What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack: Warehouse Associate
(Electives – *Perishable Goods/ Fast-Moving Consumer Goods (FMCG)/ Automotive Goods/ Dry Bulk Cargo*)
(Options – *Goods and Services Tax (GST) application*)

SECTOR: LOGISTICS

SUB-SECTOR: Warehousing

OCCUPATION: Operations

REFERENCE ID: LSC/Q0101

ALIGNED TO: NCO-2015/ 4321.0601 to 0604 and ISCO -08/4321, 4322, 8344

Brief Job Description: The individual performs basic picking, packing, labeling, kitting, binning, loading and unloading activities in a warehouse. S/he will operate manual/battery operated pallet truck (MHE), will engage in inventory counts and maintaining warehouse work area clean.

Electives

Elective 1: Perishable Goods
The unit is about handling perishable goods such as fruits, vegetables, and other temperature and time sensitive goods in a warehouse

Elective 2: Fast-Moving Consumer Goods (FMCG)
The unit is about handling FMCG goods such as soaps, packaged goods, white goods in a warehouse

Elective 3: Automotive Goods
The unit is about handling automotive components and performing palletisation, segregation, following 5S, Just in time (JIT), Kanban and similar auto sector processes

Elective 4: Dry Bulk cargo
The unit is about handling dry bulk cargo using conveyors and associated MHE, undertaking pest control activity and measuring the inventory

Options

Option 1: Goods and Services Tax (GST) application
Preparing, verifying and review applicability of GST

Personal Attributes: The job holder should be physically and medically fit to undertake a warehouse operation which includes long hours of active material movement. S/he should be observant, diligent, have basic mathematical ability. S/he should communicate effectively in vernacular language.

Job Details

Qualifications Pack Code	LSC/N0101		
Job Role	Warehouse Associate		
Credits(NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	18/12/2017
Sub-sector	Warehouse	Last reviewed on	04/05/2019
Occupation		Next review date	04/05/2022
NSQC Clearance on	DD/MM/YYYY		
Effective from date	DD/MM/YYYY		

Job Role	Warehouse Associate
Role Description	The individual performs basic picking, packing, labeling, kitting, binning, loading and unloading activities in a warehouse. S/he will operate manual/battery operated pallet truck (MHE), will engage in inventory counts and maintaining warehouse work area clean.
NSQF	3
Minimum Educational Qualifications	Class X; candidate should have completed 18 years of age
Maximum Educational Qualifications	
Prerequisite License or Training	Not Applicable for License.
Minimum Job Entry Age	18 years
Experience	Nil
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. LSC/N0101 Picking, packaging, kitting, labelling and binning 2. LSC/N0102 Loading and unloading 3. LSC/N9904 Maintain integrity and ethics in operations 4. LSC/N9905 Follow health, safety and security procedures **Electives (Mandatory to select atleast one):** **Elective 1**: **Perishable Goods** 1.1 LSC/N0103 Handle perishable goods in warehouse **Elective 2: Fast-Moving Consumer Goods (FMCG)** 2.1 LSC/N0104 Handle FMCG goods in warehouse **Elective 3: Automotive Goods** 3.1 LSC/N0105 Handle automotive goods in warehouse **Elective 4**: **Dry Bulk Cargo**

|	4.1 LSC/N0106 Handle bulk cargo in warehouse **Options (Not mandatory):** **Option 1: GST application** 1. LSC/N9906 Verify GST invoices
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
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.
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.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a

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	critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Keywords /Terms	Description
5S	Sort, Set In order, Shine, Standardize and Sustain
BOM	Bill of Material
CGST	Central Goods and Services Tax
ERP	Enterprise resource planning
FIFO	First-In, First-Out
FMCG	Fast-Moving Consumer Goods
GST	Goods and Services Tax
GSTIN	GST Identification Number
HR	Human Resources
HSN	Harmonized System of Nomenclature
IGST	Integrated Goods and Services Tax
JIT	Just in time
LIFO	Last-In, First-Out
MHE	Material Handling Equipment
MIS	Management Information System
MS	Microsoft Office
NPM	Non-Production Material
NSQF	National Skills Qualifications Framework
OS	Occupational Standards
OH&S	Occupational Health and Safety
OSHA	Occupational Safety and Health Administration
PAN	Permanent account number
PPE	Personal Protective Equipment
QP	Qualifications Pack
RFID	Radio frequency identification
SAC	Service Accounting Code
SOP	Standard Operating Procedures
SGST	State Goods and Services Tax
UIN	Unique Identification Number
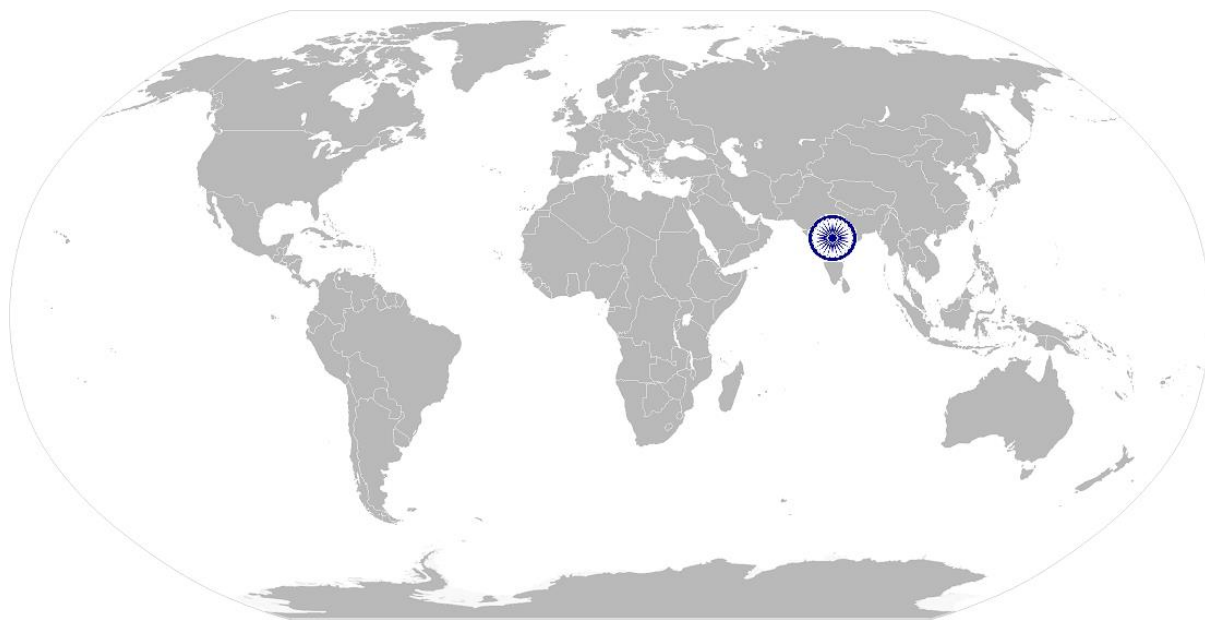
Acronyms

National Occupational Standard

Overview

This unit is about performing picking, packing, labeling, kitting, and binning operations

LSC/N0101   **Picking, Packaging, Kitting, Labelling and Binning**

Unit Code	LSC/N0101
Unit Title (Task)	**Picking, packaging, kitting, labelling, and binning**
Description	This unit is about performing picking, packing, labeling, kitting and binning operations at a warehouse
Scope	This unit/task covers the following: • Perform picking • Perform packing and labeling • Perform kitting • Perform binning Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc.

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Perform picking	To be competent, the user/individual on the job must be able to: PC1. obtain picklist from supervisor for picking and arrange MHE equipment, if required PC2. locate the physical item in the warehouse PC3. take the assistance of MHE operator to pick the items from the pallet or racks, if required PC4. deliver to packer or binner as per instructions PC5. submit daily reports to the supervisor
Perform packing and labeling	To be competent, the user/individual on the job must be able to: PC6. obtain packing list from the supervisor PC7. collect the packing material and Non-Production Material (NPM) such as labels, tags, barcodes, etc from the stores PC8. receive the items for packing from the picker or binner, check for damages and report on the same to supervisor PC9. segregate and pack items, label them with bar codes and product tags and seal the packages PC10. handover the packed items to binner or loader PC11. clean the area after packing operations and submit daily reports to the supervisor
Perform kitting	To be competent, the user/individual on the job must be able to: PC12. obtain kitting list from supervisor and details of shift schedule for kitting PC13. use the appropriate PPE based on the product and environment PC14. check items received for kitting for damages, bar code /product label errors and report the same to supervisor PC15. segregate items to be kitted and check Bill of Material (BOM) for any missing components, and report the same to supervisor

LSC/N0101   **Picking, Packaging, Kitting, Labelling and Binning**

	PC16. receive replacement or missing components
	PC17. collect required packing cases and sealing material from the packing and storage supervisor
	PC18. kit the items as per BOM, Standard Operating Procedures (SOP) and place it in the packing case
	PC19. seal the packing case and label it with tags and barcodes
	PC20. handover kitted items to picker or loader for transport
	PC21. clean the area after kitting operation and submit daily reports to supervisor reporting total kitting done, damages, delays and accidents
Perform binning	To be competent, the user/individual on the job must be able to: PC22. obtain binning instructions for the day from supervisors
	PC23. arrange for various equipment and stationery required like bins, bar codes and product tags
	PC24. receive the items for binning, check for damages and report the same to supervisor
	PC25. segregate items that need to be stored in the warehouse and the ones that need to be shipped in different bins of different geographical regions
	PC26. bin the items as per instructions, seal and attach label and bar code
	PC27. handover binned items to the picker or loader for transport
	PC28. clean the area after binning and submit daily reports to the supervisor
Knowledge and understanding (K)	
A. Organizational context	The individual on the job needs to know and understand: KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
	KA2. company's reporting structure to support and expedite project acivities
	KA3. company's policy and work instructions on quality standards
	KA4. importance of the individual's role in the workflow
	KA5. occupational health and safety standards and security procedures to be followed
	KA6. procedures for dealing with loss or damage to goods
	KA7. risk and impact of not following defined work, safety and security procedures
	KA8. coding system followed to label items
	KA9. Enterprise resource planning (ERP) system of the organization
B. Technical knowledge	The individual on the job needs to know and understand: KB1. use of computer and data handling devices
	KB2. use of different material handling equipment and their uses
	KB3. different geographical locations
	KB4. types of packing material such as bubble wrap, shrink wrap, corrugated boxes, thermocolsssswssss beads, etc.
	KB5. packing techniques such as boxing, lashing, etc.
	KB6. packaging machines and their usage

	KB7.	product type and corresponding packing process
	KB8.	country-wise product-wise packaging and labelling requirement
	KB9.	information from the ERP/ Management Information System (MIS) system, instruction list
	KB10.	various escalations regarding resolving and catering to the customer query
	KB11.	basics of overall process in operations
	KB12.	different types of goods being handled
	KB13.	handling requirements for dangerous and special goods, if any
	KB14.	various types of PPEs and their usage

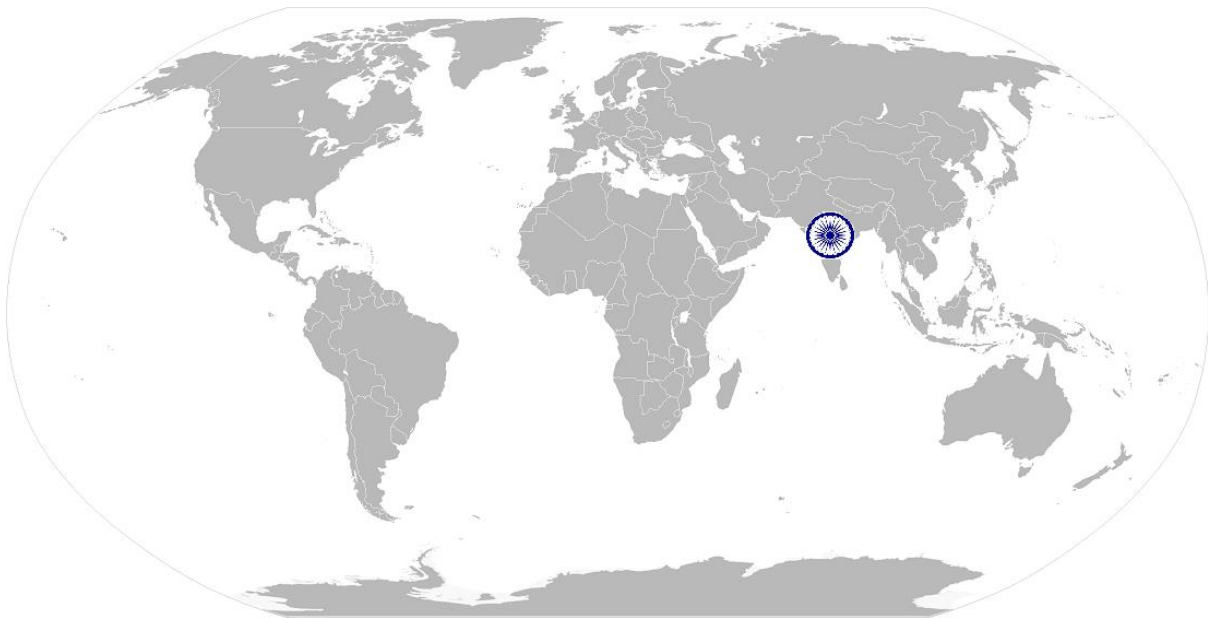| Skills (S)		
A. Core skills/ generic skills	**Reading skills**	
	The user/individual on the job needs to know how to read: SA1. written instructions SA2. invoicing label and shipment labels SA3. product tags and labels	
	Writing skills	
	The user/individual on the job needs to know how to write: SA4. damage reports and daily output reports SA5. daily reports	
	Oral communication (listening and speaking skills)	
	The user/individual on the job needs to know how to: SA6. communicate with supervisors and co-workers SA7. collect information from supervisors	
B. Professional Skills	**Decision making**	
	The user/individual on the job needs to know how to: SB1. idenitfy the item as damaged or not SB2. assess if a problem can be resolved quickly internally or needs to be escalated SB3. identify acitivities or orders that need to be prioritised as per instructions	
	Plan and organize	
	The user/individual on the job needs to know how to: SB4. plan and estimate the time for each activity SB5. maintain puntuality SB6. should respond to the supervisor in a timely manner SB7. prioritize and execute tasks based on instructions SB8. be a team player and achieve joint goals	
	Customer centricity	
	The user/individual on the job needs to know and understand: SB9. importance of given timelines SB10. urgency of priority requests as per the instructions	
	Problem solving	

	The user/individual on the job needs to know how to: SB11. inform the supervisor regarding delays, issue in doing an activity, etc. SB12. coordinate and ensure timeliness in receipt and delivery of completed items
	Analytical thinking
	The user/individual on the job needs to know how to: SB13. verify the authenticity of the product by looking at the logo, box packaging, etc. SB14. analyse and identify the best way to pack an item
	Critical thinking
	The user/individual on the job needs to know how to: SB15. check compliance for established norms for weights, package size, of consignments, etc. SB16. identify dangerous goods SB17. focus on task at hand ad complete it without errors and delays

NOS Version Control

NOS Code		LSC/N0101	
Credits(NSQF)		**Version number**	**1.0**
Industry	Logistics	**Drafted on**	18/12/2017
Industry Sub-sector	Warehousing	**Last reviewed on**	01/03/2019
Occupation	Operations	**Next review date**	01/03/2022

National Occupational Standard

Overview

This unit is about performing loading and unloading activities

National Occupational Standard

Unit Code	LSC/N0102
Unit Title (Task)	Loading and unloading
Description	This unit is about performing loading and unloading of goods at a warehouse
Scope	This unit/task covers the following: • Perform loading and unloading activities **Range:** Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like pallet truck (manual and battery operated), etc. barcode scanner, packing devices, packing material, markers and stationery, etc.

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Perform loading and unloading	To be competent, the user/individual on the job must be able to: PC1. obtain loading and unloading schedule including docking bay and time of transport arrival from supervisor PC2. arrange necessary material handling equipment, tools, tackles, chains, and ropes for loading or unloading PC3. wear the appropriate PPE required for operations PC4. check the product to be loaded or unloaded with respect to the order and report to supervisor, in case of discrepancies PC5. use the appropriate tools, ropes/chains and secure the product/crate PC6. operate MHE to load or unload the items from the pallet/ racks/ vehicle as required PC7. deliver the unloaded packages to the specified location as per the instructions PC8. report any breakages, spillages of package or consignment PC9. move damaged goods to the quarantine area PC10. park the MHE at the designated parking location PC11. submit a daily report to the supervisor

Knowledge and understanding (K)	
A. Organizational Context	The individual on the job needs to know and understand: KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc. KA2. company's reporting structure to support and expedite project acivities KA3. company's policy and work instructions on quality standards KA4. importance of the individual's role in the workflow KA5. occupational health and safety standards and security procedures to be followed KA6. procedures for dealing with loss or damage to goods KA7. risk and impact of not following defined work, safety and security procedures KA8. coding system followed to label items

	KA9.	Enterprise resource planning (ERP) system of the organization
B. Technical knowledge	The individual on the job needs to know and understand:	
	KB1.	use of computer and data handling devices
	KB2.	use of different MHE and their uses
	KB3.	operating MHEs
	KB4.	different geographical locations
	KB5.	information from the ERP system, instruction list
	KB6.	various escalations regarding resolving and catering to the customer query
	KB7.	overall process in operations
	KB8.	different types of goods being handled
	KB9.	handling requirements for dangerous and special goods, if any
	KB10.	various types of PPEs and their usage

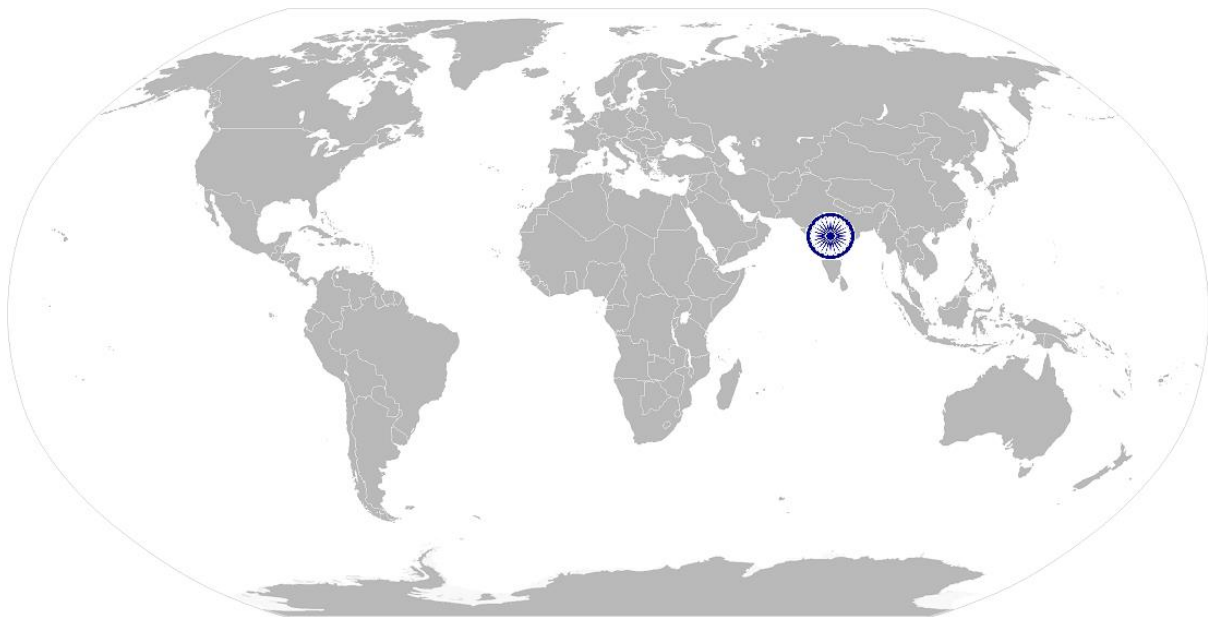| **Skills (S)**		
C. Core Skills/ Generic Skills	**Reading skills**	
	The user/individual on the job needs to know how to read:	
	SA1.	written instructions
	SA2.	invoicing label and shipment labels
	SA3.	product tags and labels
	Writing skills	
	The user/individual on the job needs to know how to write:	
	SA4.	damage reports and daily output reports
	SA5.	daily reports
	Oral communication (listening and speaking skills)	
	The user/individual on the job needs to know how to:	
	SA6.	communicate with supervisors and co-workers
	SA7.	collect information from supervisors
D. Professional Skills	**Decision making**	
	The user/individual on the job needs to know how to:	
	SB1.	idenitfy the item as damaged or not
	SB2.	decide if a problem can be resolved quickly internally or needs to be escalated
	SB3.	identify acitivities or orders that need to be prioritised as per instructions
	Plan and organize	
	The user/individual on the job needs to know how to:	
	SB4.	plan and estimate the time for each activity
	SB5.	maintain puntuality
	SB6.	should respond to the supervisor in a timely manner
	SB7.	prioritize and execute tasks based on instructions
	SB8.	be a team player and achieve joint goals

	Customer centricity
	The user/individual on the job needs to know and understand: SB9. importance of customer timelines SB10. urgency of customers as per the instructions
	Problem solving
	The user/individual on the job needs to know how to: SB11. inform the supervisor regarding delays, issue in doing an activity, etc. SB12. coordinate and ensure timeliness in receipt and delivery of completed items
	Analytical thinking
	The user/individual on the job needs to know how to: SB13. verify the authenticity of the product by looking at the logo, box packaging, etc.
	Critical thinking
	The user/individual on the job needs to know how to: SB14. check compliance of consignments for established norms for weights, package size, etc. SB15. identify dangerous goods SB16. suggest improvement in loading and stacking methods to increase efficiency and space utilization SB17. focus on task at hand ad complete it without errors and delays

NOS Version Control

NOS Code	LSC/N0102		
Credits(NSQF)		**Version number**	1.0
Industry	Logistics	**Drafted on**	18/12/2017
Industry Sub-sector	Warehousing	**Last reviewed on**	01/03/2019
Occupation	Operations	**Next review date**	01/03/2022

National Occupational Standard

Overview

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

National Occupational Standard

Unit Code	LSC/N9904
Unit Title (Task)	Maintain integrity and ethics in operation
Description	This unit is about maintaining integrity, ensuring data security, and professional and ethical practices
Scope	This unit/task covers the following: • Maintain integrity and ensure data security • Professional and ethical practices • Ensure regulatory compliance Range: Standard Operating Procedures (SOP), worksheets, computer, projector, whiteboard and markets.

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Maintain integrity ensuring data security	To be competent, the user/ individual must be able to: PC1. refrain from indulging in corrupt practices PC2. avoid using company's funds, property or resources for undertaking personal activities PC3. protect customer's information and ensure it is not misused PC4. protect data and information related to business or commercial decisions
Practise ethical and professional behaviour	To be competent, the user/ individual must be able to: PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues PC7. avoid nepotism PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical PC9. report promptly all violations of code of ethics PC10. dress up and conduct in a professional manner PC11. communicate with clients and stakeholders in a soft and polite manner PC12. follow etiquettes in accordance to the place
Ensure regulatory compliance	To be competent, the user/ individual must be able to: PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor PC14. perform activities considering the regulatory requirements PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements PC16. identify the different types of dangerous goods and handling methodologies PC17. follow the SOP for handling of different types of dangerous goods

	PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
	PC19. promptly report all regulatory violations

Knowledge and understanding (K)

A. Organizational context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on use of language KA2. company's Human Resources policies KA3. company's code of ethics KA4. company's whistle blower policy KA5. company's rules related to sexual harassment KA6. company's reporting structure KA7. company's documentation policy
B. Technical knowledge	The user/individual on the job needs to know and understand: KB1. principles of code of ethics and business ethics KB2. various regulatory requirements KB3. documentary compliance for various regulations KB4. different dangerous shipment KB5. regulations with regard to w.r.t dangerous shipment

Skills (S)

|	
A. Core skills/ generic skills	**Reading Skills**
	The individual on the job needs to know how to read: SA1. company policy documents and work related documents SA2. emails and written instructions
	Writing Skills
	The individual on the job needs to know how to fill: SA3. documentation pertaining to ethics and regulatory requirement
	Oral Communication (Listening and Speaking skills)
	The individual on the job needs to know how to communicate with: SA4. team members to work efficiently SA5. peers and subordinates about information security and building trust
B. Professional skills	**Decision making**
	The individual on the job needs to know how to: SB1. identify a shipment as dangerous goods SB2. assess if the situation needs to be reported regarding regulations
	Plan and Organize
	The individual on the job needs to know how to: SB3. plan and organise actions as per company's guidelines
	Customer centricity
	The individual on the job needs to know how to:

	SB4.	prevent company and customer information leakage
	Problem solving	
	The individual on the job needs to know how to:	
	SB5.	advise colleagues regarding sensitive issues pertaining to conduct and regulations
	Analytical Thinking	
	The individual on the job needs to know how to:	
	SB6.	provide professional services diligently and with integrity
	Critical Thinking	
	The individual on the job needs to know how to:	
	SB7.	avoid defaming company's name by indulging into pilferage or fiddling with quality or quantity of shipment
	SB8.	be fair and reasonable in profession and disclose conflict of interests

NOS Version Control

NOS Code		LSC/N9904	
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Logistics	**Drafted on**	18/12/2017
Sub-Sector	Generic	**Last reviewed on**	01/03/2019
Occupation	Generic	**Next review date**	01/03/2022

National Occupational Standard
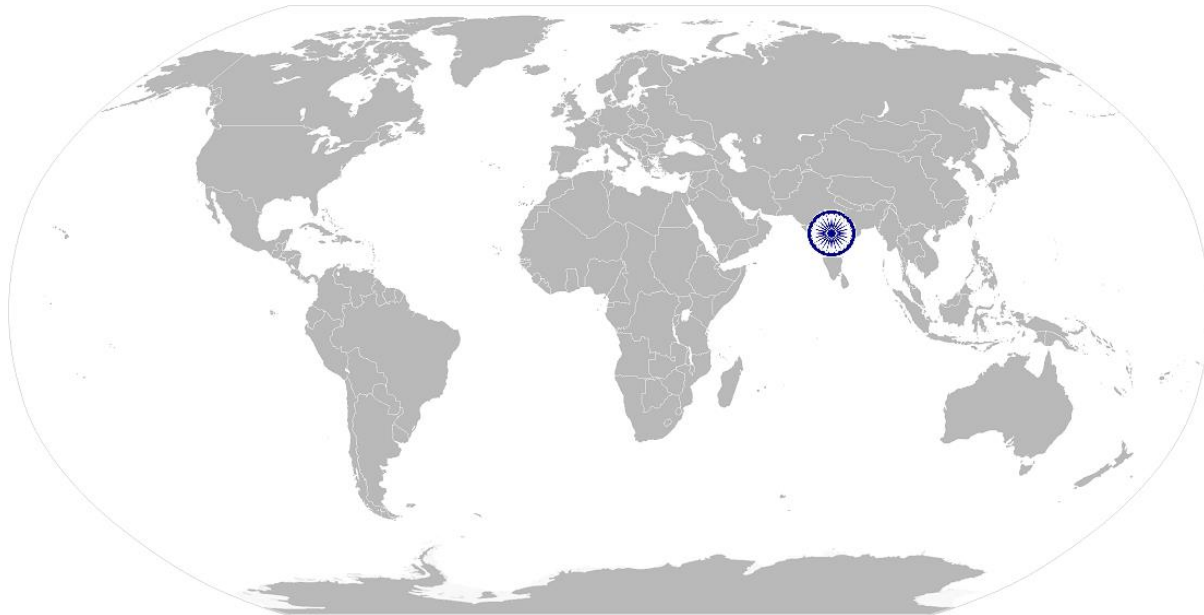
Overview

This unit is about ensuring compliance with health, safety and security procedures at the workplace

LSC/N9905   **Follow health, safety and security procedures**

Unit Code	LSC/N9905
Unit Title (Task)	Follow health, safety and security procedures
Description	This unit is about ensuring compliance with health, safety and security procedures at the workplace
Scope	This unit/task covers the following: • Follow health, safety and security procedures • Ensure compliance to health, safety and security Range: Personal Protective Equipment (PPE), Material Handling Equipment (MHE), instructional material, safety guidelines, safety signs, computer, projector etc.

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Follow health, safety and security procedures	To be competent, the user/ individual must be able to: PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area PC3. follow standard driving practice to ensure safety of life and material PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety PC5. undertake periodical preventive health check ups PC6. follow necessary Standard Operating Procedures (SOP) and precautions while handling dangerous and hazardous goods PC7. follow security procedures like green gate in port, customs area, factory security, etc. PC8. comply with data safety regulations of the organisation PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway
Ensure compliance to health, safety and security	To be competent, the user/ individual must be able to: PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority PC11. inspect the activity area and equipment for appropriate and safe condition PC12. check if stacking is done at defined height and is not on the walk way PC13. check if walk way is free from grease/ oil PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places PC15. participate in fire drills PC16. check if standard material handling procedure are being followed PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition

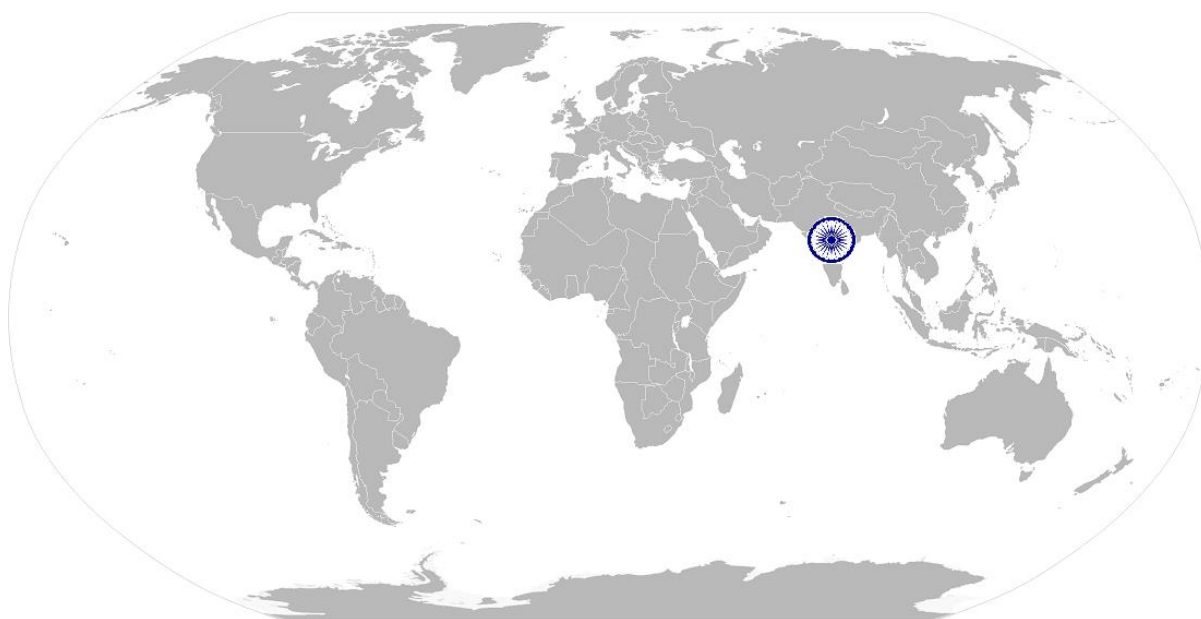|	
	PC18. check if all the safety and security related tags, labels and signage are placed in the cargo
	PC19. check if loading instrument is certified and operational
	PC20. implement 5S at workplace
	PC21. check if cargo has passed security checks and report in case of any violation
Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: KA1. health, safety and security policies and procedures KA2. special instructions for hazardous cargo handling KA3. defined standard operating procedures KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations KA5. escalation matrix for reporting identified problem
B. Technical knowledge	The individual on the job needs to know and understand: KB1. basics of Occupational Safety and Health Administration (OSHA) KB2. 5S implementation and practice KB3. necessary security procedures for airport, customs area, etc. KB4. tools and equipment for material handling KB5. standard material handling procedures while handling cargo KB6. safety and security signage and their functions KB7. different security tags, labels and signage KB8. handling procedure for hazardous / fragile cargo KB9. security procedures for dangerous / hazardous shipment KB10. different PPE, their usage and purpose KB11. safe driving techniques
Skills (S)	
A. Core skills/ generic skills	**Reading skills**
	The user/individual on the job needs to know how to read: SA1. SOPs and safety precautions for different ground operations and handling cargo SA2. different documents related to security and movement of cargo
	Writing skills
	The user/individual on the job needs to know how to: SA3. fill forms related to health, safety and security procedures
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to: SA4. communicate clearly with colleagues regarding safety procedures SA5. share experience and guide peers
B. Professional skills	**Decision making**

	The user/individual on the job needs to know how to:
	SB1. decide how to avoid any damage / accident to personal health / cargo handled, whenever required
	SB2. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	Plan and organize
	The user/individual on the job needs to know how to:
	SB3. plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
	SB4. prioritize and execute tasks within the schedule time limits
	SB5. plan and drive based on traffic and road condition using radio links/navigation aids wherever available
	Customer centricity
	The user/individual on the job needs to know how to:
	SB6. ensure safe and secure movement of shipments, cargos etc.
	Problem solving
	The user/individual on the job needs to know how to:
	SB7. identify any threats on personal health, safety, security, etc. and take appropriate actions
	SB8. identify risks at the workplace and address them
	Analytical thinking
	The user/individual on the job needs to know how to:
	SB9. analyse past mistakes and address them to avoid mishap in the future
	Critical thinking
	The user/individual on the job needs to know how to:
	SB10. check that right safety measures and procedures are in place

NOS Version Control

NOS Code	LSC/N9905		
Credits(NSQF)	TBD	**Version number**	1.0
Industry	Logistics	**Drafted on**	18/12/2017
Industry Sub-sector	Generic	**Last reviewed on**	01/03/2019
Occupation	Generic	**Next review date**	01/03/2022

National Occupational Standard

Overview

This unit is about handling perishable goods in Warehouse

LSC/N0103   **Handle perishable goods in warehouse**

Unit Code	**LSC/N0103**
Unit Title (Task)	**Handle perishable goods in warehouse**
Description	This unit is about handling perishable (temperature/time sensitive) goods in a warehouse
Scope	This unit/task covers the following: • handle perishable goods in warehouse Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc.

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Handle perishable goods in Warehouse	To be competent, the user/individual on the job must be able to: PC1. identify and comply with various coding of perishables goods stored in warehouse PC2. maintain ambient temperature as per product PC3. follow handling precautions as per Standard Operating Procedures (SOP) for various perishable products PC4. perform sorting and grading of perishable goods as per SOP and customer standards PC5. identify goods to be moved either to the storage from the staging area / unloading area PC6. identify the right equipment required for handling the goods PC7. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to type of product PC8. operate MHE or use MHE operator to pick the items PC9. load finished pallets of product onto assigned trailers safely and accurately PC10. identify contaminated goods and quarantine them as per SOP PC11. clean and maintain warehouse aisles and product slots PC12. remove product from slots with the use of a pallet jack, clean slot with cleaning supplies and scrubbers (electric or manual) PC13. follow precautions as per SOP to prevent contamination of perishables

Knowledge and understanding (K)	
A. Organizational context	The individual on the job needs to know and understand: KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc. KA2. company's reporting structure to support and expedite project acivities KA3. company's policy and work instructions on quality standards KA4. importance of the individual's role in the workflow KA5. occupational health and safety standards and security procedures to be followed

|	
	KA6. procedures for dealing with loss or damage to goods
	KA7. risk and impact of not following defined work, safety and security procedures
	KA8. coding system followed to label items
	KA9. the basic of Enterprise resource planning (ERP) system of the organization
B. Technical knowledge	The individual on the job needs to know and understand:
	KB1. using a computer and data handling devices
	KB2. use of different material handling equipment and their uses
	KB3. different geographical locations
	KB4. information from the ERP system, instruction list
	KB5. ideal time required for each cold chain activity
	KB6. process flow of cold chain operation
	KB7. types of goods in which the company deals
	KB8. characteristics of the products being handled, for e.g.: texture, odour, stickiness etc.
	KB9. identification of goods based on grading categories
	KB10. measurement units and scales used in cold storage equipment
	KB11. various escalations regarding resolving and catering to the customer query
	KB12. basics of overall process in operations
	KB13. different types of goods being handled
	KB14. handling requirements for dangerous and special goods, if any
	KB15. various types of PPEs and their usage
Skills (S)	
A. Core skills/ generic skills	**Reading skills**
	The user/individual on the job needs to know how to read:
	SA1. written instructions
	SA2. invoicing label and shipment labels
	SA3. product tags and labels
	Writing skills
	The user/individual on the job needs to know how to write:
	SA4. damage reports and daily output reports
	SA5. daily reports
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to:
	SA6. communicate with supervisors and co-workers
	SA7. collect information from supervisors
B. Professional Skills	**Decision making**
	The user/individual on the job needs to know how to:
	SB1. idenitfy the item as damaged or not
	SB2. assess if a problem can be resolved quickly internally or needs to be escalated
	SB3. identify acitivities or orders that need to be prioritised as per instructions

	Plan and organize
	The user/individual on the job needs to know how to:
	SB4. plan and estimate the time for each activity
	SB5. maintain puntuality
	SB6. should respond to the supervisor in a timely manner
	SB7. prioritize and execute tasks based on instructions
	SB8. be a team player and achieve joint goals
	Customer centricity
	The user/individual on the job needs to know and understand:
	SB9. importance of given timelines
	SB10. urgency of priority requests as per the instructions
	Problem solving
	The user/individual on the job needs to know how to:
	SB11. inform the supervisor regarding delays, issue in doing an activity, etc.
	SB12. coordinate and ensure timeliness in receipt and delivery of completed items
	Analytical thinking
	The user/individual on the job needs to know how to:
	SB13. verify the authenticity of the product by looking at the logo, box packaging, etc.
	SB14. analyse and identify the best way to pack an item
	Critical thinking
	The user/individual on the job needs to know how to:
	SB15. check compliance for established norms for weights, package size, of consignments, etc.
	SB16. identify dangerous goods

NOS Version Control

NOS Code		LSC/N0103	
Credits(NSQF)		**Version number**	1.0
Industry	Logistics	**Drafted on**	18/12/2017
Industry Sub-sector	warehousing	**Last reviewed on**	01/03/2019
Occupation	Operations	**Next review date**	01/03/2022

National Occupational Standard
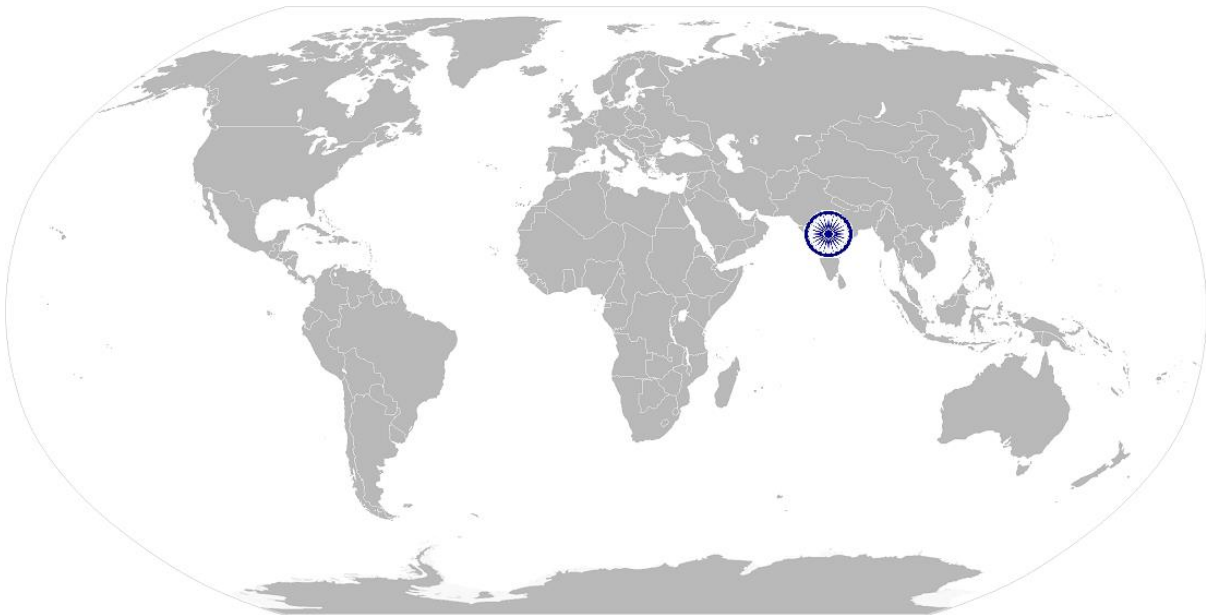
Overview

This unit is about engaging into handling Fast-Moving Consumer Goods (FMCG) goods including electronics and home appliances in Warehouse

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National Occupational Standards

Unit Code	LSC/N0104
Unit Title (Task)	**Handle FMCG goods Warehouse**
Description	This unit is about into handling FMCG goods in Warehouse
Scope	This unit/task covers the following: • Handle FMCG goods in Warehouse Range: Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, packing devices, packing material, markers and stationery, etc.

National Occupational Standard

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Handle FMCG goods in warehouse	To be competent, the user/individual on the job must be able to: PC1. identify and comply to coding requirements for storage of FMCG goods PC2. review daily plan for goods to be moved in or out of warehouse/fulfilment centre/ mother hub/ distribution centre/ delivery centre PC3. identify goods to be moved either to the storage from the staging area / unloading area PC4. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to the kind of product to be handled PC5. take the assistance of MHE operator to pick the items from the pallet or racks, if required PC6. execute different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc. PC7. sort and place materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code PC8. handle all activities related to packaging, labeling etc. of stock during shift. PC9. report defected or broken products to the supervisor PC10. ensure First-In, First-Out (FIFO)/ Last In, First Out (LIFO) inventory management as per company/product Standard Operating Procedures (SOP) PC11. assist during inventory cycle counting as per SOP and report the status PC12. clean and maintain warehouse aisles and product slots.
Knowledge and understanding (K)	
A. Organizational context	The individual on the job needs to know and understand: KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc. KA2. company's reporting structure to support and expedite project acivities KA3. company's policy and work instructions on quality standards KA4. importance of the individual's role in the workflow KA5. occupational health and safety standards and security procedures to be followed KA6. procedures for dealing with loss or damage to goods

	KA7. risk and impact of not following defined work, safety and security procedures
	KA8. coding system followed to label items
	KA9. the basic of Enterprise resource planning (ERP) system of the organization
B. Technical knowledge	The individual on the job needs to know and understand:
	KB1. use of computer and data handling devices
	KB2. use of different material handling equipment and their uses
	KB3. different geographical locations
	KB4. different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation
	KB5. usage of different information processing devices like barcode scanners, Radio frequency identification (RFID) scanners, etc.
	KB6. how to reading information from the Enterprise resource planning (ERP)/ Management Information System(MIS) system, instruction list
	KB7. various escalations regarding resolving and catering to the customer query
	KB8. overall process in operations
	KB9. different types of goods being handled
	KB10. handling requirements for dangerous and special goods, if any
	KB11. various types of PPEs and their usage
Skills (S)	
A. Core skills/ generic skills	**Reading skills**
	The user/individual on the job needs to know how to read:
	SA1. written instructions
	SA2. invoicing label and shipment labels
	SA3. product tags and label
	Writing skills
	The user/individual on the job needs to know how to write:
	SA4. damage reports and daily output reports
	SA5. daily reports
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to communicate:
	SA6. communicate with supervisors and co-workers
	SA7. collect information from supervisors
B. Professional skills	**Decision making**
	The user/individual on the job needs to know how to:
	SB1. idenitfy the item as damaged or not
	SB2. assess if a problem can be resolved quickly internally or needs to be escalated
	SB3. identify acitivities or orders that need to be prioritised
	Plan and organize
	The user/individual on the job needs to know how to
	SB4. plan and estimate the time for each activity.
	SB5. maintain puntuality

	SB6. should respond to the supervisor in a timely manner
	SB7. prioritize and execute tasks based on instructions
	SB8. be a team player and achieve joint goals
	Customer centricity
	The user/individual on the job needs to know and understand:
	SB9. importance of customer timelines
	SB10. urgency of customers as per the instructions
	Problem solving
	The user/individual on the job needs to know how to:
	SB11. inform the supervisor regarding delays, issue in doing an activity, etc.
	SB12. co-ordinate and ensure timeliness in receipt and delivery of completed items
	Analytical thinking
	The user/individual on the job needs to know how to:
	SB13. verify the authenticity of the product by looking at the logo, box packaging, etc.
	Critical thinking
	The user/individual on the job needs to know how to:
	SB14. check compliance for established norms for weights, package size, of consignments, etc.
	SB15. identify dangerous goods
	SB16. suggest improvement in loading and stacking methods to increase efficiency and space utilization
	SB17. focus on task at hand ad complete it without errors and delays

NOS Version Control

NOS Code		**LSC/N0104**	
Credits(NSQF)		**Version number**	**1.0**
Industry	Logistics	**Drafted on**	**18/12/2017**
Industry Sub-sector	Warehousing	**Last reviewed on**	**01/03/2019**
Occupation	Operations	**Next review date**	**01/03/2022**

National Occupational Standard

Overview

This unit is about engaging into handling automotive goods in Warehouse

LSC/N0105   **Handle Automotive goods in warehouse**

Unit Code	LSC/N0105
Unit Title (Task)	Handle automotive goods in warehouse
Description	This unit is about engaging into handling Automotive goods in Warehouse
Scope	This unit/task covers the following: • Handle automotive goods in warehouse Range: Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like forklift, reach stacker, pallet truck, etc., walkie stacker, barcode scanner, packing devices, packing material, markers and stationery, etc.

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Handle automotive goods in warehouse	To be competent, the user/individual on the job must be able to: PC1. perform packing/ de-packing and labelling of goods PC2. load goods on fixtures/ crates/ pallets/ boxes PC3. sort and place materials for items on racks, shelves, or in bins according to Kanban list PC4. check for adherence to different certifications for automotive goods PC5. identify goods to be moved either to the storage from the staging area / unloading area PC6. identify the MHE used for operation based on information from the supervisor PC7. make arrangement for equipment/tools such as conveyors, hand trucks and pallet jacks, pallets, reach stack, fork lift, PPE, etc. according to work requirement and the kind of product to be handled PC8. take the assistance of MHE operator to pick the items from the pallet or racks, if required PC9. load finished pallets of product onto assigned trailers safely and accurately PC10. perform safe strapping and lashing of pallets/ crates/ boxes/ fixtures PC11. assist during inventory cycle counting as per Standard Operating Procedures (SOP) and report the status PC12. report defected or broken products to the supervisor PC13. clean and maintain warehouse aisles PC14. follow 5S, just in time (JIT), Kaizen, poka-yoke and other poka yoke process improvement guidelines as instructed by supervisor PC15. submit a daily reports to the supervisor

Knowledge and understanding (K)

A. Organizational context	The individual on the job needs to know and understand: KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc. KA2. company's reporting structure to support and expedite project acivities KA3. company's policy and work instructions on quality standards KA4. importance of the individual's role in the workflow

National Occupational Standard

LSC/N0105   **Handle Automotive goods in warehouse**

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	KA5. occupational health and safety standards and security procedures to be followed
	KA6. procedures for dealing with loss or damage to goods
	KA7. risk and impact of not following defined work, safety and security procedures
	KA8. coding system followed to label items
	KA9. Enterprise resource planning (ERP) system of the organization
B. Technical knowledge	The individual on the job needs to know and understand:
	KB1. use of computer and data handling devices
	KB2. use of different material handling equipment and their uses
	KB3. different geographical locations
	KB4. Reading information from the ERP/ Management Information System(MIS) system, instruction list
	KB5. racking and storage systems in automobile warehousing
	KB6. Kanban inventory management
	KB7. basics of 5S, JIT, FMEA, kaizen, poka-yoke etc.
	KB8. various escalations regarding resolving and catering to the customer query
	KB9. overall process in operations
	KB10. different types of goods being handled
	KB11. handle requirements for dangerous and special goods, if any
	KB12. various types of PPEs and their usage
Skills (S)	
A. Core Skills/ Generic Skills	**Reading skills**
	The user/individual on the job needs to know how to:
	SA1. read and understand written instructions
	SA2. read product instructions as per the invoicing label and shipment labels
	SA3. read product tags and label
	SA4. read management directions
	Writing skills
	The user/individual on the job needs to know how to:
	SA5. write damage reports and daily output reports
	SA6. write end of the day reports
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to:
	SA7. communicate clearly in local language, hindi or English with supervisors and co-workers
	SA8. communicate and collect information from supervisors
B. Professional Skills	**Decision making**
	The user/individual on the job needs to know how to:
	SB1. idenitfy the item as damaged or not
	SB2. idenify if a problem can be resolved quickly internally or needs to be escalated
	SB3. identify acitivities or orders that need to be prioritised as per instructions

LSC/N0105   **Handle Automotive goods in warehouse**

Plan and organize
The user/individual on the job needs to know how to:
SB4.   plan and estimate the time for each activity.
SB5.   maintain puntuality and avoid absenteeism
SB6.   should respond to the supervisor in a timely manner
SB7.   prioritize and execute tasks based on instructions
SB8.   be a team player and achieve joint goals
Customer centricity
The user/individual on the job needs to know and understand:
SB9.   importance of customer timelines
SB10.   urgency of customers as per the instructions
Problem solving
The user/individual on the job needs to know how to:
SB11.   inform the supervisor regarding delays, issue in doing an activity, etc.
SB12.   co-ordinate and ensure timeliness in receipt and delivery of completed items
Analytical thinking
The user/individual on the job needs to know how to:
SB13.   verify the authenticity of the product by looking at the logo, box packaging, etc.
SB14.   identify from the attached certification if the product meets the regulatory requirement
Critical thinking
The user/individual on the job needs to know how to:
SB15.   check the type of packaging, approximate weight and measurement with marking and labelling for different types of cargo to assess if it is in order with the widely accepted norms
SB16.   identify dangerous goods and ensure that requisite precautions are taken
SB17.   suggest improvement in loading and stacking methods to increase efficiency and space utilization
SB18.   focus on task at hand ad complete it without errors and delays while maintaining high efficiency and effectiveness

NOS Version Control

NOS Code	LSC/N0105		
Credits(NSQF)		Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Warehousing	Last reviewed on	01/03/2019
Occupation	Operations	Next review date	01/03/2022
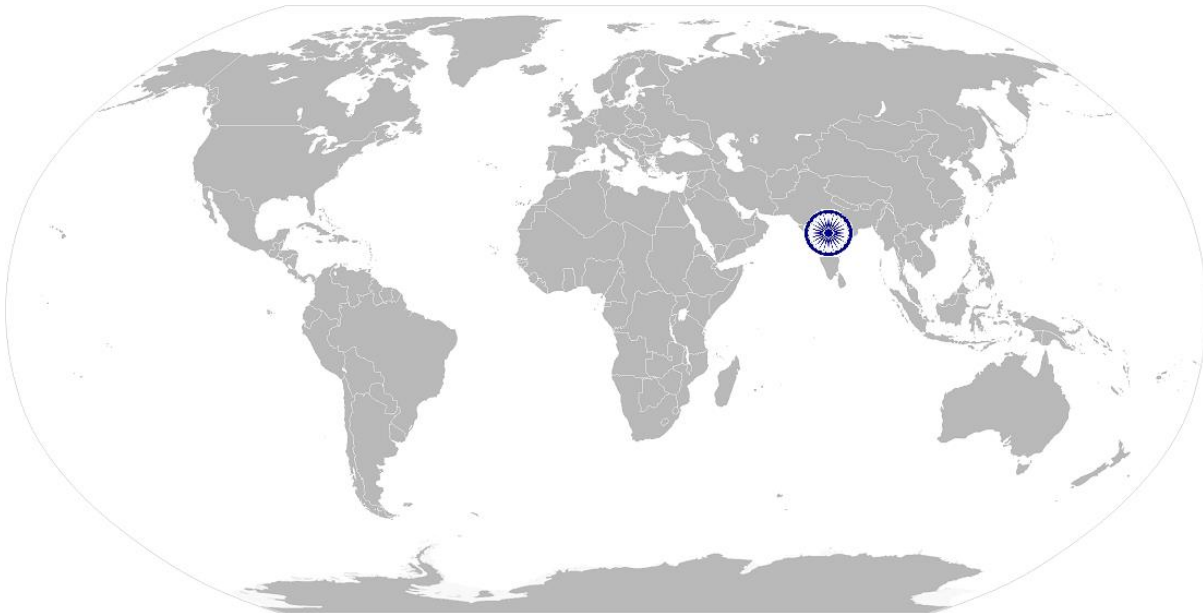
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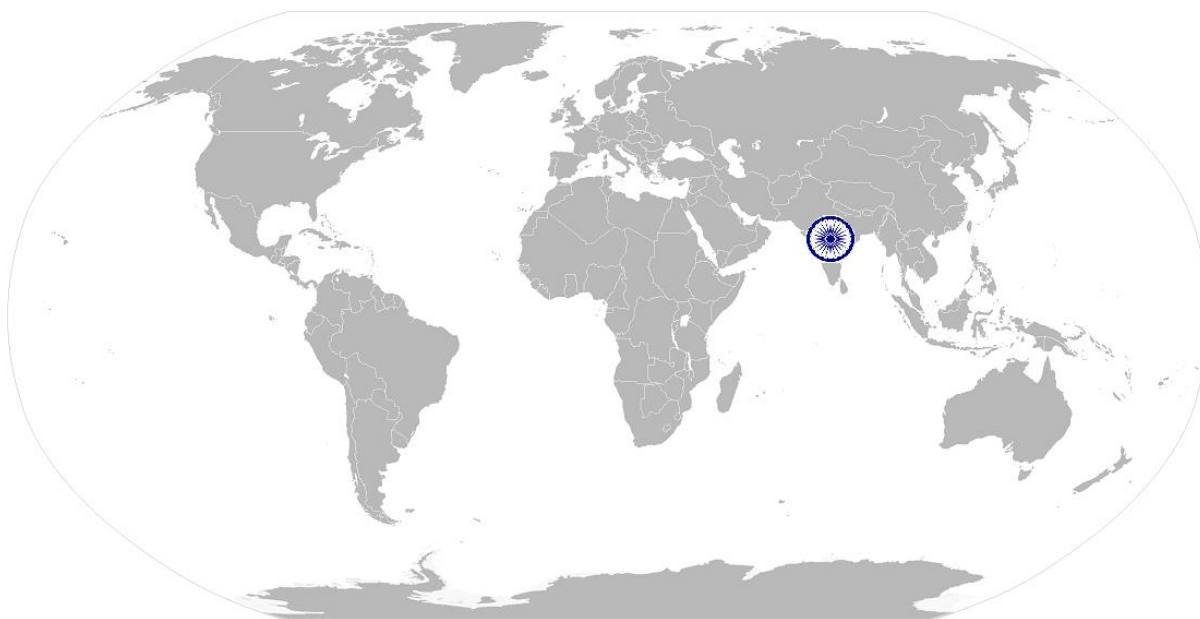
Overview

This unit is about engaging into handling bulk cargo in warehouse

LSC/N0106   **Handle bulk cargo in warehouse**

National Occupational Standard

Unit Code	LSC/N0106
Unit Title (Task)	Handle bulk cargo in warehouse
Description	This unit is about engaging into handling bulk cargo in warehouse
Scope	This unit/task covers the following: • Handle dry bulk cargo in warehouse Range: Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs), conveyors, measuring devices, markers and stationery, etc.

Performance Criteria(PC) w.r.t. the Scope

Element	Performance Criteria
Handle dry bulk cargo in Warehouse	To be competent, the user/individual on the job must be able to: PC1. identify goods to be moved either to the storage from the staging area / unloading area PC2. check for various space requirement and weight requirement for storage of bulk cargo PC3. make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting, etc., according to work requirement and the kind of product to be handled PC4. operate conveyors for movement of bulk cargo and ensure for smooth and pilferage free movement PC5. continuously check for the weight and volume metrics to ensure adequate storage in different locations PC6. clean and maintain warehouse aisles and storage areas PC7. check for presence of rodents, birds, insects and other pests which affect the cargo PC8. undertake pest control activity at the warehouse PC9. measure stored inventory and report to supervisor PC10. take necessary precautions to be taken while handling different bulk cargo

Knowledge and understanding (K)

A. Organizational context	The individual on the job needs to know and understand: KA1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc. KA2. company's reporting structure to support and expedite project acivities KA3. company's policy and work instructions on quality standards KA4. importance of the individual's role in the workflow KA5. occupational health and safety standards and security procedures to be followed KA6. procedures for dealing with loss or damage to goods KA7. risk and impact of not following defined work, safety and security procedures KA8. coding system followed to label items KA9. Enterprise resource planning (ERP) system of the organization

LSC/N0106   **Handle bulk cargo in warehouse**

B. Technical knowledge	The individual on the job needs to know and understand:
	KB1. use of computer and associated equipment
	KB2. conveyor system and storage tanks for bulk cargo
	KB3. pest control measures for different types of rodents/cargo
	KB4. different material handling equipment and their uses
	KB5. reading information from the ERP/ Management Information System (MIS) system
	KB6. read labels and understand instructions
	KB7. various escalations regarding resolving and catering to the customer query
	KB8. overall process in warehouse operations
	KB9. different types of goods being handled
	KB10. different precautions to be taken in case of handling bulk cargo
	KB11. operate the MHE and usage of different types of equipment's/ MHE for different types of goods
	KB12. special characteristics and handling requirements of goods, if any
	KB13. various types of PPEs and their usage

Skills (S)	
A. Core skills/ generic skills	**Reading skills**
	The user/individual on the job needs to know how to read:
	SA1. written instructions
	SA2. invoicing label and shipment labels
	SA3. product tags and labels
	Writing skills
	The user/individual on the job needs to know how to:
	SA4. write damage reports and daily output reports
	SA5. write end of the day reports
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to:
	SA6. communicate clearly in local language, hindi or English with supervisors and co-workers
	SA7. communicate and collect information from supervisors
B. Professional skills	**Decision making**
	The user/individual on the job needs to know how to:
	SB1. identify pilferage or issues in conveyor systems and report to supervisor
	SB2. identify if a problem can be resolved quickly internally or needs to be escalated
	SB3. identify acitivities or orders that need to be prioritised as per instructions
	Plan and organize
	The user/individual on the job needs to know how to
	SB4. plan and estimate the time for each activity.
	SB5. maintain puntuality and avoid absenteeism

LSC/N0106   **Handle bulk cargo in warehouse**

	SB6. should respond to the supervisor in a timely manner
	SB7. prioritize and execute tasks based on instructions
	SB8. be a team player and achieve joint goals
	Customer centricity
	The user/individual on the job needs to know and understand: SB9. importance of customer timelines
	SB10. urgency of customers as per the instructions
	Problem solving
	The user/individual on the job needs to know how to: SB11. inform the supervisor regarding issues in conveyor systems, equipment, etc.
	SB12. co-ordinate and ensure timeliness in receipt and delivery of completed items
	Analytical thinking
	The user/individual on the job needs to know how to: SB13. verify the authenticity of the product by conducting basic checks
	Critical thinking
	The user/individual on the job needs to know how to: SB14. focus on task at hand ad complete it without errors and delays SB15. check for compliance regarding filling capacities of storage tanks

NOS Version Control

NOS Code		LSC/N0106	
Credits(NSQF)		**Version number**	1.0
Industry	Logistics	**Drafted on**	18/12/2017
Industry Sub-sector	Warehousing	**Last reviewed on**	01/03/2019
Occupation	Operations	**Next review date**	01/03/2022

National Occupational Standard
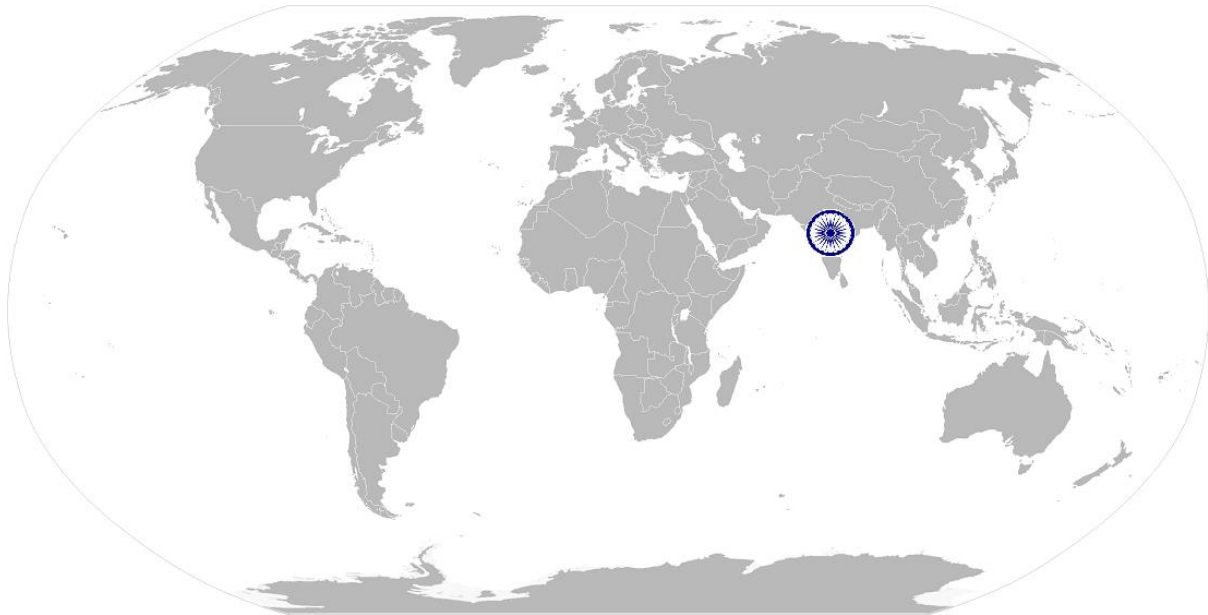
Overview

This unit is about ensuring checking applicability of Goods and Services Tax (GST) and verifying invoice

Unit Code	LSC/N9906
Unit Title (Task)	Verify GST invoices
Description	This unit is about checking applicability of GST and verifying invoice.
Scope	This unit/task covers the following: • Check applicability of GST • Verify invoice Range: Laptop, Microsoft Office (MS) office, Enterprise resource planning (ERP), computer, projector

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Check applicability of GST	To be competent, the user/ individual must be able to: PC1. identify location of service recipient and place of supply of services PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST) PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party
Verify invoice	To be competent, the user/ individual must be able to: PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/ shipment provider and recipient PC5. obtain description of service, Service accounting code (SAC) / Harmonized System of Nomenclature (HSN) code PC6. receive unique identification number (UIN) for multilateral entity PC7. check for relevant notification in case of exempt clients PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN PC9. check for vendor invoices for all mandatory particulars and applicable GST

Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	The individual on the job needs to know and understand: KA1. reporting structure to support and expedite project acivities KA2. company's policy and work instructions on quality standards KA3. company's products and services KA4. organisational guidelines for dealing with receipts and payments KA5. company's policy on mode of receipts KA6. company's policy on processes and methods of collection and payments
B. Technical knowledge	The individual on the job needs to know and understand: KB1. financial concepts such as calculation of interest and taxes KB2. Concept and applicability of GST KB3. bifurcation of taxes

LSC/N9906   **Verify GST invoices**

	KB4. reverse charge mechanism
	KB5. exemptions under GST
	KB6. refund process
	KB7. use of MS office (Excel, Word)
	KB8. CGST Act, 2017 (preferable not mandatory)
Skills (S)	
A. Core skills/ generic skills	**Reading skills**
	The user/individual on the job needs to know how to read:
	SA1. various accounting procedures and updates
	SA2. forms and policy directives
	SA3. vendor invoices
	Writing skills
	The user/individual on the job needs to know how to:
	SA4. maintain record of invoices verified
	Oral communication (listening and speaking skills)
	The user/individual on the job needs to know how to:
	SA5. coordinate with colleagues and seniors
B. Professional skills	**Decision making**
	The user/individual on the job needs to know how to:
	SB1. decide on applicability of tax rates
	Plan and organize
	The user/individual on the job needs to know how to:
	SB2. plan and organise information for verifying invoice
	Customer centricity
	The user/individual on the job needs to know how to:
	SB3. ensure tax indicated is correct
	SB4. inform about any errors or refunds to be sought and extra taxes to be paid
	Problem solving
	The user/individual on the job needs to know how to:
	SB5. resolve tax related issues with accounts department and vendors
	Analytical thinking
	The user/individual on the job needs to know how to:
	SB6. analyse invoices for tax calculation
	Critical thinking
	The user/individual on the job needs to know how to:
	SB7. check for error in invoice

NOS Version Control:

NOS Code	LSC/N9906		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	18/12/2017
Industry Sub-sector	Generic	Last reviewed on	01/03/2019
Occupation	Generic	Next review date	01/03/2022
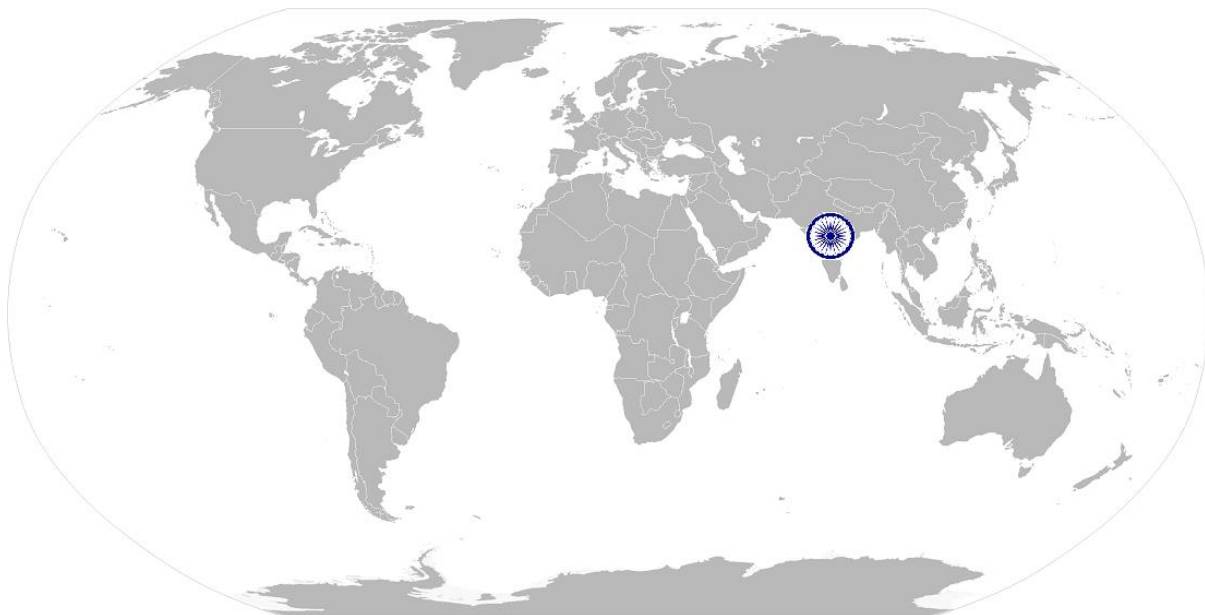
Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter codes for SSC]

QP number (2 numbers)

Q denoting Qualifications Pack

Occupation (2 numbers)
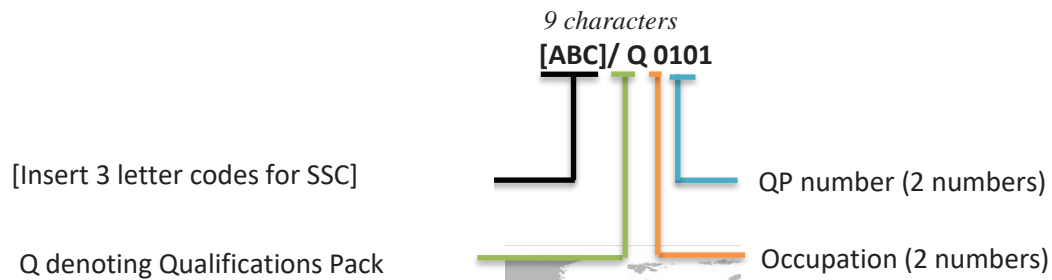
Occupational Standard

An example of NOS with 'N'

9 characters

[ABC] /N0101

[Insert 3 letter code for SSC]

OS number (2 numbers)

N denoting National Occupational Standard

Occupation (2 numbers)

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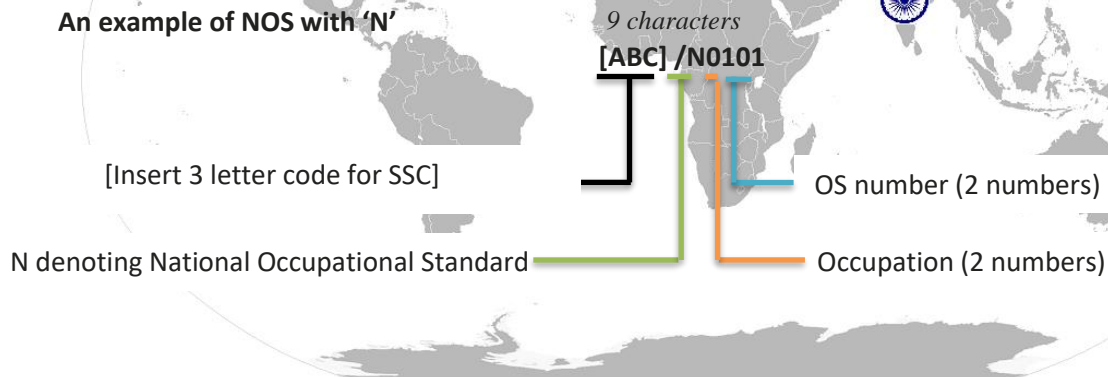
The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing	1 to 9
Land Transportation	10 to 14
EXIM/ Freight Forwarding/ Customs Clearance	21 to 23
Courier/Express	15 to 20
E-Commerce	24 to 30
Supply Chain	31 to 34
Port Terminals, ICD and CFS	35 to 41
Inland Waterways	42 to 46
Liquid Logistics	47 to 49
Air Cargo Operations	61 to 62
Rail Logistics	50 to 55
Cold Chain Logistics	86 to 94
Generic Occupations	95 to 99

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether QP or NOS	Q / N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Warehouse Associate

Qualification Pack LSC/Q0101

Sector Skill Council Logistics

Guidelines for Assessment

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% in every NOS
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

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Compulsory					
Total Marks: 400				**Marks Allocation**	
Assessment Outcomes	**Assessment Criteria for Outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
LSC/N0101 Picking, packing, labeling, kitting and binning	PC1. obtain picklist from supervisor for picking and arrange MHE equipment, if required	100	6	1	5
	PC2. locate the physical item in the warehouse		6	1	5
	PC3. take the assistance of MHE operator to pick the items from the pallet or racks, if required		6	2	4
	PC4. deliver to packer or binner as per instructions		5	1	4
	PC5. submit daily reports to the supervisor		5	1	4
	PC6. obtain packing list from the supervisor		5	1	4
	PC7. collect the packing material and Non-Production Material (NPM) such as labels, tags, barcodes, etc from the stores		4	2	2
	PC8. receive the items for packing from the picker or binner, check for damages and report on the same to supervisor		3	1	2
	PC9. segregate and pack items, label them with bar codes and product tags		3	1	2

	and seal the packages				
	PC10. handover the packed items to binner or loader		3	1	2
	PC11. clean the area after packing operations and submit daily reports to the supervisor		3	1	2
	PC12. obtain kitting list from supervisor and details of shift schedule for kitting		3	1	2
	PC13. use the appropriate PPE based on the product and environment		3	1	2
	PC14. check items received for kitting for damages, bar code /product label errors and report the same to supervisor		3	1	2
	PC15. segregate items to be kitted and check Bill of Material (BOM) for any missing components, and report the same to supervisor		3	1	2
	PC16. receive replacement or missing components		3	1	2
	PC17. collect required packing cases and sealing material from the packing and storage supervisor		3	1	2
	PC18. kit the items as per BOM, Standard Operating Procedures (SOP) and place it in the packing case		3	1	2
	PC19. seal the packing case and label it with tags and barcodes		3	1	2
	PC20. handover kitted items to picker or loader for transport		3	1	2
	PC21. clean the area after kitting operation and submit daily reports to supervisor reporting total kitting done, damages, delays and accidents		3	1	2
	PC22. obtain binning instructions for the day from supervisors		3	1	2
	PC23. arrange for various equipment and stationery required like bins, bar codes and product tags		3	1	2
	PC24. receive the items for binning, check for damages and report the same to supervisor		3	1	2
	PC25. segregate items that need to be stored in the warehouse and the ones that need to be shipped in different bins of different geographical regions		3	1	2
	PC26. bin the items as per instructions, seal and attach label and bar code		3	1	2
	PC27. handover binned items to the		3	1	2

	picker or loader for transport				
	PC28. clean the area after binning and submit daily reports to the supervisor		3	1	2
			100	**30**	**70**
LSC/N0102 Loading and unloading	PC1. obtain loading and unloading schedule including docking bay and time of transport arrival from supervisor	100	9	2	7
	PC2. arrange necessary material handling equipment, tools, tackles, chains, and ropes for loading or unloading		9	3	6
	PC3. wear the appropriate PPE required for operations		9	3	6
	PC4. check the product to be loaded or unloaded with respect to the order and report to supervisor, in case of discrepancies		11	3	8
	PC5. use the appropriate tools, ropes/chains and secure the product/crate		11	3	8
	PC6. operate MHE to load or unload the items from the pallet/ racks/ vehicle as required		9	3	6
	PC7. deliver the unloaded packages to the specified location as per the instructions		11	3	8
	PC8. report any breakages, spillages of package or consignment		10	3	7
	PC9. move damaged goods to the quarantine area		9	3	6
	PC10. park the MHE at the designated parking location		6	2	4
	PC11. submit a daily report to the supervisor		6	2	4
			100	**30**	**70**
LSC/N9904 Maintain integrity and ethics in operation	PC1. refrain from indulging in corrupt practices	100	6	3	3
	PC2. avoid using company's funds, property or resources for undertaking personal activities		6	3	3
	PC3. protect customer's information and ensure it is not misused		6	2	4
	PC4. protect data and information related to business or commercial decisions		6	2	4
	PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations		6	2	4
	PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues		5	2	3

	PC7. avoid nepotism		5	2	3
	PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		5	2	3
	PC9. report promptly all violations of code of ethics		5	2	3
	PC10. dress up and conduct in a professional manner		5	2	3
	PC11. communicate with clients and stakeholders in a soft and polite manner		5	2	3
	PC12. follow etiquettes in accordance to the place		5	2	3
	PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor		5	2	3
	PC14. perform activities considering the regulatory requirements		5	2	3
	PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements		5	2	3
	PC16. identify the different types of dangerous goods and handling methodologies		5	2	3
	PC17. follow the SOP for handling of different types of dangerous goods		5	2	3
	PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		5	2	3
	PC19. promptly report all regulatory violations		5	2	3
			100	**40**	**60**
LSC/N9905 Follow health, safety and security procedures	PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	100	6	3	3
	PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area		6	3	3
	PC3. follow standard driving practice to ensure safety of life and material		6	3	3
	PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety		6	3	3
	PC5. undertake periodical preventive		6	3	3

health check ups			
PC6. follow necessary Standard Operating Procedures (SOP) and precautions while handling dangerous and hazardous goods	6	3	3
PC7. follow security procedures like green gate in port, customs area, factory security, etc.	5	2	3
PC8. comply with data safety regulations of the organisation	5	2	3
PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway	5	2	3
PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	5	2	3
PC11. inspect the activity area and equipment for appropriate and safe condition	4	2	2
PC12. check if stacking is done at defined height and is not on the walk way	4	2	2
PC13. check if walk way is free from grease/ oil	4	2	2
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	4	1	3
PC15. participate in fire drills	4	1	3
PC16. check if standard material handling procedure are being followed	4	1	3
PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition	4	1	3
PC18. check if all the safety and security related tags, labels and signage are placed in the cargo	4	1	3
PC19. check if loading instrument is certified and operational	4	1	3
PC20. implement 5S at workplace	4	1	3
PC21. check if cargo has passed security checks and report in case of any violation	4	1	3
	100	**40**	**60**

Electives						
Elective 1 - Perishable Goods						
Total marks 100				**Marks allocation**		
Assessment outcome	**Assessment criteria**	**Total marks**	**Out of**	**Theory**	**Skills Practical**	
LSC/N0103 handle perishable goods in warehouse	PC1. identify and comply with various coding of perishables goods stored in warehouse		10	3	7	
	PC2. maintain ambient temperature as per product		10	3	7	
	PC3. follow handling precautions as per Standard Operating Procedures (SOP) for various perishable products		10	3	7	
	PC4. perform sorting and grading of perishable goods as per SOP and customer standards		10	3	7	
	PC5. identify goods to be moved either to the storage from the staging area / unloading area		8	2	6	
	PC6. identify the right equipment required for handling the goods	100	9	3	6	
	PC7. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to type of product		9	3	6	
	PC8. operate MHE or use MHE operator to pick the items		9	3	6	
	PC9. load finished pallets of product onto assigned trailers safely and accurately		9	3	6	
	PC10. identify contaminated goods and quarantine them as per SOP		8	2	6	
	PC11. clean and maintain warehouse aisles and product slots		8	2	6	
			100	**30**	**70**	
Elective 2 - FMCG						
Total marks 100				**Marks allocation**		
Assessment outcome	**Assessment criteria**	**Total marks**	**Out of**	**Theory**	**Skills Practical**	
LSC/N0104 Handle FMCG goods in a warehouse	PC1. identify and comply to coding requirements for storage of FMCG goods		9	3	6	
	PC2. review daily plan for goods to be moved in or out of warehouse/fulfilment centre/ mother hub/ distribution centre/ delivery centre		9	3	6	
	PC3. identify goods to be moved either to the storage from the staging area / unloading area	100	9	3	6	
	PC4. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to the kind of product to be handled		9	3	6	
	PC5. take the assistance of MHE operator to pick the items from the pallet or racks, if required		8	2	6	
	PC6. execute different types of order picking such as, single order picking, batch picking, zone picking, pick		8	2	6	

Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Skills Practical
	and pass, multi batch picking, order consolidation, wave picking etc.				
	PC7. sort and place materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code		8	2	6
	PC8. handle all activities related to packaging, labelling etc. of stock during shift.		8	2	6
	PC9. report defected or broken products to the supervisor		8	2	6
	PC10. ensure First-In, First-Out (FIFO)/ Last In, First Out (LIFO) inventory management as per company/product Standard Operating Procedures (SOP)		8	2	6
	PC11. assist during inventory cycle counting as per SOP and report the status		8	3	5
	PC12. clean and maintain warehouse aisles and product slots.		8	3	5
			100	30	70

Elective 3 - Automotive goods

Total marks 100 | | | **Marks allocation** | | |

Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Skills Practical
	PC1. perform packing/ de-packing and labelling of goods		8	2	6
	PC2. load goods on fixtures/ crates/ pallets/ boxes		8	2	6
	PC3. sort and place materials for items on racks, shelves, or in bins according to Kanban list		8	2	6
	PC4. check for adherence to different certifications for automotive goods		8	2	6
	PC5. identify goods to be moved either to the storage from the staging area / unloading area		8	2	6
	PC6. identify the MHE used for operation based on information from the supervisor		6	2	4
LSC/N0105 Handle automotive goods in warehouse	PC7. make arrangement for equipment/tools such as conveyors, hand trucks and pallet jacks, pallets, reach stack, fork lift, PPE, etc. according to work requirement and the kind of product to be handled	100	6	2	4
	PC8. take the assistance of MHE operator to pick the items from the pallet or racks, if required		6	2	4
	PC9. load finished pallets of product onto assigned trailers safely and accurately		6	2	4
	PC10. perform safe strapping and lashing of pallets/ crates/ boxes/ fixtures		6	2	4
	PC11. assist during inventory cycle counting as per Standard Operating Procedures (SOP) and report the status		6	2	4
	PC12. report defected or broken products to the		6	2	4

Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Skills Practical
	supervisor				
	PC13. clean and maintain warehouse aisles		6	2	4
	PC14. follow 5S, just in time (JIT), Kaizen, poka-yoke and other poka yoke process improvement guidelines as instructed by supervisor		6	2	4
	PC15. submit a daily reports to the supervisor		6	2	4
			100	**30**	**70**

Elective 4 - Dry Bulk cargo					
Total marks 100				**Marks allocation**	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N0106 Handle bulk cargo in warehouse	PC1. identify goods to be moved either to the storage from the staging area / unloading area		10	3	7
	PC2. check for various space requirement and weight requirement for storage of bulk cargo		10	3	7
	PC3. make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting, etc., according to work requirement and the kind of product to be handled		10	3	7
	PC4. operate conveyors for movement of bulk cargo and ensure for smooth and pilferage free movement	100	10	3	7
	PC5. continuously check for the weight and volume metrics to ensure adequate storage in different locations		10	3	7
	PC6. clean and maintain warehouse aisles and storage areas		10	3	7
	PC7. check for presence of rodents, birds, insects and other pests which affect the cargo		10	3	7
	PC8. undertake pest control activity at the warehouse		10	3	7
	PC9. measure stored inventory and report to supervisor		10	3	7
	PC10. take necessary precautions to be taken while handling different bulk cargo		10	3	7
			100	**30**	**70**

Options					
Option 1 – GST application					
Total marks 100				**Marks allocation**	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N9906 Verify GST invoices	PC1. identify location of service recipient and place of supply of services	100	11	4	7
	PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated		11	3	8

	Goods and Services Tax (IGST), State Goods and Services Tax (SGST)			
	PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party	11	3	8
	PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/ shipment provider and recipient	11	3	8
	PC5. obtain description of service, Service accounting code (SAC) / Harmonized System of Nomenclature (HSN) code	11	3	8
	PC6. receive unique identification number (UIN) for multilateral entity	11	3	8
	PC7. check for relevant notification in case of exempt clients	11	3	8
	PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN	12	5	7
	PC9. check for vendor invoices for all mandatory particulars and applicable GST	11	3	8
		100	30	70

Annexure: Trainer qualification and equipment requirement

Trainer qualification –
- Graduate with minimum 5 years (with minimum 2 years of experience as Supervisor/ Manager) of experience in Warehouse operations (or)
- Diploma with minimum 7 years (with minimum 3 years of experience as Supervisor) of experience in Warehouse operations (or)
- Class XII pass with minimum 9 years (with minimum 3 years of experience as Supervisor) of experience in Warehouse operations (or)
- Detailed knowledge of warehouse operations management including goods receipt and dispatch, inventory analysis, maintenance and repair, budgeting and resource management
- Has supervisory skills with good knowledge of IT and control systems in Warehousing, and reporting and data management skills
- The trainer should have the ability to read write and communicate in vernacular language, Hindi and English

Training Equipment requirement - Teaching board, computer, projector, video player or TV, Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, manual and battery-operated pallet truck, conveyor, SOP, barcode scanner, packaging devices, packaging material, markers and stationery, ERP, GST guidelines etc.