

Qualification Pack



Warehouse Associate

Electives: Perishable and FMCG goods / Automotive goods / Dry bulk cargo / E-commerce operations

QP Code: LSC/Q0101

Version: 3.0

NSQF Level: 3

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Qualification Pack

Contents

LSC/Q0101: Warehouse Associate	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Elective 1: Perishable and FMCG goods</i>	3
<i>Elective 2: Automotive goods</i>	3
<i>Elective 3: Dry bulk cargo</i>	4
<i>Elective 4: E-commerce operations</i>	4
<i>Qualification Pack (QP) Parameters</i>	4
LSC/N0133: Unloading and Visually Inspect Goods	6
LSC/N0134: Traditional/Manual Put-away & Picking	11
LSC/N0141: Operate RFID Tools	17
LSC/N0142: Use Digital Tools for Put-away and Picking	22
LSC/N0136: Order Verification and Loading (Dispatch) activities	27
LSC/N0137: VAS (packaging, kitting, labelling, and binning)	32
LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace ...	37
DGT/VSQ/N0101: Employability Skills (30 Hours)	43
LSC/N0103: Handle perishable and FMCG goods in warehouse	49
LSC/N0105: Handle automotive goods in warehouse	54
LSC/N0106: Handle dry bulk cargo in warehouse	59
LSC/N0138: Handle E-commerce Operations in Warehouse	64
Assessment Guidelines and Weightage	69
<i>Assessment Guidelines</i>	69
<i>Assessment Weightage</i>	70
Acronyms	73
Glossary	74

Qualification Pack

LSC/Q0101: Warehouse Associate

Brief Job Description

The Warehouse Associate is responsible for performing a variety of tasks related to receiving, storing, and distributing goods within a warehouse facility. The individual carries out basic picking, packing, labelling, kitting, binning, loading, and unloading activities, operates a manual or battery-operated pallet truck (MHE), and participates in inventory counts while maintaining safety and cleanliness standards. This role is also known in the industry as Warehouse Assistant, Store Assistant, Warehouse Helper, Inventory Assistant, Picker/Packer, Warehouse Operator, and Storekeeper.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N0133: Unloading and Visually Inspect Goods](#)
2. [LSC/N0134: Traditional/Manual Put-away & Picking](#)
3. [LSC/N0141: Operate RFID Tools](#)
4. [LSC/N0142: Use Digital Tools for Put-away and Picking](#)
5. [LSC/N0136: Order Verification and Loading \(Dispatch\) activities](#)
6. [LSC/N0137: VAS \(packaging, kitting, labelling, and binning\)](#)
7. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
8. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Electives (mandatory to select at least one):

Elective 1: Perishable and FMCG goods

This unit is about handling both Fast Moving Consumer Goods (FMCG) and perishable items in a warehouse environment. It involves following safety and hygiene protocols, applying cold chain management where required, and ensuring accurate storage, picking, packing, and dispatch of goods.

1. [LSC/N0103: Handle perishable and FMCG goods in warehouse](#)

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Elective 2: Automotive goods

This unit is about handling, storing, and dispatching automotive goods in a warehouse. It includes inspection, categorization, specialized storage, quality-compliant handling of parts, and proper documentation of returns and dispatches. The unit also involves adherence to automotive industry quality systems such as 5S, JIT, and Kaizen.

1. [LSC/N0105: Handle automotive goods in warehouse](#)

Elective 3: Dry bulk cargo

This unit is about handling dry bulk cargo in a warehouse environment. It includes receiving, inspecting, weighing, storing, and managing bulk materials like grains, powders, pellets, and minerals. The unit also covers the use of specialized equipment, bulk storage systems, environmental controls, and compliance with safety and regulatory standards.

1. [LSC/N0106: Handle dry bulk cargo in warehouse](#)

Elective 4: E-commerce operations

This unit is about executing warehouse operations specific to e-commerce environments. It involves receiving, storing, picking, packing, sorting, labelling, and dispatching high-volume, small-parcel orders. The unit includes handling high-value and sensitive items, maintaining high standards of cleanliness and order accuracy, and ensuring timely dispatch

1. [LSC/N0138: Handle E-commerce Operations in Warehouse](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
Country	India
NSQF Level	3
Credits	21
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.0601 to 0604 and ISCO-88/4321, 4322, 8344

Qualification Pack

Minimum Educational Qualification & Experience	10th grade pass (or equivalent) OR 8th grade pass with 3 Years of experience (relevant experience in warehousing) OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience (relevant experience in warehousing)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	06/02/2029
NSQ Approval Date	06/02/2026
Version	3.0
Reference code on NQR	QG-03-TLW-04940-2026-V1-LSSC
NQR Version	1.0

Qualification Pack

LSC/N0133: Unloading and Visually Inspect Goods

Description

This unit is about the unloading of goods during the receiving process and visually inspecting the quality of the goods. This unit is about the unloading of goods during the receiving process and visually inspecting the quality of the goods.

Scope

The scope covers the following :

- Perform Vehicle Inspection
- Perform Unloading
- Perform Visual inspection of the Goods and Packaging

Elements and Performance Criteria

Perform Vehicle Inspection

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

- PC1.** Verify that the vehicle seal is intact and matches the seal number provided.
- PC2.** Break and remove the seal in the presence of security personnel.
- PC3.** Open vehicle doors carefully and ensure goods are intact and positioned correctly.
- PC4.** Inspect the floor and top of the vehicle for any signs of moisture or water leakage.

Perform Unloading

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

- PC5.** Verify SKU and batch number details.
- PC6.** Place cartons of the same SKU and batch on one pallet or onto a conveyor one by one.
- PC7.** Collect cartons from the conveyor and palletise them as per the storage strategy.
- PC8.** Move the loaded pallets to the designated staging area.
- PC9.** Properly stage all pallet loads in the staging area

Perform Visual inspection of the Goods and Packaging

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

- PC10.** Read QC instructions for the incoming SKUs.
- PC11.** Pick a master carton from the pallet and place it on the QC table.
- PC12.** Perform a visual inspection of the master carton as per QC guidelines.
- PC13.** Open the master carton and inspect the inner cartons.
- PC14.** Take out and visually inspect the inner carton.
- PC15.** Return the inner carton to the master carton post-inspection.
- PC16.** Seal the master carton after inspection is complete.
- PC17.** Visually inspect the packaging of the cartons
- PC18.** Record QC observations in the QC register or digital tool.
- PC19.** Place the master carton back onto its original pallet.

Qualification Pack

PC20. Prepare the pallet for the put-away process.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational policies and SOPs regarding quality, safety, and the use of PPE.
- KU2.** Reporting structure and escalation mechanisms.
- KU3.** Quality standards and inspection procedures applicable at the warehouse.
- KU4.** Role of the individual in the end-to-end receiving and QC workflow.
- KU5.** Health, safety, and security protocols related to warehouse environments.
- KU6.** Procedures for managing damaged or lost goods.
- KU7.** Risks of not adhering to safety, quality, or operational standards.
- KU8.** Item coding systems and labelling norms.
- KU9.** Use of ERP systems and warehouse management software.
- KU10.** Basic computer and scanning device operation.
- KU11.** Types and uses of material handling equipment (MHE).
- KU12.** Geographic and product-specific packaging/labelling guidelines.
- KU13.** Handling of dangerous or special goods, if applicable.
- KU14.** Escalation paths for QC failures or customer issues.
- KU15.** Overview of end-to-end warehouse operations.

Generic Skills (GS)

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

- GS1.** Read work instructions, labels, and shipping documents.
- GS2.** Interpret product SKUs, barcodes, and batch information.
- GS3.** Maintain QC logs, error reports, and daily activity reports.
- GS4.** Communicate with supervisors and co-workers effectively.
- GS5.** Identify damaged goods and report discrepancies promptly.
- GS6.** Prioritize urgent activities as per instructions.
- GS7.** Estimate the time required for unloading and QC tasks.
- GS8.** Maintain discipline, punctuality, and responsiveness.
- GS9.** Verify product authenticity using packaging, labels, or markings.
- GS10.** Identify and handle dangerous goods with care.
- GS11.** Follow defined standards for weight, size, and packaging.
- GS12.** Focus on accuracy and avoid errors during repetitive tasks.
- GS13.** Report delays or challenges promptly to supervisors.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform Vehicle Inspection</i>	6	12	-	2
PC1. Verify that the vehicle seal is intact and matches the seal number provided.	1.5	3	-	0.5
PC2. Break and remove the seal in the presence of security personnel.	1.5	3	-	0.5
PC3. Open vehicle doors carefully and ensure goods are intact and positioned correctly.	1.5	3	-	0.5
PC4. Inspect the floor and top of the vehicle for any signs of moisture or water leakage.	1.5	3	-	0.5
<i>Perform Unloading</i>	7.5	15	-	2.5
PC5. Verify SKU and batch number details.	1.5	3	-	0.5
PC6. Place cartons of the same SKU and batch on one pallet or onto a conveyor one by one.	1.5	3	-	0.5
PC7. Collect cartons from the conveyor and palletise them as per the storage strategy.	1.5	4	-	0.5
PC8. Move the loaded pallets to the designated staging area.	1.5	2	-	0.5
PC9. Properly stage all pallet loads in the staging area	1.5	3	-	0.5
<i>Perform Visual inspection of the Goods and Packaging</i>	16.5	33	-	5.5
PC10. Read QC instructions for the incoming SKUs.	1.5	3	-	0.5
PC11. Pick a master carton from the pallet and place it on the QC table.	1.5	3	-	0.5
PC12. Perform a visual inspection of the master carton as per QC guidelines.	1.5	3	-	0.5
PC13. Open the master carton and inspect the inner cartons.	1.5	3	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Take out and visually inspect the inner carton.	1.5	3	-	0.5
PC15. Return the inner carton to the master carton post-inspection.	1.5	3	-	0.5
PC16. Seal the master carton after inspection is complete.	1.5	3	-	0.5
PC17. Visually inspect the packaging of the cartons	1.5	3	-	0.5
PC18. Record QC observations in the QC register or digital tool.	1.5	3	-	0.5
PC19. Place the master carton back onto its original pallet.	1.5	3	-	0.5
PC20. Prepare the pallet for the put-away process.	1.5	3	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0133
NOS Name	Unloading and Visually Inspect Goods
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQF Clearance Date	06/02/2026

Qualification Pack

LSC/N0134: Traditional/Manual Put-away & Picking

Description

This unit is about carrying out traditional/manual put-away and picking activities in a warehouse

Scope

The scope covers the following :

- Perform manual put-away of received goods
- Perform manual picking of goods for dispatch

Elements and Performance Criteria

Perform Manual Put-away

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

- PC1.** Obtain the PUTAWAY schedule from the supervisor and arrange necessary material handling equipment (MHE), tools, tackles, chains, and ropes for put-away.
- PC2.** Wear appropriate personal protective equipment (PPE) before commencing operations.
- PC3.** Verify product details against the order and report discrepancies to the supervisor.
- PC4.** Use appropriate tools, ropes, or chains to secure the product or crate.
- PC5.** Operate MHE to move the items to the designated storage area.
- PC6.** Put away materials in their specified locations as per instructions.
- PC7.** Report any breakage or spillage during put-away and move damaged goods to the designated quarantine area.
- PC8.** Park the MHE in the designated parking area after use.
- PC9.** Submit a daily activity report to the supervisor.

Perform Manual Picking

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

- PC10.** Obtain the picking list and the dispatch cut-off time from the supervisor.
- PC11.** Arrange MHE, tools, tackles, chains, and ropes for picking operations.
- PC12.** Wear appropriate PPE for the operation and perform picking
- PC13.** Verify picked items against the order and report discrepancies to the supervisor.
- PC14.** Use suitable tools or equipment to secure the picked product or crate.
- PC15.** Operate MHE to retrieve goods from storage as required.
- PC16.** Deliver the picked material to the specified location for dispatch.
- PC17.** Report any breakage, spillage, or shortage of picked items and move damaged goods to the quarantine area.
- PC18.** Park the MHE in the designated area post-operation.

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** Organizational policies regarding quality, use of PPE, equipment handling, and documentation.
- KU2.** Reporting structure and channels for operational support and escalation.
- KU3.** Quality standards and compliance procedures followed by the organization.
- KU4.** Importance of the individual's role in achieving warehouse efficiency.
- KU5.** Occupational health, safety standards, and emergency procedures.
- KU6.** Procedures for handling loss, damage, or discrepancies in inventory.
- KU7.** Risks associated with non-compliance of safety and quality procedures.
- KU8.** Labeling and coding systems used for identifying goods.
- KU9.** ERP or Warehouse Management System (WMS) used for managing inventory.
- KU10.** Operation and basic troubleshooting of scanning and data handling devices.
- KU11.** Types and appropriate use of MHE.
- KU12.** Safe operation of different MHE equipment.
- KU13.** Storage locations and warehouse zoning systems.
- KU14.** How to interpret instructions from ERP or supervisor.
- KU15.** Customer service standards and escalation protocols.
- KU16.** Complete end-to-end warehouse operations workflow.
- KU17.** Types of goods handled (perishable, fragile, hazardous, etc.).
- KU18.** Handling of dangerous or special goods, including relevant PPE.
- KU19.** Usage and maintenance of various PPE relevant to warehouse tasks.

Generic Skills (GS)

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

- GS1.** Read written work instructions, labels, and shipment tags.
- GS2.** Interpret invoice and product label information accurately.
- GS3.** Write reports for damage, shortages, or daily tasks.
- GS4.** Maintain accurate records of pick and put-away operations.
- GS5.** Communicate effectively with supervisors and team members.
- GS6.** Collect and act upon instructions from supervisors.
- GS7.** Identify damaged items and raise alerts accordingly.
- GS8.** Decide whether issues can be resolved independently or need escalation.
- GS9.** Prioritize tasks based on urgency and instructions.
- GS10.** Estimate time required to complete specific tasks.
- GS11.** Maintain punctuality and adhere to deadlines.
- GS12.** Respond promptly to supervisor directions.
- GS13.** Collaborate with others to achieve operational goals.
- GS14.** Understand and respect customer delivery timelines.



Qualification Pack

- GS15.** Recognize urgent orders and act accordingly.
- GS16.** Inform supervisors about delays or operational issues.
- GS17.** Coordinate across teams to ensure timely receipt and dispatch.
- GS18.** Verify product authenticity using branding, labels, and packaging.
- GS19.** Check goods for compliance with weight and packaging norms.
- GS20.** Identify dangerous goods and apply proper handling procedures.
- GS21.** Suggest improvements to increase space efficiency and operational productivity.
- GS22.** Stay focused on tasks to ensure accuracy and avoid delays.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform Manual Put-away</i>	14	30	-	6
PC1. Obtain the PUTAWAY schedule from the supervisor and arrange necessary material handling equipment (MHE), tools, tackles, chains, and ropes for put-away.	2	4	-	1
PC2. Wear appropriate personal protective equipment (PPE) before commencing operations.	2	3	-	1
PC3. Verify product details against the order and report discrepancies to the supervisor.	1	3	-	1
PC4. Use appropriate tools, ropes, or chains to secure the product or crate.	1	3	-	-
PC5. Operate MHE to move the items to the designated storage area.	2	3	-	-
PC6. Put away materials in their specified locations as per instructions.	2	4	-	-
PC7. Report any breakage or spillage during put-away and move damaged goods to the designated quarantine area.	2	4	-	1
PC8. Park the MHE in the designated parking area after use.	1	3	-	1
PC9. Submit a daily activity report to the supervisor.	1	3	-	1
<i>Perform Manual Picking</i>	16	30	-	4
PC10. Obtain the picking list and the dispatch cut-off time from the supervisor.	2	3	-	1
PC11. Arrange MHE, tools, tackles, chains, and ropes for picking operations.	1	2	-	1
PC12. Wear appropriate PPE for the operation and perform picking	2	4	-	1
PC13. Verify picked items against the order and report discrepancies to the supervisor.	2	3	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Use suitable tools or equipment to secure the picked product or crate.	2	4	-	-
PC15. Operate MHE to retrieve goods from storage as required.	2	4	-	-
PC16. Deliver the picked material to the specified location for dispatch.	2	3	-	-
PC17. Report any breakage, spillage, or shortage of picked items and move damaged goods to the quarantine area.	2	4	-	-
PC18. Park the MHE in the designated area post-operation.	1	3	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0134
NOS Name	Traditional/Manual Put-away & Picking
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQF Clearance Date	06/02/2026

Qualification Pack

LSC/N0141: Operate RFID Tools

Description

This unit is about creating, activating, attaching, and scanning RFID tags to track goods during receiving, storage, movement, and dispatch processes using handheld or wearable RFID tools.

Scope

The scope covers the following :

- Create and Activate RFID Tags
- Attach RFID Tags
- Operate RFID Scanners (handheld and wearable)

Elements and Performance Criteria

Create and Activate RFID Tags

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

- PC1.** Log into the designated RFID tag management software or device using authorised credentials.
- PC2.** Select the tag creation function and input item-level data (e.g., SKU, batch number, expiry date, storage zone).
- PC3.** Assign the appropriate tag type (e.g., passive/active) based on the item and warehouse protocol.
- PC4.** Encode the RFID tag using a tag writer or printer and ensure it is successfully activated.
- PC5.** Test the encoded tag using a handheld scanner for readability and accuracy.
- PC6.** Record or sync the newly activated tag data into the warehouse system or register.
- PC7.** Report any failure in encoding, writing, or syncing to the technical support team or supervisor.

Attach RFID Tags

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

- PC8.** Collect the tagging schedule and required RFID tags from the supervisor or the tool room.
- PC9.** Attach tags to cartons, pallets, or individual items during receiving or storage, as per the schedule.
- PC10.** Replace damaged, lost, or unreadable tags based on scan results or visual inspection and Report bulk tag failures to the supervisor.
- PC11.** Test the newly applied tags using the scanner to ensure functionality.
- PC12.** Log the tag replacement or update in the digital tool or manual register as per SOP.

Operate RFID Scanners (handheld and wearable)

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

- PC13.** Power on the RFID scanner (handheld or fixed), check the battery percentage, Wi-Fi connectivity, etc., and log in using authorised credentials.

Qualification Pack

- PC14.** Select the appropriate task mode (e.g., inbound, outbound, inventory check) on the RFID interface.
- PC15.** Scan RFID tags and shelf/zone barcodes as directed.
- PC16.** Confirm scan success through audio-visual feedback (e.g., beep/light/message).
- PC17.** Verify that the scanned product details (name, batch number, storage zone) match the physical goods.
- PC18.** Re-scan items with incomplete or incorrect reads and Report missing or duplicate tag reads or errors in the interface or to the team lead.
- PC19.** Monitor tool status indicators (e.g., signal strength, battery, error messages).
- PC20.** Pause the task and inform the technical support team if the device malfunctions.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Basic working principles of RFID technology and how scanners communicate with tags.
- KU2.** Standard operating procedures for logging in, scanning, and viewing RFID data.
- KU3.** Process of validating tag data with physical inventory and system records.
- KU4.** Situations requiring tag replacement or re-tagging.
- KU5.** Safety precautions and handling methods for RFID tools.
- KU6.** Common error messages or visual signals shown by RFID devices and what they mean.
- KU7.** Importance of tag placement for optimal read accuracy.
- KU8.** Proper storage, charging, and maintenance of RFID tools.

Generic Skills (GS)

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

- GS1.** Read product labels, RFID tag codes, and scan result displays.
- GS2.** Cross-verify scanned data with physical item details.
- GS3.** Maintain written or digital logs for tag replacements or scanning errors.
- GS4.** Communicate clearly with colleagues and supervisors about scan mismatches or tool issues.
- GS5.** Follow escalation procedures for faulty readings or tool failures.
- GS6.** Stay focused during repetitive scanning and tagging tasks.
- GS7.** Keep the work area neat, and handle RFID tools with care.
- GS8.** Properly power down, clean, and store scanners and tags at the end of the shift.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create and Activate RFID Tags</i>	12	21	-	5
PC1. Log into the designated RFID tag management software or device using authorised credentials.	2	3	-	1
PC2. Select the tag creation function and input item-level data (e.g., SKU, batch number, expiry date, storage zone).	1	3	-	-
PC3. Assign the appropriate tag type (e.g., passive/active) based on the item and warehouse protocol.	2	3	-	1
PC4. Encode the RFID tag using a tag writer or printer and ensure it is successfully activated.	2	3	-	1
PC5. Test the encoded tag using a handheld scanner for readability and accuracy.	2	3	-	1
PC6. Record or sync the newly activated tag data into the warehouse system or register.	1	3	-	-
PC7. Report any failure in encoding, writing, or syncing to the technical support team or supervisor.	2	3	-	1
<i>Attach RFID Tags</i>	6	15	-	1
PC8. Collect the tagging schedule and required RFID tags from the supervisor or the tool room.	1	3	-	-
PC9. Attach tags to cartons, pallets, or individual items during receiving or storage, as per the schedule.	1	3	-	-
PC10. Replace damaged, lost, or unreadable tags based on scan results or visual inspection and Report bulk tag failures to the supervisor.	2	3	-	1
PC11. Test the newly applied tags using the scanner to ensure functionality.	1	3	-	-
PC12. Log the tag replacement or update in the digital tool or manual register as per SOP.	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operate RFID Scanners (handheld and wearable)</i>	12	24	-	4
PC13. Power on the RFID scanner (handheld or fixed), check the battery percentage, Wi-Fi connectivity, etc., and log in using authorised credentials.	2	3	-	1
PC14. Select the appropriate task mode (e.g., inbound, outbound, inventory check) on the RFID interface.	2	3	-	1
PC15. Scan RFID tags and shelf/zone barcodes as directed.	1	3	-	-
PC16. Confirm scan success through audio-visual feedback (e.g., beep/light/message).	1	3	-	-
PC17. Verify that the scanned product details (name, batch number, storage zone) match the physical goods.	2	3	-	1
PC18. Re-scan items with incomplete or incorrect reads and Report missing or duplicate tag reads or errors in the interface or to the team lead.	2	3	-	-
PC19. Monitor tool status indicators (e.g., signal strength, battery, error messages).	1	3	-	-
PC20. Pause the task and inform the technical support team if the device malfunctions.	1	3	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0141
NOS Name	Operate RFID Tools
Sector	Logistics
Sub-Sector	
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N0142: Use Digital Tools for Put-away and Picking

Description

This unit is about performing put-away and picking operations using digital tools such as AR smart glasses, voice and light-guided systems, and sensor-enabled shelves in a modern warehouse environment.

Scope

The scope covers the following :

- Use AR Smart Glasses for Guided Picking
- Perform Light/Voice Assisted Put-away and Picking
- Monitor and Respond to Shelf Alert Systems

Elements and Performance Criteria

Use AR Smart Glasses for Guided Picking

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

- PC1.** Power on the AR smart glasses and log in with assigned credentials
- PC2.** Open the warehouse picking app from the AR interface
- PC3.** View the assigned picking task and item list in the display
- PC4.** Follow on-screen arrows or visual instructions to move toward the shelf location
- PC5.** Match the item image and SKU shown on screen with the physical product
- PC6.** Use voice commands (e.g., "pick confirm") or hand gestures to mark the item as picked
- PC7.** If an item is missing or damaged, use the on-screen "Issue Report" to flag it
- PC8.** Move to the next item as directed and repeat the process until the task is complete
- PC9.** Confirm task completion and log out of the system through the AR interface

Perform Light/Voice Assisted Put-away and Picking

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

- PC10.** Put on the assigned headset or wearable device and power it on
- PC11.** Log in using the assigned user ID and receive the first instruction
- PC12.** Listen to voice instructions or follow the light indicator to locate the target shelf
- PC13.** Identify the correct product using verbal cues or light signals
- PC14.** For put-away: place the item at the highlighted shelf location and confirm verbally
- PC15.** For picking: retrieve the item from the indicated shelf and confirm using voice input
- PC16.** Repeat the process for the remaining items until task completion
- PC17.** Report any item mismatch or issue by speaking a predefined command (e.g., "issue found")

Monitor and Respond to Shelf Alert Systems

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

- PC18.** Visually check for shelf lights or audio alerts indicating anomalies (e.g., blinking light, buzzer)
- PC19.** Walk to the shelf showing the alert and verify the affected item physically

Qualification Pack

- PC20.** Take appropriate action, such as repositioning, removing damaged items, or adjusting inventory
- PC21.** If using a handheld device or wearable, mark the issue as resolved or select "escalate" if needed
- PC22.** Notify the supervisor if the same alert repeats or cannot be resolved manually

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** How to set up and log into AR smart glasses and picking apps
- KU2.** Interpretation of visual instructions, item confirmations, and icons on the AR display
- KU3.** Operation of light- and voice-guided picking systems and common command words
- KU4.** How to identify and respond to shelf sensor alerts (e.g., low stock, wrong placement)
- KU5.** Correct methods for physically inspecting shelves and products based on digital prompts
- KU6.** Charging, storing, and cleaning procedures for all wearable and handheld tools
- KU7.** Safety precautions while working in digital, sensor-equipped warehouse areas
- KU8.** Standard escalation protocols for unresolved alerts or damaged items

Generic Skills (GS)

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

- GS1.** Handle digital tools like AR glasses, headsets, and handhelds safely
- GS2.** Follow step-by-step instructions delivered through AR displays, voice prompts, or lights
- GS3.** Match product images and SKUs accurately
- GS4.** Use basic voice or hand gestures to confirm tasks
- GS5.** Identify damaged, misplaced, or incorrect items during operations
- GS6.** Communicate clearly and timely with supervisors regarding alerts or issues
- GS7.** Handle, store, and maintain digital tools in working condition
- GS8.** Focus on task sequences and avoid errors during repetitive or time-bound tasks
- GS9.** Adapt quickly to real-time task changes and tool feedback in a tech-driven environment

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Use AR Smart Glasses for Guided Picking</i>	13	25	-	4
PC1. Power on the AR smart glasses and log in with assigned credentials	2	3	-	1
PC2. Open the warehouse picking app from the AR interface	1	3	-	-
PC3. View the assigned picking task and item list in the display	1	2	-	-
PC4. Follow on-screen arrows or visual instructions to move toward the shelf location	1	3	-	1
PC5. Match the item image and SKU shown on screen with the physical product	2	3	-	-
PC6. Use voice commands (e.g., "pick confirm") or hand gestures to mark the item as picked	2	3	-	1
PC7. If an item is missing or damaged, use the on-screen "Issue Report" to flag it	2	3	-	1
PC8. Move to the next item as directed and repeat the process until the task is complete	1	3	-	-
PC9. Confirm task completion and log out of the system through the AR interface	1	2	-	-
<i>Perform Light/Voice Assisted Put-away and Picking</i>	10	21	-	3
PC10. Put on the assigned headset or wearable device and power it on	1	3	-	-
PC11. Log in using the assigned user ID and receive the first instruction	1	3	-	-
PC12. Listen to voice instructions or follow the light indicator to locate the target shelf	1	3	-	1
PC13. Identify the correct product using verbal cues or light signals	1	2	-	-
PC14. For put-away: place the item at the highlighted shelf location and confirm verbally	2	3	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. For picking: retrieve the item from the indicated shelf and confirm using voice input	1	2	-	-
PC16. Repeat the process for the remaining items until task completion	1	2	-	-
PC17. Report any item mismatch or issue by speaking a predefined command (e.g., "issue found")	2	3	-	1
<i>Monitor and Respond to Shelf Alert Systems</i>	7	14	-	3
PC18. Visually check for shelf lights or audio alerts indicating anomalies (e.g., blinking light, buzzer)	2	3	-	1
PC19. Walk to the shelf showing the alert and verify the affected item physically	1	3	-	1
PC20. Take appropriate action, such as repositioning, removing damaged items, or adjusting inventory	2	3	-	-
PC21. If using a handheld device or wearable, mark the issue as resolved or select "escalate" if needed	1	3	-	1
PC22. Notify the supervisor if the same alert repeats or cannot be resolved manually	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0142
NOS Name	Use Digital Tools for Put-away and Picking
Sector	Logistics
Sub-Sector	
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQF Clearance Date	06/02/2026

Qualification Pack

LSC/N0136: Order Verification and Loading (Dispatch) activities

Description

This unit covers the tasks involved in verifying orders post-picking and carrying out loading of goods for dispatch, ensuring accuracy, efficiency, and compliance with documentation and safety protocols.

Scope

The scope covers the following :

- Verify Picked Orders Prior to Dispatch
- Execute Loading Operations for Dispatch

Elements and Performance Criteria

Verify Picked Orders Prior to Dispatch

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

- PC1.** Collect the completed picking list (tally sheet) from the picking supervisor.
- PC2.** Physically verify each order line item against the tally sheet, such as Product code/SKU, quantity, condition/packaging, special instructions (e.g., fragile, temperature-sensitive), etc.
- PC3.** Record discrepancies, if any, between picked items and the tally sheet and report to the supervisor
- PC4.** Validate Documentation by checking customer and order details.
- PC5.** Use barcode/RFID scanners to confirm each item matches the order electronically.
- PC6.** Report any mismatch in items or quantity to the supervisor or inventory control.
- PC7.** Move the goods to the packaging or dispatch area.
- PC8.** Re-verify corrected order lines to confirm final accuracy.
- PC9.** Submit the final verified tally sheet to the dispatch supervisor.

Execute Loading Operations for Dispatch

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

- PC10.** Review dispatch instructions and vehicle loading schedules.
- PC11.** Palletise items according to order/destination/trip load and ensure they are properly secured to avoid shifting/damage in transit.
- PC12.** Transport loaded pallets to the designated loading bay using appropriate MHEs.
- PC13.** Confirm the vehicle details and packaging, as well as labelling details, before loading.
- PC14.** Load goods onto the vehicle as per the dispatch plan and stacking norms.
- PC15.** Seal the vehicle door in the presence of the driver and supervisor and record the seal number.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** Organizations policies on quality, PPE use, MHE operation, and safety.
- KU2.** Hierarchy and escalation structure for warehouse operations.
- KU3.** Order fulfilment flow, from picking to dispatch.
- KU4.** ERP or WMS is used for tracking orders and shipments.
- KU5.** Use of equipment for loading (e.g., pallet jacks, forklifts).
- KU6.** Protocols for reporting discrepancies, damages, or delays.
- KU7.** Types of goods handled and their loading requirements.
- KU8.** Requirements for dangerous or special goods (DG handling norms).
- KU9.** Documentation requirements (e.g., loading slips, seal numbers).

Generic Skills (GS)

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

- GS1.** Read picking slips, order labels, and loading instructions.
- GS2.** Write discrepancy reports and daily dispatch logs.
- GS3.** Communicate effectively with supervisors and co-workers.
- GS4.** Identify damaged, missing, or mismatched items.
- GS5.** Prioritize loads based on urgency and schedule.
- GS6.** Handle physical tasks with safety and accuracy.
- GS7.** Use digital devices for checking ERP/WMS data.
- GS8.** Ensure timeliness in execution to meet dispatch SLAs.
- GS9.** Report operational bottlenecks or risks proactively.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Verify Picked Orders Prior to Dispatch</i>	18	36	-	5
PC1. Collect the completed picking list (tally sheet) from the picking supervisor.	2	4	-	1
PC2. Physically verify each order line item against the tally sheet, such as Product code/SKU, quantity, condition/packaging, special instructions (e.g., fragile, temperature-sensitive), etc.	2	4	-	1
PC3. Record discrepancies, if any, between picked items and the tally sheet and report to the supervisor	2	4	-	1
PC4. Validate Documentation by checking customer and order details.	2	4	-	1
PC5. Use barcode/RFID scanners to confirm each item matches the order electronically.	2	4	-	1
PC6. Report any mismatch in items or quantity to the supervisor or inventory control.	2	4	-	-
PC7. Move the goods to the packaging or dispatch area.	2	4	-	-
PC8. Re-verify corrected order lines to confirm final accuracy.	2	4	-	-
PC9. Submit the final verified tally sheet to the dispatch supervisor.	2	4	-	-
<i>Execute Loading Operations for Dispatch</i>	12	24	-	5
PC10. Review dispatch instructions and vehicle loading schedules.	2	4	-	-
PC11. Palletise items according to order/destination/trip load and ensure they are properly secured to avoid shifting/damage in transit.	2	4	-	1
PC12. Transport loaded pallets to the designated loading bay using appropriate MHEs.	2	4	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Confirm the vehicle details and packaging, as well as labelling details, before loading.	2	4	-	1
PC14. Load goods onto the vehicle as per the dispatch plan and stacking norms.	2	4	-	1
PC15. Seal the vehicle door in the presence of the driver and supervisor and record the seal number.	2	4	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0136
NOS Name	Order Verification and Loading (Dispatch) activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N0137: VAS (packaging, kitting, labelling, and binning)

Description

This unit involves executing value-added services such as packing, labelling, kitting, and binning as per customer or organisational specifications to support efficient warehousing and shipping.

Scope

The scope covers the following :

- Perform Packing Activities
- Execute Labelling Tasks
- Conduct Kitting Operations
- Perform Binning Procedures

Elements and Performance Criteria

Perform Packing Activities

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

- PC1.** Review the packing list and instructions from the supervisor, and collect the necessary packing materials and PPE
- PC2.** Inspect items for damage before packing.
- PC3.** Select appropriate packaging materials and methods.
- PC4.** Securely pack items following guidelines if specified for product type and destination (e.g., inner packs, outer cartons, void filling).
- PC5.** Clean the packing area and submit the end-of-day report.

Execute Labelling Tasks

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

- PC6.** Obtain the labelling list and collect appropriate Non-Production Material (NPM).
- PC7.** Inspect items before labelling for accuracy and damage.
- PC8.** Print and affix the correct product, barcode, tags, and regulatory or shipping labels
- PC9.** Ensure label clarity, alignment and package integrity before dispatch.
- PC10.** Document and report completed labelling activities.

Conduct Kitting Operations

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

- PC11.** Follow the kitting list and Bill of Materials (BOM).
- PC12.** Use correct PPE and segregate components.
- PC13.** Check for damaged or missing items and raise flags.
- PC14.** Assemble multiple components or SKUs into a single kit or set (e.g., combo offers, gift packs).
- PC15.** Seal, label, and transfer the kits to the next operational point.

Perform Binning Procedures

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

Qualification Pack

- PC16.** Receive binning instructions and required materials.
- PC17.** Verify product condition and categorise items.
- PC18.** Place items into assigned bins based on geography, product type, or dispatch requirement.
- PC19.** Label and seal bins as per protocol.
- PC20.** Submit binning status report and clean workstation.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** SOPs related to VAS activities (packing, labelling, kitting, binning).
- KU2.** PPE usage and equipment handling for safe operations.
- KU3.** Packaging materials and techniques per item type.
- KU4.** Use of barcode scanners, label printers, and other tools.
- KU5.** Data recording procedures in ERP/WMS.
- KU6.** Labelling and regulatory norms by country/product.
- KU7.** Process of defect identification and reporting.
- KU8.** Handling, segregation, and binning logic.
- KU9.** Compliance procedures for dangerous or fragile goods.
- KU10.** Overall fulfilment flow and interdependencies.

Generic Skills (GS)

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

- GS1.** Interpret packing, labelling, and kitting instructions.
- GS2.** Write daily task reports and flag issues.
- GS3.** Identify labelling or packing errors and suggest corrections.
- GS4.** Coordinate with peers to ensure kit completeness.
- GS5.** Use ERP/WMS systems for tracking and task updates.
- GS6.** Plan the sequence of VAS activities efficiently.
- GS7.** Maintain cleanliness and safety in the VAS zone.
- GS8.** Respond to delays or missing items promptly.
- GS9.** Enhance VAS efficiency through layout or workflow suggestions.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform Packing Activities</i>	9	15	-	2
PC1. Review the packing list and instructions from the supervisor, and collect the necessary packing materials and PPE	2	3	-	1
PC2. Inspect items for damage before packing.	2	3	-	-
PC3. Select appropriate packaging materials and methods.	2	3	-	-
PC4. Securely pack items following guidelines if specified for product type and destination (e.g., inner packs, outer cartons, void filling).	2	3	-	1
PC5. Clean the packing area and submit the end-of-day report.	1	3	-	-
<i>Execute Labelling Tasks</i>	7	15	-	3
PC6. Obtain the labelling list and collect appropriate Non-Production Material (NPM).	1	3	-	1
PC7. Inspect items before labelling for accuracy and damage.	1	3	-	-
PC8. Print and affix the correct product, barcode, tags, and regulatory or shipping labels	2	3	-	1
PC9. Ensure label clarity, alignment and package integrity before dispatch.	2	3	-	-
PC10. Document and report completed labelling activities.	1	3	-	1
<i>Conduct Kitting Operations</i>	8	15	-	2
PC11. Follow the kitting list and Bill of Materials (BOM).	2	3	-	1
PC12. Use correct PPE and segregate components.	1	3	-	-
PC13. Check for damaged or missing items and raise flags.	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Assemble multiple components or SKUs into a single kit or set (e.g., combo offers, gift packs).	2	3	-	1
PC15. Seal, label, and transfer the kits to the next operational point.	1	3	-	-
<i>Perform Binning Procedures</i>	6	15	-	3
PC16. Receive binning instructions and required materials.	1	3	-	-
PC17. Verify product condition and categorise items.	1	3	-	1
PC18. Place items into assigned bins based on geography, product type, or dispatch requirement.	2	3	-	1
PC19. Label and seal bins as per protocol.	1	3	-	1
PC20. Submit binning status report and clean workstation.	1	3	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0137
NOS Name	VAS (packaging, kitting, labelling, and binning)
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQF Clearance Date	06/02/2026

Qualification Pack

LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Follow health, safety and security measures during all activities

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

- PC1.** Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.
- PC2.** Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.
- PC3.** Follow organisation procedures concerning documentation.
- PC4.** Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

Maintain a healthy and hygienic workplace

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

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

Handle emergency situations

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

- PC10.** Act immediately during emergencies and move to safety.
- PC11.** Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** In case of fire, follow fire safety practices taught during fire drills.
- PC13.** Follow procedures to rescue victims of fire without endangering self.

Qualification Pack

Maintain integrity and ensure data security

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

- PC14.** Refrain from indulging in corrupt practices.
- PC15.** Protect customers' information and ensure acquired information is not used for personal advantage.
- PC16.** Protect data and information related to business or commercial decisions.

Professional and ethical practice

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

- PC17.** Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.
- PC18.** Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.
- PC19.** Consult senior management when in an ethical dilemma.

Ensure regulatory compliance

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

- PC20.** Check that documentation concerning operations is up to date and in accordance with the regulations.
- PC21.** Coordinate with regulatory authorities and assist in inspections and clearances.
- PC22.** Report any issues with regulatory compliance.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's policies on the use of language, Human Resources policies, code of ethics and business
- KU2.** Company's whistle-blower policy and rules related to sexual harassment
- KU3.** Company's reporting structure and documentation policy
- KU4.** Principles of code of ethics and business ethics
- KU5.** Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU6.** The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices
- KU7.** Relevant Occupational Health and Safety (OHS) regulations
- KU8.** Enterprise /site emergency procedures and techniques
- KU9.** Procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU10.** Health and safety hazards commonly present in the work environment and related precautions
- KU11.** Possible causes of risk, hazard or accident in the workplace
- KU12.** Where to find all the general health and safety equipment in the workplace
- KU13.** Various dangers associated with the use of electrical equipment
- KU14.** Preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU15.** Importance of using protective clothing/equipment while working

Qualification Pack

- KU16.** Various causes of fire and precautionary activities to prevent the fire accident
- KU17.** Different methods of extinguishing fire and techniques of using the different fire extinguishers
- KU18.** Rescue techniques applied during a fire hazard and safe lifting and carrying practices
- KU19.** Various types of safety signs and their meaning
- KU20.** Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

Generic Skills (GS)

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

- GS1.** Read policy documents, work-related documents, various acts and regulations
- GS2.** Write instructions, communications to internal staff, emails and letters, and reports
- GS3.** Interact with internal and external stakeholders
- GS4.** Communicate with peers and subordinates
- GS5.** Take appropriate action in a vulnerable situation
- GS6.** Identify breaches and take necessary actions
- GS7.** Identify the documentary requirement for a specific product or regulation and take necessary action
- GS8.** Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company
- GS9.** Plan and organise training sessions and sensitisation sessions for workforce
- GS10.** Plan review meetings to monitor compliance with ethics and regulations
- GS11.** Prevent company and customer information leakage
- GS12.** Provide proper advice or guidance to colleagues to deal with sensitive issues
- GS13.** Suggest solutions to managers and workers when in an ethical dilemma
- GS14.** Identify conflict of interests and take necessary actions
- GS15.** Review reports to identify common trends of defaults
- GS16.** Conduct a review to analyse the reasons for the default
- GS17.** Check that all regulatory compliances are adhered to
- GS18.** Check that any unethical behaviour gets captured before damage or negative impact happens
- GS19.** Write Health and safety compliance report
- GS20.** Interpret general health and safety guidelines
- GS21.** Communicate general health and safety guidelines to co-workers
- GS22.** Decide on the corrective action to be taken in case of any potential hazards

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security measures during all activities</i>	6	10	-	2
PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
PC3. Follow organisation procedures concerning documentation.	1	2	-	-
PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
<i>Maintain a healthy and hygienic workplace</i>	5	14	-	3
PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
PC8. Undertake periodical preventive health check-ups.	1	3	-	1
PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
<i>Handle emergency situations</i>	6	9	-	2
PC10. Act immediately during emergencies and move to safety.	2	2	-	1
PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
<i>Maintain integrity and ensure data security</i>	4	8	-	-
PC14. Refrain from indulging in corrupt practices.	2	3	-	-
PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
<i>Professional and ethical practice</i>	4	8	-	1
PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
<i>Ensure regulatory compliance</i>	5	11	-	2
PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
PC22. Report any issues with regulatory compliance.	2	4	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9911
NOS Name	Follow health, safety, security procedures and maintain integrity, ethics at workplace
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	1
Version	1.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 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
- 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 job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation 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 job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	12/03/2026
Next Review Date	12/03/2029
NSQC Clearance Date	12/03/2026

Qualification Pack

LSC/N0103: Handle perishable and FMCG goods in warehouse

Description

This unit is about handling both Fast Moving Consumer Goods (FMCG) and perishable items in a warehouse environment. It involves following safety and hygiene protocols, applying cold chain management where required, and ensuring accurate storage, picking, packing, and dispatch of goods.

Scope

The scope covers the following :

- Safety and Hygiene Preparation
- Storage and Inventory Management
- Documentation and Reporting

Elements and Performance Criteria

Safety and Hygiene Preparation

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

- PC1.** Wear appropriate Personal Protective Equipment (PPE) before entering the warehouse or handling goods
- PC2.** Wash or sanitise hands and clean work area prior to starting any task
- PC3.** Ensure that tools, equipment, and MHE are sanitised and in good working condition
- PC4.** Check for any spillage, contamination, or hazards in the work zone and report if found
- PC5.** In cold storage zones, wear insulated gloves, jackets, and boots as required
- PC6.** Check and record the temperature and humidity of cold storage units before use
- PC7.** Inspect walls, ceilings, and storage surfaces for signs of mould or fungus and escalate if observed
- PC8.** Avoid direct contact with chilled items by using appropriate handling equipment or gloves

Storage and Inventory Management

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

- PC9.** Follow FIFO or LIFO practices depending on product requirements
- PC10.** Label and code products as per organisational protocols
- PC11.** Segregate goods based on expiry, shelf life, or usage priority
- PC12.** Monitor temperature and humidity for perishable items using digital tools
- PC13.** Ensure appropriate MHE and storage equipment are used for all product types
- PC14.** Review daily inward and outward movement schedules
- PC15.** Coordinate space and equipment for unloading and dispatch
- PC16.** Conduct physical inspection for spoilage, damage, or labeling issues
- PC17.** Identify movement requirements and transfer goods accordingly
- PC18.** Perform batch/zone/wave picking using ERP or WMS data
- PC19.** Package and label goods based on storage or transit requirements

Qualification Pack

- PC20.** Consolidate orders for customer or distribution dispatch
- PC21.** Maintain hygiene in storage zones to prevent contamination
- PC22.** Inspect storage areas regularly for pests or spoilage signs
- PC23.** Report non-compliance or damage immediately to the supervisor

Documentation and Reporting

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

- PC24.** Record temperature logs for perishable items
- PC25.** Document cycle counts and inventory movements accurately
- PC26.** Ensure dispatch documentation aligns with labeling and actual product

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Principles of FIFO, LIFO, and batch management
- KU2.** Types of FMCG and perishables and their handling norms
- KU3.** Temperature and humidity control systems
- KU4.** Cold chain management practices
- KU5.** Basic ERP/WMS operation
- KU6.** Use and maintenance of PPE and MHE
- KU7.** Pest control standards
- KU8.** Regulatory norms for packaging and shelf-life labeling
- KU9.** Safety and hygiene protocols prior to and during product handling
- KU10.** Identification and management of mould, fungus, and contamination risks in cold storage
- KU11.** Proper clothing and behavior in cold storage environments

Generic Skills (GS)

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

- GS1.** Read and interpret expiry dates, storage instructions, and SOPs
- GS2.** Communicate effectively with QC, dispatch, and storage teams
- GS3.** Report issues in hygiene, product condition, or labeling
- GS4.** Prioritize handling of urgent, near-expiry, or sensitive goods
- GS5.** Maintain accuracy in repetitive scanning and labeling tasks
- GS6.** Adhere to safety and hygiene requirements before initiating any warehouse task

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Safety and Hygiene Preparation</i>	11	19	-	3
PC1. Wear appropriate Personal Protective Equipment (PPE) before entering the warehouse or handling goods	2	3	-	1
PC2. Wash or sanitise hands and clean work area prior to starting any task	1	2	-	-
PC3. Ensure that tools, equipment, and MHE are sanitised and in good working condition	1	2	-	-
PC4. Check for any spillage, contamination, or hazards in the work zone and report if found	1	2	-	-
PC5. In cold storage zones, wear insulated gloves, jackets, and boots as required	1	2	-	1
PC6. Check and record the temperature and humidity of cold storage units before use	1	2	-	1
PC7. Inspect walls, ceilings, and storage surfaces for signs of mould or fungus and escalate if observed	2	3	-	-
PC8. Avoid direct contact with chilled items by using appropriate handling equipment or gloves	2	3	-	-
<i>Storage and Inventory Management</i>	16	34	-	7
PC9. Follow FIFO or LIFO practices depending on product requirements	1	2	-	1
PC10. Label and code products as per organisational protocols	1	2	-	-
PC11. Segregate goods based on expiry, shelf life, or usage priority	1	2	-	-
PC12. Monitor temperature and humidity for perishable items using digital tools	1	2	-	1
PC13. Ensure appropriate MHE and storage equipment are used for all product types	1	2	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Review daily inward and outward movement schedules	2	3	-	-
PC15. Coordinate space and equipment for unloading and dispatch	1	3	-	-
PC16. Conduct physical inspection for spoilage, damage, or labeling issues	1	3	-	-
PC17. Identify movement requirements and transfer goods accordingly	1	2	-	-
PC18. Perform batch/zone/wave picking using ERP or WMS data	1	2	-	1
PC19. Package and label goods based on storage or transit requirements	1	2	-	1
PC20. Consolidate orders for customer or distribution dispatch	1	2	-	-
PC21. Maintain hygiene in storage zones to prevent contamination	1	2	-	1
PC22. Inspect storage areas regularly for pests or spoilage signs	1	3	-	1
PC23. Report non-compliance or damage immediately to the supervisor	1	2	-	-
<i>Documentation and Reporting</i>	3	7	-	-
PC24. Record temperature logs for perishable items	1	3	-	-
PC25. Document cycle counts and inventory movements accurately	1	2	-	-
PC26. Ensure dispatch documentation aligns with labeling and actual product	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0103
NOS Name	Handle perishable and FMCG goods in warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQF Clearance Date	06/02/2026

Qualification Pack

LSC/N0105: Handle automotive goods in warehouse

Description

This unit is about handling, storing, and dispatching automotive goods in a warehouse. It includes inspection, categorization, specialized storage, quality-compliant handling of parts, and proper documentation of returns and dispatches. The unit also involves adherence to automotive industry quality systems such as 5S, JIT, and Kaizen.

Scope

The scope covers the following :

- Receive and inspect automotive goods
- Store and manage automotive parts
- Pick, pack, and dispatch automotive goods
- Handle returns and warranty items
- Comply with quality frameworks and reporting

Elements and Performance Criteria

Receive and inspect automotive goods

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

- PC1.** Inspect for visible damage, rust, oil leaks, or packaging issues upon receiving goods
- PC2.** Verify anti-static packaging for sensitive electronics like ECUs
- PC3.** Record batch/lot numbers for traceability, especially for OEM parts and warranty items

Store and manage automotive parts

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

- PC4.** Store items by type, size, and usage category (e.g., engine, electrical, suspension, body)
- PC5.** Use bins for small parts, racks/shelves for medium parts, and pallets for bulky items
- PC6.** Apply specialized storage solutions: heavy-duty racks for engines, vertical storage for bumpers, climate control for batteries
- PC7.** Keep fluids (oil, coolant) away from electronics or absorbent materials
- PC8.** Use FIFO unless parts have expiry (e.g., rubber parts, batteries – then use FEFO)
- PC9.** Sort items on racks/shelves using Kanban or ERP picking lists
- PC10.** Support periodic inventory checks and promptly report anomalies

Pick, Pack, and Dispatch Automotive Goods

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

- PC11.** Double-check items during high-mix picking to avoid errors
- PC12.** Perform packing, de-packing, and labeling of automotive parts per SOP
- PC13.** Load/unload goods using appropriate fixtures, crates, or material handling equipment (MHE)
- PC14.** Secure goods with strapping/lashing to prevent shifting or damage during transit
- PC15.** Verify certifications and packaging standards before dispatch
- PC16.** Conduct basic product authentication and check packaging integrity

Qualification Pack

Handle returns and warranty items

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

- PC17.** Isolate and tag return goods clearly (e.g., damaged, incorrect, warranty claim)
- PC18.** Inspect return goods and record condition with photos if needed
- PC19.** Log return items accurately in the returns system
- PC20.** Store warranty and quality inspection items separately from saleable stock

Comply with quality frameworks and reporting

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

- PC21.** Follow quality frameworks such as 5S, JIT, Kaizen during all operations
- PC22.** Submit daily shift reports and escalate operational issues where necessary

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Standard operating procedures (SOPs) for automotive warehousing
- KU2.** Safety measures for handling various automotive parts including fluids, batteries, and electronics
- KU3.** Use of Kanban systems and ERP-based picking lists
- KU4.** Principles of lean warehousing: 5S, JIT (Just in Time), Kaizen, FMEA, and poka-yoke
- KU5.** Automotive packaging norms and certification standards
- KU6.** Storage fixtures and layouts used for different part categories
- KU7.** Use of specialized material handling equipment (MHE) for automotive goods
- KU8.** Product traceability through batch/lot numbers
- KU9.** Warranty and return handling protocols
- KU10.** Procedures for product authentication and quality assurance

Generic Skills (GS)

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

- GS1.** Read and interpret product codes, part numbers, and batch details
- GS2.** Communicate clearly with supervisors, returns, and inventory control teams
- GS3.** Document part movements, returns, and inspections accurately
- GS4.** Use ERP systems for tracking, picking, and inventory updates
- GS5.** Apply attention to detail in high-mix product environments
- GS6.** Prioritize urgent dispatches or returns
- GS7.** Follow structured work methods and lean practices like 5S and JIT
- GS8.** Adhere to warehouse safety and environmental protocols

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive and inspect automotive goods</i>	5	9	-	1
PC1. Inspect for visible damage, rust, oil leaks, or packaging issues upon receiving goods	1	3	-	-
PC2. Verify anti-static packaging for sensitive electronics like ECUs	2	3	-	-
PC3. Record batch/lot numbers for traceability, especially for OEM parts and warranty items	2	3	-	1
<i>Store and manage automotive parts</i>	12	20	-	5
PC4. Store items by type, size, and usage category (e.g., engine, electrical, suspension, body)	1	3	-	1
PC5. Use bins for small parts, racks/shelves for medium parts, and pallets for bulky items	1	3	-	1
PC6. Apply specialized storage solutions: heavy-duty racks for engines, vertical storage for bumpers, climate control for batteries	2	2	-	2
PC7. Keep fluids (oil, coolant) away from electronics or absorbent materials	2	3	-	1
PC8. Use FIFO unless parts have expiry (e.g., rubber parts, batteries – then use FEFO)	2	3	-	-
PC9. Sort items on racks/shelves using Kanban or ERP picking lists	2	3	-	-
PC10. Support periodic inventory checks and promptly report anomalies	2	3	-	-
<i>Pick, Pack, and Dispatch Automotive Goods</i>	7	17	-	1
PC11. Double-check items during high-mix picking to avoid errors	2	3	-	-
PC12. Perform packing, de-packing, and labeling of automotive parts per SOP	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Load/unload goods using appropriate fixtures, crates, or material handling equipment (MHE)	1	3	-	-
PC14. Secure goods with strapping/lashing to prevent shifting or damage during transit	1	3	-	-
PC15. Verify certifications and packaging standards before dispatch	1	3	-	-
PC16. Conduct basic product authentication and check packaging integrity	1	2	-	1
<i>Handle returns and warranty items</i>	4	10	-	3
PC17. Isolate and tag return goods clearly (e.g., damaged, incorrect, warranty claim)	1	3	-	1
PC18. Inspect return goods and record condition with photos if needed	1	2	-	-
PC19. Log return items accurately in the returns system	1	2	-	1
PC20. Store warranty and quality inspection items separately from saleable stock	1	3	-	1
<i>Comply with quality frameworks and reporting</i>	2	4	-	-
PC21. Follow quality frameworks such as 5S, JIT, Kaizen during all operations	1	2	-	-
PC22. Submit daily shift reports and escalate operational issues where necessary	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0105
NOS Name	Handle automotive goods in warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQF Clearance Date	06/02/2026

Qualification Pack

LSC/N0106: Handle dry bulk cargo in warehouse

Description

This unit is about handling dry bulk cargo in a warehouse environment. It includes receiving, inspecting, weighing, storing, and managing bulk materials like grains, powders, pellets, and minerals. The unit also covers the use of specialized equipment, bulk storage systems, environmental controls, and compliance with safety and regulatory standards.

Scope

The scope covers the following :

- Receive and inspect dry bulk cargo
- Weigh and document bulk cargo using appropriate tools
- Store dry bulk materials using suitable bulk storage systems
- Maintain quality, safety, and environmental controls for dry bulk cargo
- Operate and maintain equipment for handling dry bulk materials

Elements and Performance Criteria

Receive and inspect dry bulk cargo

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

- PC1.** Check weight and space requirements for bulk cargo storage
- PC2.** Verify that cargo type, quantity (in metric tons or cubic meters), and grade/class match the order before receiving
- PC3.** Inspect incoming cargo for contamination, moisture, or spoilage signs
- PC4.** Take samples for lab testing (e.g., grain quality or moisture content), if required

Weigh and document bulk cargo using appropriate tools

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

- PC5.** Use a truck or platform scale to weigh incoming cargo for accurate inventory records
- PC6.** Ensure accurate documentation of cargo weight, volume, and movement

Store dry bulk materials using suitable bulk storage systems

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

- PC7.** Operate conveyors for secure, efficient bulk cargo movement
- PC8.** Choose appropriate storage types like Silo/Bin Storage for grains or powders, Hopper Bins or Vats for fine materials like flour or cement, Bulk Bay Storage for loose materials like salt or sand and Bagged Storage for partially processed materials like fertilizer
- PC9.** Monitor storage volumes and prevent overfilling
- PC10.** Store different types and grades separately to avoid contamination
- PC11.** Clearly label zones and storage areas for easy identification

Maintain Quality, Safety, and Environmental Controls for Dry Bulk Cargo

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

- PC12.** Maintain suitable storage conditions, e.g., ventilation, use of dehumidifiers or aeration fans

Qualification Pack

- PC13.** Identify and address pest issues with control measures
- PC14.** Take precautions based on cargo type (e.g., dusty, granular, toxic)
- PC15.** Minimize dust using enclosed conveyors, dust extractors, or misting systems
- PC16.** Prevent contamination, spills, and slip hazards
- PC17.** Follow environmental and health regulations (e.g., OSHA, MSDS) for dust and bulk material handling

Operate and Maintain Equipment for Handling Dry Bulk Materials

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

- PC18.** Use appropriate MHE for dry bulk cargo like Conveyors, augers and pneumatic systems for fine materials, Front-end loaders or bucket elevators for large volumes and Forklifts for bagged or palletized goods
- PC19.** Measure inventory by volume or weight and maintain batch and lot tracking
- PC20.** Regularly inspect conveyors, silos, and mechanical equipment for wear, damage, or leakage

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types and characteristics of dry bulk cargo (e.g., powders, grains, minerals)
- KU2.** Bulk cargo sampling, lab testing norms, and quality check procedures
- KU3.** Weight and volume measurement tools and methods
- KU4.** Bulk storage systems (silos, hoppers, bays, bagged storage) and their applications
- KU5.** Equipment and MHE for bulk cargo movement and storage
- KU6.** Dust suppression and ventilation systems
- KU7.** Pest control, spill management, and contamination prevention in dry cargo
- KU8.** Regulatory requirements for dust, toxic materials, and bulk handling (e.g., OSHA, MSDS)
- KU9.** Labeling, tracking, and batch/lot identification for dry bulk materials
- KU10.** Preventive maintenance practices for bulk cargo handling equipment

Generic Skills (GS)

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

- GS1.** Read cargo documentation, grade/quality labels, and storage SOPs
- GS2.** Communicate clearly with weighing, dispatch, and quality control teams
- GS3.** Log cargo details (weight, batch, grade) accurately into ERP or logbooks
- GS4.** Identify quality issues such as spoilage, contamination, or pests and escalate them
- GS5.** Operate basic digital devices for weighing, logging, and system control
- GS6.** Follow safety and hygiene protocols relevant to bulk material handling
- GS7.** Prioritize high-grade or time-sensitive bulk shipments

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive and inspect dry bulk cargo</i>	6	12	-	2
PC1. Check weight and space requirements for bulk cargo storage	1.5	3	-	0.5
PC2. Verify that cargo type, quantity (in metric tons or cubic meters), and grade/class match the order before receiving	1.5	3	-	0.5
PC3. Inspect incoming cargo for contamination, moisture, or spoilage signs	1.5	3	-	0.5
PC4. Take samples for lab testing (e.g., grain quality or moisture content), if required	1.5	3	-	0.5
<i>Weigh and document bulk cargo using appropriate tools</i>	3	6	-	1
PC5. Use a truck or platform scale to weigh incoming cargo for accurate inventory records	1.5	3	-	0.5
PC6. Ensure accurate documentation of cargo weight, volume, and movement	1.5	3	-	0.5
<i>Store dry bulk materials using suitable bulk storage systems</i>	7.5	15	-	2.5
PC7. Operate conveyors for secure, efficient bulk cargo movement	1.5	3	-	0.5
PC8. Choose appropriate storage types like Silo/Bin Storage for grains or powders, Hopper Bins or Vats for fine materials like flour or cement, Bulk Bay Storage for loose materials like salt or sand and Bagged Storage for partially processed materials like fertilizer	1.5	3	-	0.5
PC9. Monitor storage volumes and prevent overfilling	1.5	3	-	0.5
PC10. Store different types and grades separately to avoid contamination	1.5	3	-	0.5
PC11. Clearly label zones and storage areas for easy identification	1.5	3	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain Quality, Safety, and Environmental Controls for Dry Bulk Cargo</i>	9	18	-	3
PC12. Maintain suitable storage conditions, e.g., ventilation, use of dehumidifiers or aeration fans	1.5	3	-	0.5
PC13. Identify and address pest issues with control measures	1.5	3	-	0.5
PC14. Take precautions based on cargo type (e.g., dusty, granular, toxic)	1.5	3	-	0.5
PC15. Minimize dust using enclosed conveyors, dust extractors, or misting systems	1.5	3	-	0.5
PC16. Prevent contamination, spills, and slip hazards	1.5	3	-	0.5
PC17. Follow environmental and health regulations (e.g., OSHA, MSDS) for dust and bulk material handling	1.5	3	-	0.5
<i>Operate and Maintain Equipment for Handling Dry Bulk Materials</i>	4.5	9	-	1.5
PC18. Use appropriate MHE for dry bulk cargo like Conveyors, augers and pneumatic systems for fine materials, Front-end loaders or bucket elevators for large volumes and Forklifts for bagged or palletized goods	1.5	3	-	0.5
PC19. Measure inventory by volume or weight and maintain batch and lot tracking	1.5	3	-	0.5
PC20. Regularly inspect conveyors, silos, and mechanical equipment for wear, damage, or leakage	1.5	3	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0106
NOS Name	Handle dry bulk cargo in warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N0138: Handle E-commerce Operations in Warehouse

Description

This unit is about executing warehouse operations specific to e-commerce environments. It involves receiving, storing, picking, packing, sorting, labelling, and dispatching high-volume, small-parcel orders. The unit includes handling high-value and sensitive items, maintaining high standards of cleanliness and order accuracy, and ensuring timely dispatch

Scope

The scope covers the following :

- Receive and store e-commerce goods accurately
- Pick, pack, and label goods based on online orders
- Sort, scan, and consolidate parcels for dispatch
- Maintain quality control and clean, secure storage conditions
- Update inventory and report exceptions in systems

Elements and Performance Criteria

Receive and store e-commerce goods accurately

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

- PC1.** Verify goods received against purchase or inbound order lists from sellers or fulfilment centres
- PC2.** Unbox and inspect goods for physical damage, missing items, or wrong SKUs
- PC3.** Use handheld scanners or mobile devices to record incoming inventory
- PC4.** Store items by SKU in designated bins, shelves, or storage zones
- PC5.** Maintain shelf-level labelling and digital bin mapping for fast retrieval

Pick, pack, and label goods based on online orders

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

- PC6.** Perform zone, batch, or wave picking based on order type and urgency
- PC7.** Scan items and verify order accuracy before packing
- PC8.** Use item-specific packaging material (e.g., bubble wrap for electronics, thermal liners for cosmetics)
- PC9.** Conduct multi-order and single-order packing using WMS-generated instructions
- PC10.** Attach shipping labels, invoices, and promotional inserts where applicable
- PC11.** Handle high-value items with enhanced protocols (tamper-proof seals, surveillance checks)

Sort, Scan, and Consolidate Parcels for Dispatch

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

- PC12.** Operate conveyors, sorting machines, and auto-baggers for small parcel management
- PC13.** Scan, weigh, and generate shipping labels with proper courier routing codes
- PC14.** Consolidate multiple items for the same customer or Pincode zone

Qualification Pack

PC15. Stage parcels based on courier cut-off time and dispatch priority (e.g., same-day, express, COD)

PC16. Tag and segregate RTO (Return to Origin) and NDR (Non-Delivery Report) parcels

Maintain Quality Control and Clean, Secure Storage Conditions

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

PC17. Conduct visual QC to check for scratches, leakage, misprints, or wrong color/size

PC18. Escalate aesthetic or functional defects before order confirmation

PC19. Maintain pest-free, clean, and temperature-appropriate zones for products such as cosmetics, packaged foods, or electronics

PC20. Follow safety procedures while handling fragile or flammable e-commerce products

Update Inventory and Report Exceptions in Systems

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

PC21. Record all inventory movements—picking, packing, RTO, cancellation—in ERP/WMS

PC22. Log exceptions such as mismatches, damages, missing barcodes, or system errors

PC23. Submit daily order fulfilment reports to shift supervisor or team lead

PC24. Support periodic cycle counts and variance reconciliation for fast-moving e-commerce SKUs

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. E-commerce fulfilment workflow (inbound, picking, packing, sorting, last-mile dispatch)

KU2. SKU management, bin mapping, and inventory rotation in fast-moving product categories

KU3. Use of WMS, handheld scanners, and shipping label printers

KU4. Courier and last-mile cut-off timings, routing codes, and RTO protocols

KU5. Handling norms for high-value, fragile, or perishable e-commerce items

KU6. Standard packaging and labelling practices per e-commerce category (apparel, electronics, cosmetics, etc.)

KU7. Basic product QC indicators and customer satisfaction benchmarks

KU8. Cleanliness, pest control, and safety compliance in high-turnover warehouses

KU9. Documentation and exception handling in e-commerce inventory systems

KU10. Return and cancellation processes unique to e-commerce supply chains

Generic Skills (GS)

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

GS1. Read order slips, product barcodes, and shipping labels accurately

GS2. Communicate effectively with packers, sorters, and shift supervisors

GS3. Identify and report QC issues such as product mismatches or poor packaging

GS4. Perform accurate and timely scanning, packing, and staging of high-volume parcels

GS5. Follow instructions from WMS or handheld device during order fulfilment



Qualification Pack

GS6. Record inventory movements, exceptions, and returns in digital systems

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive and store e-commerce goods accurately</i>	5	11	-	4
PC1. Verify goods received against purchase or inbound order lists from sellers or fulfilment centres	1	3	-	1
PC2. Unbox and inspect goods for physical damage, missing items, or wrong SKUs	1	2	-	-
PC3. Use handheld scanners or mobile devices to record incoming inventory	1	2	-	1
PC4. Store items by SKU in designated bins, shelves, or storage zones	1	2	-	1
PC5. Maintain shelf-level labelling and digital bin mapping for fast retrieval	1	2	-	1
<i>Pick, pack, and label goods based on online orders</i>	8	16	-	3
PC6. Perform zone, batch, or wave picking based on order type and urgency	1	2	-	-
PC7. Scan items and verify order accuracy before packing	1	2	-	1
PC8. Use item-specific packaging material (e.g., bubble wrap for electronics, thermal liners for cosmetics)	2	3	-	-
PC9. Conduct multi-order and single-order packing using WMS-generated instructions	2	3	-	1
PC10. Attach shipping labels, invoices, and promotional inserts where applicable	1	3	-	1
PC11. Handle high-value items with enhanced protocols (tamper-proof seals, surveillance checks)	1	3	-	-
<i>Sort, Scan, and Consolidate Parcels for Dispatch</i>	6	14	-	1
PC12. Operate conveyors, sorting machines, and auto-baggers for small parcel management	1	3	-	1
PC13. Scan, weigh, and generate shipping labels with proper courier routing codes	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Consolidate multiple items for the same customer or Pincode zone	1	2	-	-
PC15. Stage parcels based on courier cut-off time and dispatch priority (e.g., same-day, express, COD)	1	3	-	-
PC16. Tag and segregate RTO (Return to Origin) and NDR (Non-Delivery Report) parcels	2	3	-	-
<i>Maintain Quality Control and Clean, Secure Storage Conditions</i>	6	10	-	1
PC17. Conduct visual QC to check for scratches, leakage, misprints, or wrong color/size	2	3	-	0.5
PC18. Escalate aesthetic or functional defects before order confirmation	1	2	-	-
PC19. Maintain pest-free, clean, and temperature-appropriate zones for products such as cosmetics, packaged foods, or electronics	2	3	-	-
PC20. Follow safety procedures while handling fragile or flammable e-commerce products	1	2	-	0.5
<i>Update Inventory and Report Exceptions in Systems</i>	5	9	-	1
PC21. Record all inventory movements—picking, packing, RTO, cancellation—in ERP/WMS	2	3	-	0.5
PC22. Log exceptions such as mismatches, damages, missing barcodes, or system errors	1	2	-	0.5
PC23. Submit daily order fulfilment reports to shift supervisor or team lead	1	2	-	-
PC24. Support periodic cycle counts and variance reconciliation for fast-moving e-commerce SKUs	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0138
NOS Name	Handle E-commerce Operations in Warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

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

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

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

Minimum Passing % at NOS Level: 50

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0133.Unloading and Visually Inspect Goods	30	60	0	10	100	10
LSC/N0134.Traditional/Manual Put-away & Picking	30	60	0	10	100	10
LSC/N0141.Operate RFID Tools	30	60	0	10	100	10
LSC/N0142.Use Digital Tools for Put-away and Picking	30	60	0	10	100	20
LSC/N0136.Order Verification and Loading (Dispatch) activities	30	60	0	10	100	10
LSC/N0137.VAS (packaging, kitting, labelling, and binning)	30	60	0	10	100	10
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	230	450	-	70	750	90

Elective: 1 Perishable and FMCG goods

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0103.Handle perishable and FMCG goods in warehouse	30	60	0	10	100	10
Total	30	60	-	10	100	10

Elective: 2 Automotive goods

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0105.Handle automotive goods in warehouse	30	60	0	10	100	10
Total	30	60	-	10	100	10

Elective: 3 Dry bulk cargo

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0106.Handle dry bulk cargo in warehouse	30	60	0	10	100	10
Total	30	60	-	10	100	10

Elective: 4 E-commerce operations

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0138.Handle E-commerce Operations in Warehouse	30	60	0	10	100	10



Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	30	60	-	10	100	10



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.

Qualification Pack

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.