust according to volume, capacity and man power needs during peak and non-peak hours.
- GS10.** ability to prioritize and execute tasks in a high-pressure environment
- GS11.** ability to meet inventory counting targets.
- GS12.** ability to change work plan to accommodate immediate requirements.
- GS13.** ability to prepare and submit detailed reports in a timely manner.
- GS14.** understand the customer timelines and ensure that they are met.



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- GS15.** rapidly identify and address errors during inventory counting process
- GS16.** identify trends/common causes for errors and suggest possible solutions to management.
- GS17.** perform counting in a systematic manner.
- GS18.** suggest methods to improve storage activities.
- GS19.** ability to concentrate on the task at hand and complete it without errors.
- GS20.** pay attention to detail.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain schedule and inventory related information from supervisor</i>	9	21	-	-
PC1. understand the work schedule for the day from the supervisor.	1	4	-	-
PC2. obtain the list of stored items from the supervisor	1	4	-	-
PC3. get the list with location details along with the level of items in each pallet from the supervisor.	3	7	-	-
PC4. based on the total number of stock keeping units (sku) and the total working days in a month, determine the number of items to be counted daily.	4	6	-	-
<i>Gather relevant information and perform inspection of work area and equipment</i>	12	28	-	-
PC5. depending on the inventory classification schemes, understand how many items of each category are to be counted in a day.	2	3	-	-
PC6. collect and wear all the necessary personal protective equipment (ppe) as required by the product or the environment	2	3	-	-
PC7. get the required material handling equipment (mhe) such as reach trucks and cages and keep them ready	1	4	-	-
PC8. inspect the mhe to ensure that they are in good working condition	2	3	-	-
PC9. inspect the store area for any spillage, breakage or any other safety issues.	2	3	-	-
PC10. clean up spills or breakages in the store area	1	4	-	-
PC11. check stability and overloading of storage racks	2	8	-	-
<i>Safety and Maintenance</i>	14	21	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. comply with safety regulations and procedures in case of fire hazards, biohazards, etc.	5	5	-	-
PC13. wear all safety equipment including protective gear, helmets etc.	2	3	-	-
PC14. follow organization procedures with respect to security, materials handling and accident	2	3	-	-
PC15. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel	1	4	-	-
PC16. adhere to security regulations of the company	2	3	-	-
PC17. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc	2	3	-	-
NOS Total	35	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2105
NOS Name	Prepare for Inventory counting
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQF Clearance Date	19/01/2023

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LSC/N2106: Verify physically counted numbers and system numbers

Description

This OS unit is about verifying stock levels and determining discrepancies.

Scope

The scope covers the following :

- Access stored goods, count and determine discrepancy.
- Attempt reconciliation of missing goods.
- Safety and Maintenance aspects

Elements and Performance Criteria

Access stored goods, count and determine discrepancy

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

- PC1.** from the stored items list, identify where the full pallets are located.
- PC2.** with the help of an mhe operator, use the cage and reach truck to go up and count items in full pallets.
- PC3.** for all other pallets which are not full, have the mhe operator use the reach truck to bring the pallet down and perform counting.
- PC4.** compare actually counted numbers with the numbers in the stored items list to identify discrepancies if any.

Attempt reconciliation of missing goods.

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

- PC5.** prepare a missing items list.
- PC6.** continue counting of different category items until the daily quota for each category is achieved.
- PC7.** search through the warehouse to locate missing items
- PC8.** identify floating inventory and bin them as per company policy.
- PC9.** update missing items list, noting down items which items were reconciled

Safety and Maintenance

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

- PC10.** comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.
- PC11.** wear all safety equipment including protective gear, helmets etc
- PC12.** follow organization procedures with respect to security, materials handling and accidents
- PC13.** maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel
- PC14.** adhere to security regulations of the company
- PC15.** comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** role and responsibilities of workers on the shop floor
- KU3.** procedures for dealing with loss or damage to goods
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** nature and characteristics of components in the warehouse
- KU6.** knowledge of all relevant safety and security procedures
- KU7.** knowledge of entire shop floor activities and persons in charge of each function
- KU8.** knowledge of coding system being used by the organization for labelling
- KU9.** knowledge of standard operating procedures (sops) and how to react in emergencies.
- KU10.** knowledge of stock keeping units (sku)
- KU11.** knowledge of material handling equipment that can be used for move and store different components
- KU12.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU13.** knowledge of technical specifications of goods in the warehouse.
- KU14.** knowledge of possible difficulties in the inventory counting activity.

Generic Skills (GS)

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

- GS1.** prepare detailed reports about inventory counted and discrepancies.
- GS2.** write down notes about accidents, damage and missing goods.
- GS3.** ability to read and understand schedule and list of inventory stored.
- GS4.** ability to read instructions/training directions in english.
- GS5.** ability to read and match labels to products on the list.
- GS6.** communicate clearly in local language or english with supervisors and peers.
- GS7.** provide advice and guidance to peers & juniors.
- GS8.** communicate with team members for delays or updates on counting schedule.
- GS9.** adjust according to volume, capacity and man power needs during peak and non-peak hours.
- GS10.** ability to prioritize and execute tasks in a high-pressure environment
- GS11.** ability to meet inventory counting targets.
- GS12.** ability to change work plan to accommodate immediate requirements.
- GS13.** ability to prepare and submit detailed reports in a timely manner.
- GS14.** understand the customer timelines and ensure that they are met.
- GS15.** rapidly identify and address errors during inventory counting process
- GS16.** identify trends/common causes for errors and suggest possible solutions to management.
- GS17.** perform counting in a systematic manner.
- GS18.** suggest methods to improve storage activities.



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GS19. ability to concentrate on the task at hand and complete it without errors.

GS20. pay attention to detail.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Access stored goods, count and determine discrepancy</i>	6	19	-	-
PC1. from the stored items list, identify where the full pallets are located.	1	4	-	-
PC2. with the help of an mhe operator, use the cage and reach truck to go up and count items in full pallets.	1	4	-	-
PC3. for all other pallets which are not full, have the mhe operator use the reach truck to bring the pallet down and perform counting.	2	3	-	-
PC4. compare actually counted numbers with the numbers in the stored items list to identify discrepancies if any.	2	8	-	-
<i>Attempt reconciliation of missing goods.</i>	9	31	-	-
PC5. prepare a missing items list.	3	7	-	-
PC6. continue counting of different category items until the daily quota for each category is achieved.	1	4	-	-
PC7. search through the warehouse to locate missing items	1	4	-	-
PC8. identify floating inventory and bin them as per company policy.	2	8	-	-
PC9. update missing items list, noting down items which items were reconciled	2	8	-	-
<i>Safety and Maintenance</i>	15	20	-	-
PC10. comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	5	5	-	-
PC11. wear all safety equipment including protective gear, helmets etc	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. follow organization procedures with respect to security, materials handling and accidents	2	3	-	-
PC13. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel	2	3	-	-
PC14. adhere to security regulations of the company	2	3	-	-
PC15. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc	2	3	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2106
NOS Name	Verify physically counted numbers and system numbers
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQF Clearance Date	19/01/2023

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LSC/N2107: Post counting activities

Description

This OS unit is about reporting activities after inventory counting.

Scope

The scope covers the following :

- Carry out Housekeeping
- Report to management
- Safety and Maintenance aspects

Elements and Performance Criteria

Carry out housekeeping

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

- PC1.** return any ppe used to the respective storage rack.
- PC2.** return any mhe used to the respective storage area
- PC3.** perform a safety inspection of the storage area.
- PC4.** clean up any spillage or breakages

Report to Management

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

- PC5.** discuss findings of inventory cycle count with deo and update information on the system
- PC6.** report discrepancies in counting and sku mix up along with any other issues faced to the supervisor
- PC7.** prepare detailed reports for management as per the company policies to be used as audit evidence.

Safety and Maintenance

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

- PC8.** comply with safety regulations and procedures in case of fire hazards, biohazards, etc
- PC9.** wear all safety equipment including protective gear, helmets etc
- PC10.** follow organization procedures with respect to security, materials handling and accidents
- PC11.** maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel
- PC12.** adhere to security regulations of the company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** role and responsibilities of workers on the shop floor

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- KU3.** procedures for dealing with loss or damage to goods
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** nature and characteristics of components in the warehouse
- KU6.** knowledge of all relevant safety and security procedures
- KU7.** knowledge of entire shop floor activities and persons in charge of each function
- KU8.** knowledge of coding system being used by the organization for labelling
- KU9.** knowledge of standard operating procedures (sops) and how to react in emergencies.
- KU10.** knowledge of stock keeping units (sku)
- KU11.** knowledge of material handling equipment that can be used for move and store different components
- KU12.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU13.** knowledge of technical specifications of goods in the warehouse.
- KU14.** knowledge of possible difficulties in the inventory counting activity.

Generic Skills (GS)

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

- GS1.** prepare detailed reports about inventory counted and discrepancies.
- GS2.** write down notes about accidents, damage and missing goods.
- GS3.** ability to read and understand schedule and list of inventory stored.
- GS4.** ability to read instructions/training directions in english.
- GS5.** ability to read and match labels to products on the list.
- GS6.** communicate clearly in local language or english with supervisors and peers.
- GS7.** provide advice and guidance to peers & juniors.
- GS8.** communicate with team members for delays or updates on counting schedule.
- GS9.** adjust according to volume, capacity and man power needs during peak and non-peak hours.
- GS10.** ability to prioritize and execute tasks in a high-pressure environment
- GS11.** ability to meet inventory counting targets.
- GS12.** ability to change work plan to accommodate immediate requirements.
- GS13.** ability to prepare and submit detailed reports in a timely manner.
- GS14.** understand the customer timelines and ensure that they are met.
- GS15.** rapidly identify and address errors during inventory counting process
- GS16.** identify trends/common causes for errors and suggest possible solutions to management.
- GS17.** perform counting in a systematic manner.
- GS18.** suggest methods to improve storage activities.
- GS19.** ability to concentrate on the task at hand and complete it without errors.
- GS20.** pay attention to detail.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carry out housekeeping</i>	7	33	-	-
PC1. return any ppe used to the respective storage rack.	2	8	-	-
PC2. return any mhe used to the respective storage area	2	8	-	-
PC3. perform a safety inspection of the storage area.	1	9	-	-
PC4. clean up any spillage or breakages	2	8	-	-
<i>Report to Management</i>	10	20	-	-
PC5. discuss findings of inventory cycle count with deo and update information on the system	2	8	-	-
PC6. report discrepancies in counting and sku mix up along with any other issues faced to the supervisor	3	7	-	-
PC7. prepare detailed reports for management as per the company policies to be used as audit evidence.	5	5	-	-
<i>Safety and Maintenance</i>	13	17	-	-
PC8. comply with safety regulations and procedures in case of fire hazards, biohazards, etc	5	5	-	-
PC9. wear all safety equipment including protective gear, helmets etc	2	3	-	-
PC10. follow organization procedures with respect to security, materials handling and accidents	2	3	-	-
PC11. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel	2	3	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. adhere to security regulations of the company	2	3	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2107
NOS Name	Post counting activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQF Clearance Date	19/01/2023

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DGT/VSQ/N0104: Employability Skills (120 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. for personal growth and the nation's progress
- PC5.** follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC6.** follow and promote environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC7.** recognize the significance of 21st Century Skills for employment

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- PC8.** 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
- PC9.** 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:

- PC10.** use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts
- PC11.** speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front
- PC12.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC13.** write short messages, notes, letters, e-mails etc., using accurate English

Career Development & Goal Setting

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

- PC14.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC15.** 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:

- PC16.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC17.** use active listening techniques for effective communication
- PC18.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC19.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC20.** • ensure personal behaviour, conduct, and use appropriate communication by taking gender into consideration
- PC21.** empathize with a PwD and aid a PwD, if asked
- PC22.** escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act

Financial and Legal Literacy

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

- PC23.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC24.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC25.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC26.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC27.** operate digital devices and use their features and applications securely and safely
- PC28.** 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.
- PC29.** display responsible online behaviour while using various social media platforms
- PC30.** create a personal email account, send and process received messages as per requirement
- PC31.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC32.** utilize virtual collaboration tools to work effectively

Entrepreneurship

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

- PC33.** identify different types of Entrepreneurship and Enterprises
- PC34.** use research and networking skills to identify and assess opportunities for potential business
- PC35.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC36.** 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:

- PC37.** identify different types of customers
- PC38.** identify and respond to customer requests and needs in a professional manner
- PC39.** use appropriate tools to collect customer feedback
- PC40.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC41.** create a professional Curriculum vitae (Résumé)
- PC42.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC43.** apply to identified job openings using offline /online methods as per requirement
- PC44.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC45.** 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
- KU2.** different learning and employability related portals
- KU3.** various constitutional and personal values
- KU4.** different environmentally sustainable practices and their importance
- KU5.** Twenty first (21st) century skills and their importance

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- KU6.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU7.** importance of career development and setting long- and short-term goals
- KU8.** Do's and don'ts of effective communication
- KU9.** POSH Act
- KU10.** inclusivity and its importance
- KU11.** different types of disabilities and appropriate verbal and non-verbal communication and behaviour towards PwD
- KU12.** different types of financial institutes, products, and services
- KU13.** components of salary and how to compute income and expenditure
- KU14.** importance of maintaining safety and security in offline and online financial transactions
- KU15.** different legal rights and laws
- KU16.** different types of digital devices and the procedure to operate them safely and securely
- KU17.** how to create and operate an e- mail account
- KU18.** use applications such as word processors, spreadsheets etc.
- KU19.** different types of Enterprises and ways to identify business opportunities
- KU20.** types and needs of customers
- KU21.** how to apply for a job and prepare for an interview
- KU22.** 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>	1	1	-	-
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	-	-	-	-
<i>Constitutional values - Citizenship</i>	2	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC6. follow and promote environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	3	-	-
PC7. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC8. 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	-	-	-	-
PC9. adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front	-	-	-	-
PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC13. write short messages, notes, letters, e-mails etc., using accurate English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
PC14. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC15. prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	2	3	-	-
PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC17. use active listening techniques for effective communication	-	-	-	-
PC18. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC19. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC20. <ul style="list-style-type: none"> ensure personal behaviour, conduct, and use appropriate communication by taking gender into consideration 	-	-	-	-
PC21. empathize with a PwD and aid a PwD, if asked	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC25. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC26. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	2	3	-	-
PC27. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC28. 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.	-	-	-	-
PC29. display responsible online behaviour while using various social media platforms	-	-	-	-
PC30. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC32. utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. identify different types of Entrepreneurship and Enterprises	-	-	-	-
PC34. use research and networking skills to identify and assess opportunities for potential business	-	-	-	-
PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC37. identify different types of customers	-	-	-	-
PC38. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC39. use appropriate tools to collect customer feedback	-	-	-	-
PC40. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	4	-	-
PC41. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC43. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0104
NOS Name	Employability Skills (120 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	6
Credits	4
Version	1.0
Last Reviewed Date	30/06/2022
Next Review Date	19/07/2023
NSQC Clearance Date	21/01/2023

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 : 50

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(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/N2105.Prepare for Inventory counting	35	70	-	-	105	30
LSC/N2106.Verify physically counted numbers and system numbers	30	70	-	-	100	30
LSC/N2107.Post counting activities	30	70	-	-	100	30
DGT/VSQ/N0104.Employability Skills (120 Hours)	20	30	-	-	50	10
Total	115	240	-	-	355	100



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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