

Qualification Pack



Warehouse Supervisor

Electives: Bonded warehouse / Perishable and FMCG warehouse / Automotive warehouse/ Dry bulk cargo warehouse / E-commerce warehouse

Options: Profit management / Business development

QP Code: LSC/Q0102

Version: 5.0

NSQF Level: 5

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Qualification Pack

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LSC/Q0102: Warehouse Supervisor

Brief Job Description

The Warehouse Supervisor is responsible for overseeing the daily operations of the warehouse to ensure that all activities from receiving, storing, and dispatching goods to maintaining inventory accuracy are executed efficiently and safely. This individual plays a critical role in planning, coordinating, and supervising the work of warehouse staff to meet organisational objectives. The role involves collaboration with data entry operators, clients, transporters, and regulatory authorities to ensure smooth and compliant warehouse operations. Warehouse Supervisor in the Logistics industry is also known as Store Supervisor, Warehouse In-Charge, Dispatch Supervisor, Warehouse Senior Officer, Warehouse Shift In-Charge/ Supervisor, etc.

Personal Attributes

The job holder should be physically and medically fit to undertake a warehouse operation which includes long standing hours and occasional material movement. S/he should be observant, diligent, have good mathematical ability. S/he should have good team management skills and should communicate effectively in English and vernacular language

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N0127: Plan and Allocate resources for daily operations using decision science-based tools](#)
2. [LSC/N0146: Warehouse Infrastructure maintenance and issues resolution](#)
3. [LSC/N0128: Supervise receiving inventory and dispatch activities](#)
4. [LSC/N0201: Supervise VAS activities](#)
5. [LSC/N9906: Verify GST invoices](#)
6. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Bonded warehouse

The unit is about managing segregation, storage, and processing in a bonded warehouse, as well as interaction with customs for clearance of goods.

1. [LSC/N0121: Supervise bonded warehouse operations](#)

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Elective 2: Perishable and FMCG warehouse

The unit is about supervising FMCG warehouse operations for a manufacturer, distributor or fulfilment centre of an e-commerce company.

1. [LSC/N0147: Supervise FMCG and perishables warehouse operations](#)

Elective 3: Automotive warehouse

The unit is about supervising an automotive warehouse operation including storage, palletisation, compliance to JIT, Kanban and similar auto sector practices.

1. [LSC/N0124: Supervise automotive warehouse operations](#)

Elective 4: Dry bulk cargo warehouse

The unit is about supervising dry bulk warehouse operations, including quantity measurements, usage of MHE such as GSU and conveyors, and pest control.

1. [LSC/N0125: Supervise dry bulk cargo warehouse operations](#)

Elective 5: E-commerce warehouse

The unit is about supervising E-commerce warehouse operations

1. [LSC/N0148: Supervise E-commerce warehouse operations](#)

Options(Not mandatory):

Option 1: Profit management

The unit is about the preparation of the budget, plan and analysis of profitability and business performance trends.

1. [LSC/N9603: Profit and Loss account management and cost accounting](#)

Option 2: Business development

The unit is about developing relations with key accounts and developing new business with existing and new customers.

1. [LSC/N9701: Business development and stakeholder relations](#)

Qualification Pack (QP) Parameters

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Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
Country	India
NSQF Level	5
Credits	31
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324.1201 and ISCO-08-4321
Minimum Educational Qualification & Experience	<p>Diploma (Completed UG Diploma or equivalent) with 1 Year of experience (relevant experience in warehousing) OR 12th grade Pass (or equivalent) with 4 Years of experience (relevant experience in warehousing) OR Completed 3 year diploma after 10th with 2 Years of experience (relevant experience in warehousing) OR Previous relevant Qualification of NSQF Level (4) with 3 Years of experience (relevant experience in warehousing)</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	NA
Next Review Date	06/02/2029
NSQC Approval Date	06/02/2026
Version	5.0
Reference code on NQR	QG-05-TLW-04949-2026-V1-LSSC
NQR Version	1.0

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LSC/N0127: Plan and Allocate resources for daily operations using decision science-based tools

Description

This unit is about allocating resources and streamlining operations in a warehouse for daily operations.

Scope

The scope covers the following :

- Prepare daily work plans
- Allocate resources using decision science-based tools.
- Supervise AI vision tunnel-based automated QC activities

Elements and Performance Criteria

Prepare daily work plans

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

- PC1.** Ensure that the objectives and KPIs are defined in the decision tool, such as Order fulfilment rate, Inventory accuracy, Labour productivity (picks per hour), Dock-to-stock time, Cost per order, etc.
- PC2.** Obtain the daily work order, Manual logs (e.g., shift reports, loading times) and enter the respective details in the decision tool.
- PC3.** Ensure that the data from other applicable tools, such as WMS, ERP, and IoT devices, is integrated and available in the decision tool.
- PC4.** Use Linear Programming (LP) or Integer Programming (IP) in the decision tool to allocate manpower, storage space, and equipment.
- PC5.** Read the output of the decision tool (which is based on decision science) and generate values in a work plan format.
- PC6.** Get the work plan approved by the manager and allocate tasks to workers and associates as per the decision tool output approved

Allocate resources using decision science-based tools

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

- PC7.** Assign tasks (e.g., picking and packing) based on worker skill sets and workload, and use the Task Manager, which will automatically allocate tasks to the respective users.
- PC8.** Create shift schedules that minimise idle time, overtime costs and Budget and allocate the requisite MHE for tasks at hand.
- PC9.** Use simulation modelling, if available in the decision tool, to test how the resource allocation affects operations.
- PC10.** Apply control charts or real-time dashboards to detect deviations from expected performance.
- PC11.** Apply descriptive analytics to the decision tool, such as current resource usage (staff, space, equipment), peak operational hours, bottlenecks in the workflow, etc.

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PC12. Use predictive analytics in the decision tool to forecast Inbound and outbound volumes, Staffing needs based on historical data and Inventory turnover trends.

Supervise AI vision tunnel-based automated QC activities

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

- PC13.** Analyse how the AI vision tunnel works, such as camera types, lighting setup, conveyor speed, and inspection logic and identify what the system is trained to detect (e.g., cracks, dents, mislabels, colour variance).
- PC14.** Verify system calibration and readiness before starting operations, such as checking camera lens cleanliness and lighting.
- PC15.** Ensure conveyor belt speed matches AI frame processing speed and confirm the system calibration with a known good sample.
- PC16.** Ensure that acceptance/rejection thresholds are clearly set in the system (e.g., ± 2 mm size variance, 99% barcode readability) and the AI system is aligned with product specifications and quality tolerances.
- PC17.** Pass QC items through the AI vision tunnel and monitor the Live Inspection Dashboard.
- PC18.** Check computer results on QC defects and manage the Rejected Items Process.
- PC19.** Quarantine goods failed in AI QC, and conduct spot checks on them to confirm system accuracy.
- PC20.** Communicate with the client about the details of damaged goods and receive instructions on what action to take.
- PC21.** Undertake safe disposal of damaged goods and their documentation based on inputs from the client and directions from the manager.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational Procedures
- KU2.** Different hubs and service stations of the organization
- KU3.** Documentation and reporting as per the organisation's mandate
- KU4.** Security procedures to be followed
- KU5.** Escalation matrix for reporting identified problems
- KU6.** Risk and impact of not following defined procedures/work instructions
- KU7.** Coding system followed to label mail
- KU8.** The IT system and the ERP system of the organization
- KU9.** Use of computers and associated data management devices
- KU10.** Basic troubleshooting regarding data management devices
- KU11.** Scheduling and planning of different activities
- KU12.** Different inventory models and types of warehouses
- KU13.** Information from the ERP system
- KU14.** Geographical spread of areas and cities within the geographical reach of the warehouse
- KU15.** Labels and instructions regarding shipments, MHEs, equipment and workplace
- KU16.** Overall supply chain and warehousing value chain

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KU17. Types of goods being handled

KU18. Special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

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

- GS1.** Read the written instructions, invoicing label and shipment labels.
- GS2.** Read ERP and computer-generated reports
- GS3.** Write work orders and instructions
- GS4.** Write daily reports, a checklist of activities, delays, undelivered items, contacts, etc.
- GS5.** Communicate with customers, workers and collect information from different departments
- GS6.** Identify and allocate alternate resources in case a job is stuck or becomes a high priority
- GS7.** Plan and estimate the coordination required to resolve a query.
- GS8.** Maintain punctuality
- GS9.** Respond to the client in a timely manner
- GS10.** Prioritise shipments and execute tasks based on client requirements
- GS11.** Make work plans and resource allocation plans
- GS12.** Make checks on the execution of work plans
- GS13.** Be a team player and achieve joint goals
- GS14.** Adhere to the customer timelines and address the urgency regarding shipments and activities
- GS15.** Identify trends/common causes for delays, issues in tracking, etc.
- GS16.** Coordinate and handle major issues with different departments
- GS17.** Identify bottlenecks and operational problems and suggest remedial action
- GS18.** Assess the resource requirement for a particular task at hand
- GS19.** Assess and prepare for backup transport in case of continuous delays
- GS20.** Plan for shipment movement so that the resources are optimally utilised
- GS21.** Resolve issues in a quick and cost-effective manner
- GS22.** Develop work plans factoring in external factors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare daily work plans</i>	6	15	-	4
PC1. Ensure that the objectives and KPIs are defined in the decision tool, such as Order fulfilment rate, Inventory accuracy, Labour productivity (picks per hour), Dock-to-stock time, Cost per order, etc.	1	3	-	1
PC2. Obtain the daily work order, Manual logs (e.g., shift reports, loading times) and enter the respective details in the decision tool.	1	2	-	1
PC3. Ensure that the data from other applicable tools, such as WMS, ERP, and IoT devices, is integrated and available in the decision tool.	1	3	-	1
PC4. Use Linear Programming (LP) or Integer Programming (IP) in the decision tool to allocate manpower, storage space, and equipment.	1	3	-	0.5
PC5. Read the output of the decision tool (which is based on decision science) and generate values in a work plan format.	1	2	-	0.5
PC6. Get the work plan approved by the manager and allocate tasks to workers and associates as per the decision tool output approved	1	2	-	-
<i>Allocate resources using decision science-based tools</i>	9	18	-	2
PC7. Assign tasks (e.g., picking and packing) based on worker skill sets and workload, and use the Task Manager, which will automatically allocate tasks to the respective users.	2	3	-	1
PC8. Create shift schedules that minimise idle time, overtime costs and Budget and allocate the requisite MHE for tasks at hand.	1	3	-	-
PC9. Use simulation modelling, if available in the decision tool, to test how the resource allocation affects operations.	1	3	-	1
PC10. Apply control charts or real-time dashboards to detect deviations from expected performance.	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Apply descriptive analytics to the decision tool, such as current resource usage (staff, space, equipment), peak operational hours, bottlenecks in the workflow, etc.	2	3	-	-
PC12. Use predictive analytics in the decision tool to forecast Inbound and outbound volumes, Staffing needs based on historical data and Inventory turnover trends.	1	3	-	-
<i>Supervise AI vision tunnel-based automated QC activities</i>	15	27	-	4
PC13. Analyse how the AI vision tunnel works, such as camera types, lighting setup, conveyor speed, and inspection logic and identify what the system is trained to detect (e.g., cracks, dents, mislabels, colour variance).	1	3	-	1
PC14. Verify system calibration and readiness before starting operations, such as checking camera lens cleanliness and lighting.	1	3	-	-
PC15. Ensure conveyor belt speed matches AI frame processing speed and confirm the system calibration with a known good sample.	2	3	-	-
PC16. Ensure that acceptance/rejection thresholds are clearly set in the system (e.g., ± 2 mm size variance, 99% barcode readability) and the AI system is aligned with product specifications and quality tolerances.	2	3	-	1
PC17. Pass QC items through the AI vision tunnel and monitor the Live Inspection Dashboard.	2	3	-	-
PC18. Check computer results on QC defects and manage the Rejected Items Process.	2	3	-	1
PC19. Quarantine goods failed in AI QC, and conduct spot checks on them to confirm system accuracy.	1	3	-	-
PC20. Communicate with the client about the details of damaged goods and receive instructions on what action to take.	2	3	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. Undertake safe disposal of damaged goods and their documentation based on inputs from the client and directions from the manager.	2	3	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0127
NOS Name	Plan and Allocate resources for daily operations using decision science-based tools
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N0146: Warehouse Infrastructure maintenance and issues resolution

Description

This unit is about monitoring of warehouse infrastructure and equipment maintenance, and escalation or resolution of the corresponding issues.

Scope

The scope covers the following :

- Upkeep of warehouse infrastructure
- Resolve escalated issues
- Upkeep of warehouse equipment

Elements and Performance Criteria

Upkeep of warehouse infrastructure

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

- PC1.** . Inspect warehouse operational area for compliance with safety, security and cleanliness norms and 5S
- PC2.** Review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance
- PC3.** Engage resources in alternate operations when there is a delay in planned operations
- PC4.** Allocate additional and ad-hoc manpower and equipment during exigencies
- PC5.** Act as a liaison between different warehousing activities to ensure continuity of operations
- PC6.** Check for the correct segregation and contamination, damage or leakage of items
- PC7.** Check and facilitate the disposal of contaminated, damaged or leaking items as per policy

Resolve escalated issues

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

- PC8.** Escalate issues regarding MHE operations, transporter delays, accidents, damage, etc., to the manager
- PC9.** Provide corrective and preventive action plans based on accident and damage reports
- PC10.** Review escalated issues and identify the root cause to provide corrective action
- PC11.** Provide technical guidance to the team for execution
- PC12.** Escalate the issues to the manager when external or additional help is required
- PC13.** Coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required
- PC14.** . Prepare claims reports for damaged goods and coordinate with the insurance agency and the client for processing

Upkeep of warehouse equipment

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

- PC15.** Ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition

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PC16. Escalate non-operational equipment and ensure the maintenance department corrects them

PC17. Support in planning and executing preventive maintenance

PC18. Assist the manager in planning for new equipment purchase, installation and commissioning

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Components of warehouse infrastructure including MHE, storage systems, safety systems, utilities and PPE
- KU2.** Importance of safety, security, cleanliness and 5S in warehouse operations
- KU3.** Procedures for inspection, preventive maintenance and escalation of infrastructure and equipment issues
- KU4.** Common operational exceptions such as delays, damage, leakage, accidents and equipment failure
- KU5.** Procedures for handling damaged or contaminated stock as per SOP
- KU6.** Concepts of corrective and preventive actions (CAPA) and root cause analysis
- KU7.** Roles of internal and external stakeholders involved in issue resolution
- KU8.** Process of new equipment purchase, installation, commissioning and associated training requirements

Generic Skills (GS)

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

- GS1.** Monitor warehouse conditions and identify deviations from safety and operational standards
- GS2.** Coordinate manpower, equipment and activities to ensure continuity of operations
- GS3.** Communicate clearly with team members, managers and external stakeholders
- GS4.** Supervise task execution and ensure compliance with SOPs
- GS5.** Document inspections, incidents, escalations and corrective actions accurately
- GS6.** Analyse problems logically and apply corrective measures
- GS7.** Demonstrate accountability and adherence to organisational policies

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Upkeep of warehouse infrastructure</i>	12	24	-	3.5
PC1. . Inspect warehouse operational area for compliance with safety, security and cleanliness norms and 5S	2	4	-	0.5
PC2. Review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance	2	4	-	0.5
PC3. Engage resources in alternate operations when there is a delay in planned operations	2	4	-	0.5
PC4. Allocate additional and ad-hoc manpower and equipment during exigencies	2	3	-	0.5
PC5. Act as a liaison between different warehousing activities to ensure continuity of operations	2	3	-	0.5
PC6. Check for the correct segregation and contamination, damage or leakage of items	1	3	-	0.5
PC7. Check and facilitate the disposal of contaminated, damaged or leaking items as per policy	1	3	-	0.5
<i>Resolve escalated issues</i>	12	23	-	3.5
PC8. Escalate issues regarding MHE operations, transporter delays, accidents, damage, etc., to the manager	1	3	-	0.5
PC9. Provide corrective and preventive action plans based on accident and damage reports	1	3	-	0.5
PC10. Review escalated issues and identify the root cause to provide corrective action	2	4	-	0.5
PC11. Provide technical guidance to the team for execution	2	3	-	0.5
PC12. Escalate the issues to the manager when external or additional help is required	2	3	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required	2	4	-	0.5
PC14. . Prepare claims reports for damaged goods and coordinate with the insurance agency and the client for processing	2	3	-	0.5
<i>Upkeep of warehouse equipment</i>	6	13	-	3
PC15. Ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition	2	4	-	0.5
PC16. Escalate non-operational equipment and ensure the maintenance department corrects them	2	3	-	0.5
PC17. Support in planning and executing preventive maintenance	1	3	-	1
PC18. Assist the manager in planning for new equipment purchase, installation and commissioning	1	3	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0146
NOS Name	Warehouse Infrastructure maintenance and issues resolution
Sector	Logistics
Sub-Sector	
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N0128: Supervise receiving inventory and dispatch activities

Description

This unit is about overseeing receiving inventory and dispatch activities

Scope

The scope covers the following :

- Supervise loading and unloading activities
- Supervise picking activities
- Supervise order verification & dispatch operations
- Prepare and submit reports

Elements and Performance Criteria

Supervise loading and unloading activities

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

- PC1.** Inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays
- PC2.** Assign spaces in the staging area for loader/ unloader for loading and unloading goods along with loading/unloading docks
- PC3.** Ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading
- PC4.** Check the mandatory documents on receipt of stock and before unloading, and ensure the right quantity is received as per the documents.
- PC5.** Inform the executive if there is a difference in quantity received and review entries made in the system
- PC6.** Inspect the safe movement of goods to the put-away area
- PC7.** Monitor and report productivity and adherence to timelines during loading and unloading
- PC8.** Inspect manual loading/unloading of goods and record spillages, breakages, etc.
- PC9.** Inspect and record damage to goods while handling them using MHE
- PC10.** Constantly monitor 'shape of the day' based on workload of different tasks and redeploy resources as per demand
- PC11.** Perform visual inspection of inbound and outbound goods and verify quantity with respect to the order

Supervise picking activities

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

- PC12.** Allocate pick requests to pickers per the picking strategy from the storage area and plan for ruck/urgent order picking
- PC13.** Monitor replenishment SKUs in the pick face area and provide instructions for timely actions
- PC14.** Monitor bin utilisation in the storage area and perform cycle count for bin accuracy

Supervise order verification & dispatch operations

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

- PC15.** Allocate storage space in the dispatch area and monitor picked goods from the storage area
 - PC16.** Check the delivery manifest with the pick list to ensure the correct products and quantity are being dispatched
 - PC17.** Receive the stowage plan from the transport coordinator and ensure stacking as per the stowage plan
 - PC18.** Monitor loading and dispatch of goods in accordance to the run sheet
 - PC19.** Inspect the safe loading of goods and record any damages
 - PC20.** Quarantine damaged goods and act based on inputs from the manager and the client
- Prepare and submit reports*

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

- PC21.** Update information on stock receipts and dispatches
- PC22.** Prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP
- PC23.** State reasons for non-dispatch, product damage, inventory discrepancies etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational Procedures
- KU2.** Different hubs and service stations of the organization
- KU3.** Documentation and reporting as per the organisations mandate
- KU4.** Security procedures to be followed
- KU5.** Escalation matrix for reporting identified problems
- KU6.** Risk and impact of not following defined procedures/work instructions
- KU7.** Coding system followed to label mail
- KU8.** The IT system and the ERP system of the organization
- KU9.** Use of computers and associated data management devices
- KU10.** Basic troubleshooting regarding data management devices
- KU11.** Scheduling and planning of different activities
- KU12.** Different inventory models and types of warehouses
- KU13.** Information from the ERP system
- KU14.** Geographical spread of areas and cities within the geographical reach of the warehouse
- KU15.** Labels and instructions regarding shipments, MHEs, equipment and workplace
- KU16.** Overall supply chain and warehousing value chain
- KU17.** Types of goods being handled
- KU18.** Special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

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

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- GS1.** Read the written instructions, invoicing label and shipment labels.
- GS2.** Read ERP and computer-generated reports
- GS3.** Write work orders and instructions
- GS4.** Write daily reports, a checklist of activities, delays, undelivered items, contacts, etc.
- GS5.** Communicate with customers, workers and collect information from different departments
- GS6.** Identify and allocate alternate resources in case a job is stuck or becomes a high priority
- GS7.** Plan and estimate the coordination required to resolve a query.
- GS8.** Maintain punctuality
- GS9.** Respond to the client in a timely manner
- GS10.** Prioritise shipments and execute tasks based on client requirements
- GS11.** Make work plans and resource allocation plans
- GS12.** Make checks on the execution of work plans
- GS13.** Be a team player and achieve joint goals
- GS14.** Adhere to the customer timelines and address the urgency regarding shipments and activities
- GS15.** Identify trends/common causes for delays, issues in tracking, etc.
- GS16.** Coordinate and handle major issues with different departments
- GS17.** Identify bottlenecks and operational problems and suggest remedial action
- GS18.** Assess the resource requirement for a particular task at hand
- GS19.** Assess and prepare for backup transport in case of continuous delays
- GS20.** Plan for shipment movement so that the resources are optimally utilised
- GS21.** Resolve issues in a quick and cost-effective manner
- GS22.** Develop work plans factoring in external factors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise loading and unloading activities</i>	15	29	-	5.5
PC1. Inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays	2	3	-	0.5
PC2. Assign spaces in the staging area for loader/unloader for loading and unloading goods along with loading/unloading docks	2	3	-	0.5
PC3. Ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading	1	3	-	0.5
PC4. Check the mandatory documents on receipt of stock and before unloading, and ensure the right quantity is received as per the documents.	2	3	-	0.5
PC5. Inform the executive if there is a difference in quantity received and review entries made in the system	1	2	-	0.5
PC6. Inspect the safe movement of goods to the put-away area	2	2	-	0.5
PC7. Monitor and report productivity and adherence to timelines during loading and unloading	1	3	-	0.5
PC8. Inspect manual loading/unloading of goods and record spillages, breakages, etc.	1	2	-	0.5
PC9. Inspect and record damage to goods while handling them using MHE	1	2	-	0.5
PC10. Constantly monitor 'shape of the day' based on workload of different tasks and redeploy resources as per demand	1	3	-	0.5
PC11. Perform visual inspection of inbound and outbound goods and verify quantity with respect to the order	1	3	-	0.5
<i>Supervise picking activities</i>	4	8	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Allocate pick requests to pickers per the picking strategy from the storage area and plan for ruck/urgent order picking	2	3	-	0.5
PC13. Monitor replenishment SKUs in the pick face area and provide instructions for timely actions	1	3	-	-
PC14. Monitor bin utilisation in the storage area and perform cycle count for bin accuracy	1	2	-	0.5
<i>Supervise order verification & dispatch operations</i>	8	17	-	2
PC15. Allocate storage space in the dispatch area and monitor picked goods from the storage area	1	3	-	0.5
PC16. Check the delivery manifest with the pick list to ensure the correct products and quantity are being dispatched	1	3	-	0.5
PC17. Receive the stowage plan from the transport coordinator and ensure stacking as per the stowage plan	2	3	-	0.5
PC18. Monitor loading and dispatch of goods in accordance to the run sheet	1	3	-	0.5
PC19. Inspect the safe loading of goods and record any damages	1	2	-	-
PC20. Quarantine damaged goods and act based on inputs from the manager and the client	2	3	-	-
<i>Prepare and submit reports</i>	3	6	-	1.5
PC21. Update information on stock receipts and dispatches	1	2	-	0.5
PC22. Prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP	1	2	-	0.5
PC23. State reasons for non-dispatch, product damage, inventory discrepancies etc.	1	2	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0128
NOS Name	Supervise receiving inventory and dispatch activities
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQF Clearance Date	06/02/2026

Qualification Pack

LSC/N0201: Supervise VAS activities

Description

This unit is about supervising packaging and other value-added services in the warehouse.

Scope

The scope covers the following :

- Supervise the packaging process
- Supervise overall VAS (Value-Added Services) Activities

Elements and Performance Criteria

Supervise the packaging process

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

- PC1.** Check and confirm the client's VAS/packaging and labeling requirement
- PC2.** Ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement
- PC3.** Monitor safe unloading of the products from the stacks and movement of product to packaging
- PC4.** Supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)
- PC5.** Ensure compliance to packaging and labeling requirements as per the customs requirement of different countries
- PC6.** Verify the product details and labels with products and rectify errors if any
- PC7.** Conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product
- PC8.** Cross check list of products to be packaged and the products that are being packed
- PC9.** Inspect binning, crating and palletization process to ensure safe handling of goods and adherence to process
- PC10.** Check for goods damaged during packaging and quarantine them separately
- PC11.** Check for optimal utilization of NPM and man hours without any damage to the products
- PC12.** Make sure the area is cleaned after packing operations
- PC13.** Ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP
- PC14.** Train subordinates on packaging and labeling process for different product, client, and country requirements

Supervise overall VAS (Value-Added Services) Activities

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

- PC15.** Plan and Schedule VAS Activities based on demand and customer requirements.

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- PC16.** Monitor VAS work progress throughout the shift and ensure that proper execution (correct labels, accurate kit components), Clean, damage-free packaging and rejected or damaged items are logged and reported.
- PC17.** Perform Quality Checks and process checks on VAS-processed items.
- PC18.** Report and Analyse VAS Performance by tracking daily metrics such as Units processed, Rework percentage, On-time completion, Labour hours per job, Error or return rate (if customer reports issues), etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational Procedures
- KU2.** Different hubs and service stations of the organization
- KU3.** Documentation and reporting as per the organisation's mandate
- KU4.** Security procedures to be followed
- KU5.** Escalation matrix for reporting identified problems
- KU6.** Risk and impact of not following defined procedures/work instructions
- KU7.** Coding system followed to label mail
- KU8.** The IT system and the ERP system of the organization
- KU9.** Use of computers and associated data management devices
- KU10.** Basic troubleshooting regarding data management devices
- KU11.** Scheduling and planning of different activities
- KU12.** Different inventory models and types of warehouses
- KU13.** Information from the ERP system
- KU14.** Geographical spread of areas and cities within the geographical reach of the warehouse
- KU15.** Labels and instructions regarding shipments, MHEs, equipment and workplace
- KU16.** Overall supply chain and warehousing value chain
- KU17.** Types of goods being handled
- KU18.** Special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

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

- GS1.** Read the written instructions, invoicing label and shipment labels.
- GS2.** Read ERP and computer-generated reports
- GS3.** Write work orders and instructions
- GS4.** Write daily reports, a checklist of activities, delays, undelivered items, contacts, etc.
- GS5.** Communicate with customers, workers and collect information from different departments
- GS6.** Identify and allocate alternate resources in case a job is stuck or becomes a high priority
- GS7.** Plan and estimate the coordination required to resolve a query.

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- GS8.** Maintain punctuality
- GS9.** Respond to the client in a timely manner
- GS10.** Prioritise shipments and execute tasks based on client requirements
- GS11.** Make work plans and resource allocation plans
- GS12.** Make checks on the execution of work plans
- GS13.** Be a team player and achieve joint goals
- GS14.** Adhere to the customer timelines and address the urgency regarding shipments and activities
- GS15.** Identify trends/common causes for delays, issues in tracking, etc.
- GS16.** Coordinate and handle major issues with different departments
- GS17.** Identify bottlenecks and operational problems and suggest remedial action
- GS18.** Assess the resource requirement for a particular task at hand
- GS19.** Assess and prepare for backup transport in case of continuous delays
- GS20.** Plan for shipment movement so that the resources are optimally utilised
- GS21.** Resolve issues in a quick and cost-effective manner
- GS22.** Develop work plans factoring in external factors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise the packaging process</i>	26	47	-	7
PC1. Check and confirm the client's VAS/packaging and labeling requirement	2	4	-	0.5
PC2. Ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement	2	4	-	1
PC3. Monitor safe unloading of the products from the stacks and movement of product to packaging	2	4	-	-
PC4. Supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)	2	4	-	0.5
PC5. Ensure compliance to packaging and labeling requirements as per the customs requirement of different countries	2	4	-	0.5
PC6. Verify the product details and labels with products and rectify errors if any	2	3	-	0.5
PC7. Conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product	1	3	-	0.5
PC8. Cross check list of products to be packaged and the products that are being packed	2	3	-	0.5
PC9. Inspect binning, crating and palletization process to ensure safe handling of goods and adherence to process	2	3	-	0.5
PC10. Check for goods damaged during packaging and quarantine them separately	2	3	-	0.5
PC11. Check for optimal utilization of NPM and man hours without any damage to the products	2	3	-	0.5
PC12. Make sure the area is cleaned after packing operations	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP	1	3	-	0.5
PC14. Train subordinates on packaging and labeling process for different product, client, and country requirements	2	3	-	1
<i>Supervise overall VAS (Value-Added Services) Activities</i>	4	13	-	3
PC15. Plan and Schedule VAS Activities based on demand and customer requirements.	1	3	-	1
PC16. Monitor VAS work progress throughout the shift and ensure that proper execution (correct labels, accurate kit components), Clean, damage-free packaging and rejected or damaged items are logged and reported.	1	4	-	1
PC17. Perform Quality Checks and process checks on VAS-processed items.	1	3	-	0.5
PC18. Report and Analyse VAS Performance by tracking daily metrics such as Units processed, Rework percentage, On-time completion, Labour hours per job, Error or return rate (if customer reports issues), etc.	1	3	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0201
NOS Name	Supervise VAS activities
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
NSQF Level	5
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/N9906: Verify GST invoices

Description

This unit is about checking applicability of GST and verifying invoice.

Scope

The scope covers the following :

- Check the applicability of GST
- Verify invoice
- Ensure compliance through e-Way Bill generation and statutory documentation

Elements and Performance Criteria

Check the applicability of GST

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

- PC1.** Check Basic Invoice Details and Ensure the invoice includes all mandatory fields such as Supplier's Name, Address & GSTIN (15 characters), Invoice Number (unique, serial), Invoice Date, Buyer's Name, Address & GSTIN, Place of Supply & State Code, Delivery Address (if different), Description of goods/services, Quantity, Rate, and Total Value, etc.
- PC2.** Confirm the correct HSN code (for goods) or SAC code (for services) and ensure the code matches the item classification and tax rate.
- PC3.** Identify the location of the service recipient and the place of supply of services
- PC4.** Identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)
- PC5.** Check correct GST rate: 5%, 12%, 18%, or 28% and Verify correct split of CGST + SGST (intra-state) or IGST (inter-state)
- PC6.** Identify if GST is payable under reverse charge if the service provider is an unregistered party, and validate GSTIN numbers.
- PC7.** Recalculate tax amounts to verify accuracy.

Verify invoice

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

- PC8.** Obtain name, address, GST Identification Number (GSTIN), Permanent Account Number (PAN), email ID of service/shipment provider and recipient
- PC9.** Obtain description of service, Service accounting code (SAC)/Harmonised System of Nomenclature (HSN) code
- PC10.** Receive a unique identification number (UIN) for a multilateral entity
- PC11.** Check for relevant notification in case of exempt clients
- PC12.** Match invoice data with Purchase Order (for incoming goods), Sales Order (for outgoing goods) and confirm item quantity, pricing, and delivery terms.
- PC13.** Confirm Signature or Authorisation and Check for E-Invoice & E-Way Bill (if applicable).
- PC14.** Calculate the taxable value considering the applicable rate of GST based on SAC/HSN

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PC15. Check for vendor invoices for all mandatory particulars and applicable GST

PC16. File both physical and digital copies and ensure invoices are available for audit and return filing

PC17. Record and update the invoice in the ERP or accounting software system

Ensure compliance through e-Way Bill generation and statutory documentation

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

PC18. Check threshold limits and mandatory requirements for e-Way Bill generation based on type of goods, invoice value, and movement type (inter/intra-state)

PC19. Log in to the government e-Way Bill portal or use integrated ERP features to generate e-Way Bills with all required details (consignor/consignee info, HSN, invoice value, distance, transporter ID, etc.)

PC20. Fill Part A and Part B of the e-Way Bill accurately and ensure timely generation before movement

PC21. Ensure timely inward (purchase/inbound) entry of goods in the ERP post receipt and match with e-Way Bill and invoice

PC22. Record outward (sales/outbound) entries in ERP along with invoice, transport details, and the generated e-Way Bill.

PC23. Ensure e-Invoice compliance by validating IRN (Invoice Reference Number) and QR Code (if applicable)

PC24. Maintain proper documentation for GST audit including digital and hard copies of invoices, e-Way Bills, and statutory returns linkage

PC25. ppppppppppppppppp

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Reporting structure to support and expedite project activities

KU2. The company's policy and work instructions on quality standards

KU3. The company's products and services

KU4. Organisational guidelines for dealing with receipts and payments

KU5. The company's policy on the mode of receipts

KU6. The company's policy on processes and methods of collection and payments

KU7. Financial concepts such as the calculation of interest and taxes

KU8. Concept and applicability of GST

KU9. Bifurcation of taxes

KU10. Reverse charge mechanism

KU11. Exemptions under GST

KU12. Refund process

KU13. Use of MS office (Excel, Word)

KU14. CGST Act, 2017 (preferably not mandatory)

KU15. Process and rules for generation of e-Way Bill and e-Invoice

KU16. Thresholds and exemptions for e-Way Bill applicability

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KU17. Documentation required for inward and outward shipment entry in ERP

KU18. Usage of the e-Way Bill portal and ERP-based integration for compliance

Generic Skills (GS)

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

- GS1.** Read various accounting procedures and updates
- GS2.** Read forms and policy directives
- GS3.** Read vendor invoices
- GS4.** Maintain a record of invoices verified
- GS5.** Coordinate with colleagues and seniors
- GS6.** Decide on the applicability of tax rates
- GS7.** Plan and organise information for verifying the invoice
- GS8.** Ensure the tax indicated is correct
- GS9.** Inform about any errors or refunds to be sought, and extra taxes to be paid
- GS10.** Resolve tax-related issues with the accounts department and vendors
- GS11.** Analyse invoices for tax calculation
- GS12.** Check for errors in the invoice
- GS13.** Use e-Way Bill portal or ERP to generate and manage documents
- GS14.** Verify goods movement against e-Way Bill and invoice records
- GS15.** Check for errors in documentation to avoid regulatory non-compliance
- GS16.** Maintain clear audit trails for GST filings and goods movement

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the applicability of GST</i>	10	18	-	3
PC1. Check Basic Invoice Details and Ensure the invoice includes all mandatory fields such as Supplier's Name, Address & GSTIN (15 characters), Invoice Number (unique, serial), Invoice Date, Buyer's Name, Address & GSTIN, Place of Supply & State Code, Delivery Address (if different), Description of goods/services, Quantity, Rate, and Total Value, etc.	2	3	-	1
PC2. Confirm the correct HSN code (for goods) or SAC code (for services) and ensure the code matches the item classification and tax rate.	1	3	-	-
PC3. Identify the location of the service recipient and the place of supply of services	1	2	-	-
PC4. Identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)	2	3	-	1
PC5. Check correct GST rate: 5%, 12%, 18%, or 28% and Verify correct split of CGST + SGST (intra-state) or IGST (inter-state)	2	3	-	1
PC6. Identify if GST is payable under reverse charge if the service provider is an unregistered party, and validate GSTIN numbers.	1	2	-	-
PC7. Recalculate tax amounts to verify accuracy.	1	2	-	-
<i>Verify invoice</i>	10	26	-	5
PC8. Obtain name, address, GST Identification Number (GSTIN), Permanent Account Number (PAN), email ID of service/shipment provider and recipient	1	3	-	1
PC9. Obtain description of service, Service accounting code (SAC)/Harmonised System of Nomenclature (HSN) code	1	3	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Receive a unique identification number (UIN) for a multilateral entity	1	2	-	-
PC11. Check for relevant notification in case of exempt clients	1	2	-	-
PC12. Match invoice data with Purchase Order (for incoming goods), Sales Order (for outgoing goods) and confirm item quantity, pricing, and delivery terms.	1	3	-	1
PC13. Confirm Signature or Authorisation and Check for E-Invoice & E-Way Bill (if applicable).	1	3	-	-
PC14. Calculate the taxable value considering the applicable rate of GST based on SAC/HSN	1	3	-	1
PC15. Check for vendor invoices for all mandatory particulars and applicable GST	1	2	-	-
PC16. File both physical and digital copies and ensure invoices are available for audit and return filing	1	2	-	1
PC17. Record and update the invoice in the ERP or accounting software system	1	3	-	-
<i>Ensure compliance through e-Way Bill generation and statutory documentation</i>	10	16	-	2
PC18. Check threshold limits and mandatory requirements for e-Way Bill generation based on type of goods, invoice value, and movement type (inter/intra-state)	1	2	-	-
PC19. Log in to the government e-Way Bill portal or use integrated ERP features to generate e-Way Bills with all required details (consignor/consignee info, HSN, invoice value, distance, transporter ID, etc.)	1	2	-	1
PC20. Fill Part A and Part B of the e-Way Bill accurately and ensure timely generation before movement	1	2	-	-
PC21. Ensure timely inward (purchase/inbound) entry of goods in the ERP post receipt and match with e-Way Bill and invoice	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. Record outward (sales/outbound) entries in ERP along with invoice, transport details, and the generated e-Way Bill.	2	2	-	1
PC23. Ensure e-Invoice compliance by validating IRN (Invoice Reference Number) and QR Code (if applicable)	1	3	-	-
PC24. Maintain proper documentation for GST audit including digital and hard copies of invoices, e-Way Bills, and statutory returns linkage	2	3	-	-
PC25. ppppppppppppppppp	-	-	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9906
NOS Name	Verify GST invoices
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	3.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC 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.

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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

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- 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	-	-

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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/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



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- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	12/03/2026
Next Review Date	12/03/2031
NSQC Clearance Date	12/03/2026

Qualification Pack

LSC/N0121: Supervise bonded warehouse operations

Description

This unit is about managing operations in a bonded warehouse

Scope

The scope covers the following :

- Supervise bonded warehouse operations

Elements and Performance Criteria

Supervise bonded warehouse operations

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

- PC1.** Interact with clients and get updated on the inward and outward goods.
- PC2.** Verify that all bills of entry for warehousing (BEW) and documents are filed in ICEGATE.
- PC3.** Ensure goods are brought in only after clearance under Section 60 by the customs officer.
- PC4.** Oversee inspection, weighing, and labelling of goods.
- PC5.** Ensure that stock is updated in the Warehouse Register (Form A) and the digital inventory system.
- PC6.** Check goods movement status on ERP, discuss with the client and clarify any doubts
- PC7.** Demarcate bonded areas within the warehouse for different customers and Store goods in demarcated, lockable sections to ensure segregation and to prevent pilferage.
- PC8.** Maintain strict access control (CCTV, biometric logs, visitor entry records) for entry and the right of operations in bonded areas
- PC9.** Arrange for customs inspection, sealing, or sampling when required and keep all correspondence and approvals well-documented and accessible.
- PC10.** Supervise operations within bonded areas and ensure timelines are met for export
- PC11.** Arrange the export material with the necessary packaging and documentation ready for customs inspection
- PC12.** Record inward and outward movements with date, Bill of Entry, invoice, item description, quantity, and balance.
- PC13.** Coordinate with customs officials, customs brokers, transport brokers, IATA agents, etc., to assist in customs clearance
- PC14.** Interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs
- PC15.** Coordinate with insurance agents for inspection of goods and provide the necessary support for valuation
- PC16.** Prepare claims reports for damaged goods and coordinate with insurance agents for preventive action
- PC17.** Maintain Form A register and other prescribed formats (can be digital but must be accessible and printable).

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- PC18.** Ensure sensitive items' conditions, like temperature and humidity, are maintained.
- PC19.** Inform the client of the goods damage in the warehouse and arrange the necessary documentation, replacement, etc., to resolve the issue
- PC20.** Ensure a valid Bill of Entry for Home Consumption (BEHC) or Ex-Bond Bill of Entry is filed before dispatch.
- PC21.** Coordinate with clients in cases of delays, product issues, and custom-related documentation issues.
- PC22.** Maintain up-to-date knowledge of legal obligations, import/export restrictions, and tax/duty deferrals and ensure all staff are trained in compliance requirements.
- PC23.** Comply with the conditions of the Bonded Warehouse license (e.g., security arrangements, record-keeping, etc.).
- PC24.** Conduct regular security checks and fire safety drills.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational Procedures, different hubs and service stations of the organisation
- KU2.** Customs Act, 1962, especially Sections 57-73 related to bonded warehousing.
- KU3.** Documentation and reporting as per the organization's mandate
- KU4.** Security procedures to be followed and the escalation matrix for reporting identified problems
- KU5.** Warehousing Regulations, 2019, and CBIC Circulars (especially Circular No. 38/2016-Cus for procedural guidelines).
- KU6.** Risk and impact of not following defined procedures/work instructions
- KU7.** The coding system used to label goods.
- KU8.** Notifications and circulars from the CBIC (<https://cbic-gst.gov.in/>).
- KU9.** Use of computers, IT, ERP system and associated data management devices
- KU10.** Basic troubleshooting regarding computers and software
- KU11.** Bonded Warehouse license and regulations, Section 58 (Private Bonded Warehouse) and Section 65 (Manufacturing in Bonded Warehouse).
- KU12.** Vehicle planning and route planning process
- KU13.** Various HSN code classifications
- KU14.** Demarcation of bonded warehouse area
- KU15.** Basic understanding of bills of entry, bills of entry for warehousing (BEW), shipping bills, country-wise classification, and customs documentation requirements
- KU16.** Exports and import classifications and customs procedures, documentation for different types of goods.
- KU17.** SEZS, custom valuations and custom duties, etc.
- KU18.** Insurance claims processing documentation and procedure
- KU19.** Labels and instructions in the customer query resolution logbook and shipment package
- KU20.** Types of shipments being handled, Special characteristics and handling requirements of shipments, if any

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Generic Skills (GS)

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

- GS1.** Read the written instructions
- GS2.** Read the invoicing label and the shipment labels
- GS3.** Read cargo documentation, customs documentation and insurance documentation
- GS4.** Reproduce customer/customs/transporter/ regulator queries when required
- GS5.** Generate reports in ERP and CRM
- GS6.** Prepare statutory documentation for customs and insurance
- GS7.** With customers and other internal and external departments
- GS8.** Collect information from different departments
- GS9.** Make a judgment as to what additional documents are required
- GS10.** Decide which cases are to be escalated to a higher level
- GS11.** Plan and estimate the coordination required for resolving a query
- GS12.** Maintain punctuality
- GS13.** Should respond to the client in a timely manner
- GS14.** Prioritise and execute tasks based on client requirements
- GS15.** Be a team player and achieve joint goals
- GS16.** Converse with the customer in a suitable manner
- GS17.** Adhere to the customer timelines
- GS18.** Identify trends/common causes for shipment hold-ups for want of documentation, transportation, customs clearance, etc.
- GS19.** Identify the type of shipment and the customs regulations pertaining to it
- GS20.** Assess additional documents required for shipment clearance
- GS21.** Keep track of the progress of each shipment in real time until clearance
- GS22.** Focus on the task at hand and complete it without errors and delays while maintaining high customer satisfaction levels

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise bonded warehouse operations</i>	30	60	-	10
PC1. Interact with clients and get updated on the inward and outward goods.	1	2	-	1
PC2. Verify that all bills of entry for warehousing (BEW) and documents are filed in ICEGATE.	1	2	-	-
PC3. Ensure goods are brought in only after clearance under Section 60 by the customs officer.	1	3	-	1
PC4. Oversee inspection, weighing, and labelling of goods.	1	2	-	1
PC5. Ensure that stock is updated in the Warehouse Register (Form A) and the digital inventory system.	1	3	-	-
PC6. Check goods movement status on ERP, discuss with the client and clarify any doubts	1	2	-	1
PC7. Demarcate bonded areas within the warehouse for different customers and Store goods in demarcated, lockable sections to ensure segregation and to prevent pilferage.	2	3	-	1
PC8. Maintain strict access control (CCTV, biometric logs, visitor entry records) for entry and the right of operations in bonded areas	1	2	-	-
PC9. Arrange for customs inspection, sealing, or sampling when required and keep all correspondence and approvals well-documented and accessible.	1	3	-	-
PC10. Supervise operations within bonded areas and ensure timelines are met for export	1	2	-	-
PC11. Arrange the export material with the necessary packaging and documentation ready for customs inspection	1	2	-	-
PC12. Record inward and outward movements with date, Bill of Entry, invoice, item description, quantity, and balance.	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Coordinate with customs officials, customs brokers, transport brokers, IATA agents, etc., to assist in customs clearance	2	3	-	-
PC14. Interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs	2	3	-	-
PC15. Coordinate with insurance agents for inspection of goods and provide the necessary support for valuation	1	3	-	-
PC16. Prepare claims reports for damaged goods and coordinate with insurance agents for preventive action	1	2	-	1
PC17. Maintain Form A register and other prescribed formats (can be digital but must be accessible and printable).	2	3	-	-
PC18. Ensure sensitive items' conditions, like temperature and humidity, are maintained.	1	2	-	1
PC19. Inform the client of the goods damage in the warehouse and arrange the necessary documentation, replacement, etc., to resolve the issue	1	2	-	-
PC20. Ensure a valid Bill of Entry for Home Consumption (BEHC) or Ex-Bond Bill of Entry is filed before dispatch.	2	3	-	1
PC21. Coordinate with clients in cases of delays, product issues, and custom-related documentation issues.	1	2	-	1
PC22. Maintain up-to-date knowledge of legal obligations, import/export restrictions, and tax/duty deferrals and ensure all staff are trained in compliance requirements.	1	3	-	-
PC23. Comply with the conditions of the Bonded Warehouse license (e.g., security arrangements, record-keeping, etc.).	1	3	-	1
PC24. Conduct regular security checks and fire safety drills.	1	2	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0121
NOS Name	Supervise bonded warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
NSQF Level	5
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/N0147: Supervise FMCG and perishables warehouse operations

Description

This unit is about supervising warehouse operations for both Fast Moving Consumer Goods (FMCG) and perishable products.

Scope

The scope covers the following :

- Supervise safety, hygiene and cold chain operations
- Supervise storage and inventory management
- Supervise documentation, reporting and compliance
- Supervise workforce performance and operational efficiency

Elements and Performance Criteria

Supervise Safety, Hygiene and Cold Chain Operations

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

- PC1.** Ensure appropriate PPE usage for FMCG and perishable handling operations
- PC2.** Monitor sanitation of work areas, tools, equipment, MHE and handling zones
- PC3.** Supervise hygiene practices including hand sanitation, work discipline and contamination control
- PC4.** Ensure cold storage PPE (insulated gloves, jackets, boots) is used as per SOP
- PC5.** Monitor temperature and humidity levels of cold storage and perishable zones
- PC6.** Validate temperature and humidity logs and take corrective action for deviations
- PC7.** Inspect storage infrastructure for mould, fungus, pests and contamination risks
- PC8.** Enforce hygiene zoning to prevent cross-contamination between FMCG and perishables
- PC9.** Ensure sanitation of employees and handling equipment is conducted periodically
- PC10.** Enforce HACCP, FSSAI, HAZMAT and other regulatory safety requirements

Supervise Storage and Inventory Management

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

- PC11.** Generate picklists and distribute them to warehouse associates
- PC12.** Supervise different picking methods such as single order, batch, zone, wave, pick-and-pass and multi-batch picking
- PC13.** Ensure FIFO/FEFO/LIFO practices are followed as per product and SOP requirements
- PC14.** Organise segregation of goods based on expiry, shelf life, category and storage conditions
- PC15.** Plan and arrange storage areas for peak season surge and high-volume operations
- PC16.** Ensure appropriate signage and zoning for permanent and temporary storage locations
- PC17.** Supervise binning, kitting, labelling and packing operations
- PC18.** Ensure correct zoning for receiving, quarantine, storage, picking and dispatch
- PC19.** Inspect loading and unloading operations for correctness and safety compliance

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- PC20.** Ensure FMCG and perishable goods are stored as per predetermined storage sequence and coding systems
- PC21.** Supervise use of appropriate MHE and storage equipment for all product types
- PC22.** Monitor storage hygiene and pest control measures
- PC23.** Inspect handling and packaging damages and initiate corrective and preventive actions
- PC24.** Organise inventory cycle counting and verify accuracy of records

Supervise Documentation, Reporting and Compliance

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

- PC25.** Inspect goods documentation for correctness and regulatory compliance
- PC26.** Ensure dispatch documentation matches labeling and physical goods
- PC27.** Validate temperature logs, inventory records and movement registers
- PC28.** Monitor microbiological and quality non-conformance reports
- PC29.** Ensure compliance with regulatory frameworks such as FSSAI, HACCP, ISO, BRC, FSSC
- PC30.** Prepare periodic operational reports including manpower metrics, utilisation, downtime and productivity
- PC31.** Use KPI dashboards to track OTIF, order accuracy, shrinkage, spoilage and losses
- PC32.** Leverage WMS, ERP, scanners, automation tools and digital dashboards for operational control

Supervise Workforce Performance and Operational Efficiency

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

- PC33.** Train warehouse associates on hygiene, safety, picking, packing and documentation processes
- PC34.** Monitor adherence to SOPs and work instructions
- PC35.** Allocate manpower and resources based on workload and priority
- PC36.** Manage escalations related to delays, damages, contamination and non-compliance
- PC37.** Coordinate with QC, transport, vendors and regulatory authorities
- PC38.** Implement corrective actions for process deviations and operational risks
- PC39.** Monitor productivity, accuracy and service levels
- PC40.** Drive continuous improvement initiatives for efficiency and quality enhancement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational policies on quality, hygiene, safety and compliance
- KU2.** FMCG and perishable product handling standards
- KU3.** Cold chain management systems and temperature control mechanisms
- KU4.** HACCP, FSSAI, HAZMAT and regulatory compliance frameworks
- KU5.** FIFO, FEFO, LIFO and inventory management systems
- KU6.** Warehouse zoning and layout principles
- KU7.** ERP, WMS and digital warehouse technologies
- KU8.** PPE and MHE usage and safety protocols

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- KU9.** Pest control, contamination prevention and sanitation standards
- KU10.** Documentation, reporting systems and MIS
- KU11.** Quality management systems (ISO, BRC, FSSC)
- KU12.** Supply chain value chain and warehouse process flows
- KU13.** Temperature, humidity and microbiological risk management
- KU14.** Productivity metrics and KPI frameworks
- KU15.** Regulatory documentation and inspection processes

Generic Skills (GS)

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

- GS1.** Interpret SOPs, work instructions and regulatory requirements
- GS2.** Communicate clearly with associates, managers and stakeholders
- GS3.** Delegate work and monitor execution
- GS4.** Analyse reports and dashboards
- GS5.** Handle escalations and operational disruptions
- GS6.** Maintain documentation and reporting accuracy
- GS7.** Plan manpower and resource allocation
- GS8.** Monitor hygiene, safety and compliance practices
- GS9.** Identify risks and inefficiencies
- GS10.** Implement process improvements
- GS11.** Train and mentor warehouse associates
- GS12.** Coordinate with internal and external stakeholders
- GS13.** Ensure service level adherence
- GS14.** Use digital tools for supervision and monitoring
- GS15.** Drive operational discipline and performance culture

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise Safety, Hygiene and Cold Chain Operations</i>	7.5	15	-	3
PC1. Ensure appropriate PPE usage for FMCG and perishable handling operations	1	2	-	0.5
PC2. Monitor sanitation of work areas, tools, equipment, MHE and handling zones	0.5	1	-	-
PC3. Supervise hygiene practices including hand sanitation, work discipline and contamination control	1	2	-	0.5
PC4. Ensure cold storage PPE (insulated gloves, jackets, boots) is used as per SOP	1	2	-	-
PC5. Monitor temperature and humidity levels of cold storage and perishable zones	0.5	1	-	0.5
PC6. Validate temperature and humidity logs and take corrective action for deviations	0.5	1	-	0.5
PC7. Inspect storage infrastructure for mould, fungus, pests and contamination risks	0.5	1	-	-
PC8. Enforce hygiene zoning to prevent cross-contamination between FMCG and perishables	1	2	-	0.5
PC9. Ensure sanitation of employees and handling equipment is conducted periodically	0.5	1	-	-
PC10. Enforce HACCP, FSSAI, HAZMAT and other regulatory safety requirements	1	2	-	0.5
<i>Supervise Storage and Inventory Management</i>	10	20	-	2.5
PC11. Generate picklists and distribute them to warehouse associates	0.5	1	-	-
PC12. Supervise different picking methods such as single order, batch, zone, wave, pick-and-pass and multi-batch picking	0.5	1	-	0.5
PC13. Ensure FIFO/FEFO/LIFO practices are followed as per product and SOP requirements	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Organise segregation of goods based on expiry, shelf life, category and storage conditions	0.5	1	-	0.5
PC15. Plan and arrange storage areas for peak season surge and high-volume operations	0.5	1	-	-
PC16. Ensure appropriate signage and zoning for permanent and temporary storage locations	0.5	1	-	-
PC17. Supervise binning, kitting, labelling and packing operations	0.5	1	-	-
PC18. Ensure correct zoning for receiving, quarantine, storage, picking and dispatch	1	2	-	0.5
PC19. Inspect loading and unloading operations for correctness and safety compliance	0.5	1	-	-
PC20. Ensure FMCG and perishable goods are stored as per predetermined storage sequence and coding systems	1	2	-	-
PC21. Supervise use of appropriate MHE and storage equipment for all product types	1	2	-	0.5
PC22. Monitor storage hygiene and pest control measures	1	2	-	-
PC23. Inspect handling and packaging damages and initiate corrective and preventive actions	1	2	-	0.5
PC24. Organise inventory cycle counting and verify accuracy of records	1	2	-	-
<i>Supervise Documentation, Reporting and Compliance</i>	5	10	-	2
PC25. Inspect goods documentation for correctness and regulatory compliance	0.5	1	-	-
PC26. Ensure dispatch documentation matches labeling and physical goods	0.5	1	-	0.5
PC27. Validate temperature logs, inventory records and movement registers	0.5	1	-	0.5
PC28. Monitor microbiological and quality non-conformance reports	0.5	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. Ensure compliance with regulatory frameworks such as FSSAI, HACCP, ISO, BRC, FSSC	1	2	-	0.5
PC30. Prepare periodic operational reports including manpower metrics, utilisation, downtime and productivity	1	2	-	-
PC31. Use KPI dashboards to track OTIF, order accuracy, shrinkage, spoilage and losses	0.5	1	-	0.5
PC32. Leverage WMS, ERP, scanners, automation tools and digital dashboards for operational control	0.5	1	-	-
<i>Supervise Workforce Performance and Operational Efficiency</i>	7.5	15	-	2.5
PC33. Train warehouse associates on hygiene, safety, picking, packing and documentation processes	1	2	-	0.5
PC34. Monitor adherence to SOPs and work instructions	1	2	-	-
PC35. Allocate manpower and resources based on workload and priority	1	2	-	0.5
PC36. Manage escalations related to delays, damages, contamination and non-compliance	1	2	-	0.5
PC37. Coordinate with QC, transport, vendors and regulatory authorities	1	2	-	-
PC38. Implement corrective actions for process deviations and operational risks	1	2	-	0.5
PC39. Monitor productivity, accuracy and service levels	0.5	1	-	-
PC40. Drive continuous improvement initiatives for efficiency and quality enhancement	1	2	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0147
NOS Name	Supervise FMCG and perishables warehouse operations
Sector	Logistics
Sub-Sector	
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
NSQF Level	5
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/N0124: Supervise automotive warehouse operations

Description

This unit is about engaging into handling Automotive goods in Warehouse

Scope

The scope covers the following :

- Supervise automotive warehouse operations

Elements and Performance Criteria

Supervise automotive warehouse operations

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

- PC1.** Coordinate with OEM/3PL/4PL for storage and dispatch of goods
- PC2.** Check if the goods are sorted and placed on racks, shelves, or in bins according to the Kanban list
- PC3.** Ensure the right serial number of goods being loaded/unloaded, and ensure traceability in warehouse inventory and operations
- PC4.** Check for adherence to different certifications for automotive goods
- PC5.** Ensure that parts are checked thoroughly before packing, such as matching part numbers, quantities, and destinations.
- PC6.** Plan the palletisation process and ensure it is executed as per the design/process agreed with the client
- PC7.** Ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately
- PC8.** Supervise the preparation of goods for customs clearance with appropriate packaging, palletisation, segregation and documentation
- PC9.** Inspect handling/packaging damages, take corrective and preventive actions and report the same
- PC10.** Inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC11.** Organise inventory cycle counting as per Standard Operating Procedures (SOP) and report the status
- PC12.** Deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to improve process metrics continuously
- PC13.** Prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilisation, downtime, etc.
- PC14.** Monitor the process for returns (RMA) from workshops, dealers, or lineside and ensure that Returns, Rejections, Scrap, damaged, expired, or recalled parts are segregated and handled as per SOP

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** the basic of ERP system of the organization
- KU10.** using a computer and data handling devices
- KU11.** use tools for documentation: MS excel and MS Word, etc.
- KU12.** different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation
- KU13.** use of different material handling equipment and their uses
- KU14.** state/country taxes and routing
- KU15.** basic understanding of statistical and quantitative analysis tools
- KU16.** use of spreadsheets to tabulate and analyze the data
- KU17.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc
- KU18.** procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs
- KU19.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU20.** use of different material handling equipment and their uses
- KU21.** different geographical locations
- KU22.** racking and storage systems in automobile warehousing
- KU23.** Kanban inventory management
- KU24.** 5S, JIT, FMEA, kaizen, poka-yoke etc.
- KU25.** how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system, instruction list
- KU26.** various escalations regarding resolving and catering to the customer query
- KU27.** overall process in operations
- KU28.** different types of goods being handled
- KU29.** handle requirements for dangerous and special goods, if any
- KU30.** various types of PPEs and their usage

Generic Skills (GS)

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

Qualification Pack

- GS1.** Work instructions, customer requirements and quality policy
- GS2.** Legal policies, regulations and legal documentation which are part of the shipment/ goods
- GS3.** Internal communications memoranda
- GS4.** Delegate work appropriately
- GS5.** Checklists and daily reports regarding updates and reviews
- GS6.** Forms pertaining to inventory received or dispatched, and notes about accidents, damage to cargo
- GS7.** Handle day-to-day escalated problems like delays, staffing shortage, external factors, etc.
- GS8.** Think through different queries and escalations, and quickly identify possible solutions and workarounds
- GS9.** Assess delays or non-performance in daily reporting or closures
- GS10.** Communicate clearly with the manager and subordinates
- GS11.** Provide advice and guidance to peers and juniors
- GS12.** Communicate with workers about delays and updates in schedules
- GS13.** Judge the quality of goods received
- GS14.** Identify the components required to make a product based on requests
- GS15.** Liaise with customers, government officials, vendors and staff
- GS16.** Plan and organise review meetings with vendors, contractors and take prompt action on queries raised by the customer.
- GS17.** Organise projects/ training plans for performance improvement
- GS18.** Think tactically, with attention to detail and improve work processes by adopting best practices.
- GS19.** Comply with timelines and service levels committed to the customer
- GS20.** Resolve system and operational issues either internally or by escalating to the relevant authority
- GS21.** Identify trends/common causes for errors and suggest possible solutions
- GS22.** Identify areas of inefficiencies and plan to curb the inefficiencies
- GS23.** Identify key areas that are crucial for performance improvement
- GS24.** Analyse reports and propose necessary actions
- GS25.** Identify and resolve issues due to technical or human error
- GS26.** Analyse the resource requirement in terms of manpower, delivery vehicles, software, system, etc.
- GS27.** Provide suggestions and methodologies, and implement them for operational activities in order to increase the productivity of the system and make overall monitoring more effective

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise automotive warehouse operations</i>	30	60	-	10
PC1. Coordinate with OEM/3PL/4PL for storage and dispatch of goods	2	4	-	0.5
PC2. Check if the goods are sorted and placed on racks, shelves, or in bins according to the Kanban list	2	4	-	1
PC3. Ensure the right serial number of goods being loaded/unloaded, and ensure traceability in warehouse inventory and operations	2	5	-	1
PC4. Check for adherence to different certifications for automotive goods	2	4	-	1
PC5. Ensure that parts are checked thoroughly before packing, such as matching part numbers, quantities, and destinations.	2	4	-	0.5
PC6. Plan the palletisation process and ensure it is executed as per the design/process agreed with the client	2	4	-	1
PC7. Ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately	3	5	-	1
PC8. Supervise the preparation of goods for customs clearance with appropriate packaging, palletisation, segregation and documentation	2	4	-	1
PC9. Inspect handling/packaging damages, take corrective and preventive actions and report the same	2	4	-	0.5
PC10. Inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	3	4	-	0.5
PC11. Organise inventory cycle counting as per Standard Operating Procedures (SOP) and report the status	2	5	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to improve process metrics continuously	2	4	-	0.5
PC13. Prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilisation, downtime, etc.	2	4	-	0.5
PC14. Monitor the process for returns (RMA) from workshops, dealers, or lineside and ensure that Returns, Rejections, Scrap, damaged, expired, or recalled parts are segregated and handled as per SOP	2	5	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0124
NOS Name	Supervise automotive warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
NSQF Level	5
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/N0125: Supervise dry bulk cargo warehouse operations

Description

This unit is about supervising dry bulk cargo warehouse operations

Scope

The scope covers the following :

- Supervise dry bulk cargo warehouse operations.

Elements and Performance Criteria

Supervise dry bulk cargo warehouse operations

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

- PC1.** Compute space and weight requirements, and allocate space for storage according to the nature of the bulk cargo.
- PC2.** Ensure the right usage of bulk-handling equipment like conveyors, hoppers, front-end loaders, or pneumatic systems (Grab Ship Unloader) GSU, dumpers, etc., as per cargo requirements.
- PC3.** Monitor temperature, humidity, and ventilation (especially for grains or moisture-sensitive materials).
- PC4.** Continuously monitor weight and volume metrics to ensure adequate storage in different locations
- PC5.** Conduct daily measurements of stockpiles (using laser or drone surveys for large yards) and use bin cards, tally sheets, or digital warehouse systems to log movements.
- PC6.** Monitor pest control activities and supervise periodic checks for the presence of rodents, birds, insects and other pests which affect the cargo
- PC7.** Ensure the right PPE, safety and security measures are being carried out
- PC8.** Inspect for quality, moisture content, contamination, or damage and take corrective and preventive actions and report the same
- PC9.** Inspect documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC10.** Organise inventory measurement as per Standard Operating Procedures (SOP) and report the status
- PC11.** Prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilisation, downtime, etc.
- PC12.** Monitor Dispatch Operations and ensure proper tarping or sealing of trucks for materials prone to leakage or contamination.
- PC13.** Issue and validate weighbridge slips, gate passes, and shipping documents.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** Organisational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** The company's reporting structure supports and expedites project activities
- KU3.** The company's policy and work instructions on quality standards
- KU4.** Importance of the individual's role in the workflow
- KU5.** Occupational health and safety standards and security procedures to be followed
- KU6.** Procedures for dealing with loss or damage to goods
- KU7.** Risk and impact of not following defined work, safety and security procedures
- KU8.** Coding system followed to label items
- KU9.** The basics of the ERP system of the organisation
- KU10.** Using a computer and data handling devices
- KU11.** Use tools for documentation: MS Excel and MS Word, etc.
- KU12.** Different types of order picking, such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation
- KU13.** Use of different material handling equipment and their uses
- KU14.** Process flow of service operation and understanding of basic supply chain value chain
- KU15.** State/country taxes and routing
- KU16.** Basic understanding of statistical and quantitative analysis tools
- KU17.** Use of spreadsheets to tabulate and analyse the data
- KU18.** Structure and implications of fees involved in transportation, warehousing, processing clearances, etc.
- KU19.** Procurement-related concepts like Purchase order (PO), Invoices, procedures, etc.
- KU20.** Usage of different information processing devices like barcode scanners, RFID scanners, etc
- KU21.** Types of workplace hazards that one can encounter on the job and safe operating practices
- KU22.** Shop floor operations, material planning and the capacity, usage of different MHEs
- KU23.** An automated warehouse and its operations
- KU24.** Different inventory management systems as well as counting methods
- KU25.** Technical specifications of goods in the warehouse
- KU26.** How to read information from the Enterprise Resource Planning (ERP)/Management Information Systems (MIS) system, instruction list
- KU27.** Various escalations regarding resolving and catering to the customer's query
- KU28.** Overall process in operations
- KU29.** Different types of goods being handled and compliance regarding filling capacities of storage tanks

Generic Skills (GS)

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

- GS1.** Work instructions, customer requirements and quality policy
- GS2.** Legal policies, regulations and legal documentation which are part of the shipment/ goods

Qualification Pack

- GS3.** Internal communications memoranda
- GS4.** Delegate work appropriately
- GS5.** Checklists and daily reports regarding updates and reviews
- GS6.** Forms pertaining to inventory received or dispatched, and notes about accidents, damage to cargo
- GS7.** Handle day-to-day escalated problems like delays, staffing shortage, external factors, etc.
- GS8.** Think through different queries and escalations, and quickly identify possible solutions and workarounds
- GS9.** Assess delays or non-performance in daily reporting or closures
- GS10.** Communicate clearly with the manager and subordinates
- GS11.** Provide advice and guidance to peers and juniors
- GS12.** Communicate with workers about delays and updates in schedules
- GS13.** Judge the quality of goods received
- GS14.** Identify the components required to make a product based on requests
- GS15.** Liaise with customers, government officials, vendors and staff
- GS16.** Plan and organise review meetings with vendors, contractors and take prompt action on queries raised by the customer.
- GS17.** Organise projects/ training plans for performance improvement
- GS18.** Think tactically, with attention to detail and improve work processes by adopting best practices.
- GS19.** Comply with timelines and service levels committed to the customer
- GS20.** Resolve system and operational issues either internally or by escalating to the relevant authority
- GS21.** Identify trends/common causes for errors and suggest possible solutions
- GS22.** Identify areas of inefficiencies and plan to curb the inefficiencies
- GS23.** Identify key areas that are crucial for performance improvement
- GS24.** Analyse reports and propose necessary actions
- GS25.** Identify and resolve issues due to technical or human error
- GS26.** Analyse the resource requirement in terms of manpower, delivery vehicles, software, system, etc.
- GS27.** Provide suggestions and methodologies, and implement them for operational activities in order to increase the productivity of the system and make overall monitoring more effective

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise dry bulk cargo warehouse operations</i>	30	60	-	10
PC1. Compute space and weight requirements, and allocate space for storage according to the nature of the bulk cargo.	3	4	-	0.5
PC2. Ensure the right usage of bulk-handling equipment like conveyors, hoppers, front-end loaders, or pneumatic systems (Grab Ship Unloader) GSU, dumpers, etc., as per cargo requirements.	3	5	-	1
PC3. Monitor temperature, humidity, and ventilation (especially for grains or moisture-sensitive materials).	2	4	-	1
PC4. Continuously monitor weight and volume metrics to ensure adequate storage in different locations	2	5	-	1
PC5. Conduct daily measurements of stockpiles (using laser or drone surveys for large yards) and use bin cards, tally sheets, or digital warehouse systems to log movements.	3	5	-	1
PC6. Monitor pest control activities and supervise periodic checks for the presence of rodents, birds, insects and other pests which affect the cargo	2	5	-	1
PC7. Ensure the right PPE, safety and security measures are being carried out	2	4	-	0.5
PC8. Inspect for quality, moisture content, contamination, or damage and take corrective and preventive actions and report the same	2	4	-	1
PC9. Inspect documentation for correctness, accuracy and take necessary action to rectify any deviations	2	4	-	0.5
PC10. Organise inventory measurement as per Standard Operating Procedures (SOP) and report the status	2	5	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilisation, downtime, etc.	3	5	-	1
PC12. Monitor Dispatch Operations and ensure proper tarping or sealing of trucks for materials prone to leakage or contamination.	2	5	-	0.5
PC13. Issue and validate weighbridge slips, gate passes, and shipping documents.	2	5	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0125
NOS Name	Supervise dry bulk cargo warehouse operations
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
NSQF Level	5
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/N0148: Supervise E-commerce warehouse operations

Description

This unit is about supervising operations in an e-commerce warehouse.

Scope

The scope covers the following :

- Supervise inbound and storage operations
- Supervise picking, packing, labelling and dispatch operations
- Supervise quality control, security and exception handling
- Supervise system compliance, reporting and workforce performance

Elements and Performance Criteria

Supervise Inbound and Storage Operations

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

- PC1.** Monitor verification of received goods against inbound orders from sellers or fulfilment centres
- PC2.** Ensure inspection of goods for damage, missing items or incorrect SKUs
- PC3.** Ensure inbound inventory is accurately scanned and recorded in WMS/ERP systems
- PC4.** Supervise storage of goods in designated bins, shelves or zones as per SKU mapping
- PC5.** Ensure bin labelling and digital location mapping are maintained for fast retrieval
- PC6.** Monitor secure storage of high-value and sensitive e-commerce items

Supervise Picking, Packing and Labelling Operations

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

- PC7.** Generate and distribute picklists based on order priority, SLA and courier cut-offs
- PC8.** Supervise zone, batch and wave picking processes for order accuracy and speed
- PC9.** Ensure scanning and verification of items before packing
- PC10.** Ensure appropriate packaging materials are used based on product category
- PC11.** Supervise multi-order and single-order packing as per WMS instructions
- PC12.** Ensure shipping labels, invoices and inserts are correctly attached
- PC13.** Enforce enhanced handling and security protocols for high-value items

Supervise Sorting, Dispatch and Returns Operations

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

- PC14.** Supervise operation of conveyors, sorters, scanners and weighing systems
- PC15.** Ensure parcels are sorted, scanned and routed as per courier and pincode logic
- PC16.** Monitor staging of parcels based on dispatch priority and cut-off times
- PC17.** Ensure segregation and tagging of RTO and NDR parcels
- PC18.** Coordinate dispatch readiness with transporters and last-mile partners

Supervise Quality Control, Security and Exception Handling

Qualification Pack

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

PC19. Monitor quality checks for damages, mismatches, leakage or incorrect specifications

PC20. Ensure escalation of quality issues before order confirmation or dispatch

PC21. Enforce cleanliness, pest control and safe storage conditions

PC22. Ensure compliance with safety norms while handling fragile or hazardous items

PC23. Monitor exception handling for mismatches, missing barcodes, system errors or damages

Supervise System Compliance, Reporting and Workforce Performance

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

PC24. Ensure all inventory movements are accurately recorded in ERP/WMS systems

PC25. Review daily fulfilment, backlog, RTO and cancellation reports

PC26. Track key KPIs such as order accuracy, TAT, SLA adherence and productivity

PC27. Allocate manpower and resources based on order volume and peak loads

PC28. Train associates on e-commerce fulfilment processes and system usage

PC29. Handle escalations related to delays, errors and customer impact

PC30. Drive continuous improvement initiatives to enhance speed, accuracy and cost efficiency

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. E-commerce fulfilment workflows and warehouse process flows

KU2. Order picking, packing and sorting methodologies in e-commerce

KU3. Use of WMS, ERP, handheld scanners and automation systems

KU4. Courier operations, cut-off timings, routing and RTO management

KU5. Handling norms for high-value, fragile and sensitive items

KU6. Packaging, labelling and documentation standards

KU7. Inventory accuracy, SKU mapping and cycle counting practices

KU8. Quality control parameters and customer satisfaction drivers

KU9. Safety, security and loss prevention practices

KU10. Productivity metrics, SLAs and performance dashboards

Generic Skills (GS)

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

GS1. Interpret SOPs, work instructions and SLA requirements

GS2. Communicate clearly with associates, supervisors and transport partners

GS3. Delegate tasks and monitor execution under time pressure

GS4. Analyse operational and exception reports

GS5. Manage escalations and resolve fulfilment issues

GS6. Plan manpower and resource utilisation during peak periods

GS7. Monitor quality, accuracy and compliance



Qualification Pack

- GS8.** Use digital systems for supervision and reporting
- GS9.** Identify bottlenecks and inefficiencies
- GS10.** Implement process improvements for operational excellence

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise Inbound and Storage Operations</i>	6	12	-	2
PC1. Monitor verification of received goods against inbound orders from sellers or fulfilment centres	1	2	-	0.5
PC2. Ensure inspection of goods for damage, missing items or incorrect SKUs	1	2	-	-
PC3. Ensure inbound inventory is accurately scanned and recorded in WMS/ERP systems	1	2	-	0.5
PC4. Supervise storage of goods in designated bins, shelves or zones as per SKU mapping	1	2	-	0.5
PC5. Ensure bin labelling and digital location mapping are maintained for fast retrieval	1	2	-	-
PC6. Monitor secure storage of high-value and sensitive e-commerce items	1	2	-	0.5
<i>Supervise Picking, Packing and Labelling Operations</i>	7	14	-	2.5
PC7. Generate and distribute picklists based on order priority, SLA and courier cut-offs	1	2	-	0.5
PC8. Supervise zone, batch and wave picking processes for order accuracy and speed	1	2	-	0.5
PC9. Ensure scanning and verification of items before packing	1	2	-	-
PC10. Ensure appropriate packaging materials are used based on product category	1	2	-	0.5
PC11. Supervise multi-order and single-order packing as per WMS instructions	1	2	-	-
PC12. Ensure shipping labels, invoices and inserts are correctly attached	1	2	-	0.5
PC13. Enforce enhanced handling and security protocols for high-value items	1	2	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise Sorting, Dispatch and Returns Operations</i>	5	10	-	1.5
PC14. Supervise operation of conveyors, sorters, scanners and weighing systems	1	2	-	0.5
PC15. Ensure parcels are sorted, scanned and routed as per courier and pincode logic	1	2	-	-
PC16. Monitor staging of parcels based on dispatch priority and cut-off times	1	2	-	0.5
PC17. Ensure segregation and tagging of RTO and NDR parcels	1	2	-	0.5
PC18. Coordinate dispatch readiness with transporters and last-mile partners	1	2	-	-
<i>Supervise Quality Control, Security and Exception Handling</i>	5	10	-	1
PC19. Monitor quality checks for damages, mismatches, leakage or incorrect specifications	1	2	-	0.5
PC20. Ensure escalation of quality issues before order confirmation or dispatch	1	2	-	-
PC21. Enforce cleanliness, pest control and safe storage conditions	1	2	-	-
PC22. Ensure compliance with safety norms while handling fragile or hazardous items	1	2	-	0.5
PC23. Monitor exception handling for mismatches, missing barcodes, system errors or damages	1	2	-	-
<i>Supervise System Compliance, Reporting and Workforce Performance</i>	7	14	-	3
PC24. Ensure all inventory movements are accurately recorded in ERP/WMS systems	1	2	-	0.5
PC25. Review daily fulfilment, backlog, RTO and cancellation reports	1	2	-	0.5
PC26. Track key KPIs such as order accuracy, TAT, SLA adherence and productivity	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. Allocate manpower and resources based on order volume and peak loads	1	2	-	0.5
PC28. Train associates on e-commerce fulfilment processes and system usage	1	2	-	0.5
PC29. Handle escalations related to delays, errors and customer impact	1	2	-	0.5
PC30. Drive continuous improvement initiatives to enhance speed, accuracy and cost efficiency	1	2	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0148
NOS Name	Supervise E-commerce warehouse operations
Sector	Logistics
Sub-Sector	
Occupation	Warehousing Operations, Packaging, Documentation and Reporting
NSQF Level	5
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/N9603: Profit and Loss account management and cost accounting

Description

This unit is about about Profit and loss account management and cost accounting

Scope

The scope covers the following :

- Profit and loss account management
- Analyse and minimise activity based costs

Elements and Performance Criteria

Profit and Loss account management

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

- PC1.** Review department-wise budgets and make amendments if required.
- PC2.** Regularly track actual performance against budgeted figures to forecast future financial trends.
- PC3.** Collate and prepare annual budgets along with sales and profit targets.
- PC4.** Manage expenses carefully to ensure profitability by identifying and minimising waste.
- PC5.** Assess different revenue streams and find growth opportunities, such as pricing strategies or exploring new markets.
- PC6.** Review direct and indirect costs regularly to identify areas for cost reduction without impacting product quality or customer satisfaction.
- PC7.** Use ratios such as gross profit margin, operating margin, and net profit margin to evaluate financial performance and guide decision-making.
- PC8.** Schedule both capital and operational expenses following the budget.
- PC9.** Analyse and review the unit's overall P&L performance.
- PC10.** Analyse profitability and business performance trends department-wise.
- PC11.** Periodically analyse expenditure variances concerning the budget and the budget's physical output and performance.
- PC12.** Identify improvement areas and accordingly take corrective actions.
- PC13.** Undertake adequate risk management to meet Key Performance targets.
- PC14.** Manage and control budgets of different departments periodically to optimise financial performance.
- PC15.** Use Software like QuickBooks, Xero, or SAP to automate P&L generation and track real-time data.

Analyse and minimise activity-based costs

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

- PC16.** Periodically review activity and department financial performance.
- PC17.** Ensure Proper allocation of overhead costs to various products or services to comprehend their true cost and profitability.

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- PC18.** Regularly track variances from standard or budgeted costs to identify inefficiencies and implement corrective actions.
- PC19.** Perform Break-Even Analysis to calculate the point at which total revenues equal total costs (no profit or loss).
- PC20.** Perform a Cost-Volume-Profit (CVP) Analysis to examine the relationships between cost, volume, and profit to analyse how changes in sales and costs affect profitability.
- PC21.** Use cost data to establish pricing strategies that ensure profitability while remaining competitive.
- PC22.** Efficiently manage inventory to minimise carrying costs, avoid stockouts, and prevent overproduction.
- PC23.** Analyse the actual cost w.r.t physical output to draw inferences.
- PC24.** Identify reasons in discussion with the department and take remedial and corrective actions wherever required.
- PC25.** Work towards rationalising the cost of the activity-wise operations to achieve higher financial goals.
- PC26.** Use Tools like Sage, Oracle NetSuite, and Microsoft Dynamics NAV to track and allocate costs.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Vision, mission and values of the company.
- KU2.** Company reporting structure to support and expedite project activities.
- KU3.** Company policy and work instructions on quality standards, as well as documentation policy.
- KU4.** Importance of the individual's role in the workflow.
- KU5.** company's policy on business ethics and code of conduct.
- KU6.** Business and performance of the company.
- KU7.** Knowledge repository and various projects done by the company.
- KU8.** Occupational health and safety standards, special and dangerous goods handling, etc.
- KU9.** Procedures for dealing with loss or damage to goods.
- KU10.** Value of items handled and implications of damage/loss of the same.
- KU11.** Risk and impact of not following defined work, safety and security procedures.
- KU12.** Company policy defined TATs and output metrics for daily operations.
- KU13.** Knowledge of using Excel for cost tracking.
- KU14.** IT system and ERP system of the organisation.
- KU15.** Organisational goal for the year, as well as branch/ territory targets.
- KU16.** Process flow of service operation and understanding of basic supply chain value chain.
- KU17.** State/country taxes and routing.
- KU18.** Local and global geographies.
- KU19.** Use of enterprise resource planning software (ERP) and the MIS.
- KU20.** Use of tools for documentation: MS Excel and MS Word, etc.

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- KU21.** Basics of statistical and quantitative analysis tools.
- KU22.** Use of spreadsheets to tabulate and analyse the data.
- KU23.** Structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU24.** Transit rules and regulations.
- KU25.** Budgeting exercises and Legal policies and regulations.
- KU26.** Procurement-related concepts like Purchase order (PO), Invoices, procedures etc.
- KU27.** Significance of team coordination to achieve revenue and productivity targets of the organisation.
- KU28.** Various techniques for performance improvement and cost accounting Knowledge of SOPs and documents required for all operational activities.

Generic Skills (GS)

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

- GS1.** Ability to interpret the company's work instructions, Internal communications memorandums, customer requirements and quality policy.
- GS2.** Sensitise employees towards customer requirements.
- GS3.** Ability to Develop operating procedures and update them.
- GS4.** Ability to write instructions, documents and standard operating procedures.
- GS5.** Focus on customer satisfaction as a key part of the performance review.
- GS6.** Ability to Draw Inferences from the system reports and financial statements.
- GS7.** Identify reasons for variances and resolve them in discussion with the team and management.
- GS8.** Ability to Maintain records as per company policy.
- GS9.** Compare with past trends to see if it is seasonal or cyclical.
- GS10.** Identify areas that are crucial for improvement and accordingly revisit budgets.
- GS11.** Write communications, letters, etc.
- GS12.** Prepare daily reports, checklists and presentations based on data analytics and ERP reports.
- GS13.** Communicate with clients, external coordinators, and internal staff effectively.
- GS14.** Ability to motivate employees.
- GS15.** Share experiences and guide juniors and peers.
- GS16.** Assess business performance to identify the need for interventions.
- GS17.** Identify areas for improvement and accordingly suggest remedial action
- GS18.** Identify areas for budget modifications and budget cuts.
- GS19.** Decide on ways to improve performance.
- GS20.** Plan and organise performance review sessions.
- GS21.** Make an action plan for performance improvement.
- GS22.** Organise projects/ training plans for performance improvement.
- GS23.** Suggest new technologies, capital purchases, and operational strategies to enhance operational and financial performance.



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- GS24.** Analyse reasons for variances across departments.
- GS25.** Assess the financial performance and make strategic decisions regarding budgets, focus areas.
- GS26.** Motivate and ensure output to achieve financial goals.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Profit and Loss account management</i>	19	38	-	7
PC1. Review department-wise budgets and make amendments if required.	2	4	-	0.5
PC2. Regularly track actual performance against budgeted figures to forecast future financial trends.	2	4	-	0.5
PC3. Collate and prepare annual budgets along with sales and profit targets.	2	4	-	0.5
PC4. Manage expenses carefully to ensure profitability by identifying and minimising waste.	2	4	-	0.5
PC5. Assess different revenue streams and find growth opportunities, such as pricing strategies or exploring new markets.	1	2	-	0.5
PC6. Review direct and indirect costs regularly to identify areas for cost reduction without impacting product quality or customer satisfaction.	1	2	-	0.5
PC7. Use ratios such as gross profit margin, operating margin, and net profit margin to evaluate financial performance and guide decision-making.	1	2	-	0.5
PC8. Schedule both capital and operational expenses following the budget.	1	2	-	0.5
PC9. Analyse and review the unit's overall P&L performance.	1	2	-	0.5
PC10. Analyse profitability and business performance trends department-wise.	1	2	-	0.5
PC11. Periodically analyse expenditure variances concerning the budget and the budget's physical output and performance.	1	2	-	0.5
PC12. Identify improvement areas and accordingly take corrective actions.	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Undertake adequate risk management to meet Key Performance targets.	1	2	-	0.5
PC14. Manage and control budgets of different departments periodically to optimise financial performance.	1	2	-	-
PC15. Use Software like QuickBooks, Xero, or SAP to automate P&L generation and track real-time data.	1	2	-	0.5
<i>Analyse and minimise activity-based costs</i>	11	22	-	3
PC16. Periodically review activity and department financial performance.	1	2	-	0.5
PC17. Ensure Proper allocation of overhead costs to various products or services to comprehend their true cost and profitability.	1	2	-	-
PC18. Regularly track variances from standard or budgeted costs to identify inefficiencies and implement corrective actions.	1	2	-	0.5
PC19. Perform Break-Even Analysis to calculate the point at which total revenues equal total costs (no profit or loss).	1	2	-	-
PC20. Perform a Cost-Volume-Profit (CVP) Analysis to examine the relationships between cost, volume, and profit to analyse how changes in sales and costs affect profitability.	1	2	-	0.5
PC21. Use cost data to establish pricing strategies that ensure profitability while remaining competitive.	1	2	-	-
PC22. Efficiently manage inventory to minimise carrying costs, avoid stockouts, and prevent overproduction.	1	2	-	0.5
PC23. Analyse the actual cost w.r.t physical output to draw inferences.	1	2	-	-
PC24. Identify reasons in discussion with the department and take remedial and corrective actions wherever required.	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. Work towards rationalising the cost of the activity-wise operations to achieve higher financial goals.	1	2	-	-
PC26. Use Tools like Sage, Oracle NetSuite, and Microsoft Dynamics NAV to track and allocate costs.	1	2	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9603
NOS Name	Profit and Loss account management and cost accounting
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
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/N9701: Business development and stakeholder relations

Description

This unit is about generating new business and maintaining relations with all stakeholders

Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Coordinate with government officials, vendors and contractors

Elements and Performance Criteria

Generate new business prospects

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

- PC1.** update information into ERP, inform the relevant departments on sale closure
- PC2.** obtain the list of existing clients and new prospects from the company's sales database.
- PC3.** prepare sales targets and relationship strategies
- PC4.** Prioritize the clients for contact based on the previous relationship building calls made to each of them
- PC5.** call clients and prospects to seek a meeting
- PC6.** meet clients to offer new services and take feedback for current services
- PC7.** identify client's business needs and offer customized and bundled solutions
- PC8.** negotiate costs, close the deal and collect organizational and payment details of the client
- PC9.** take the client's feedback

Maintain customer relations

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

- PC10.** regularly interact with the client over the phone, emails or personal visits and quickly respond to their queries
- PC11.** address the queries raised by the customers effectively and on time
- PC12.** take appropriate actions on escalations raised by customers
- PC13.** handle customer grievances such as damage or tampering with shipment, extra charges levied, failure to deliver as per commitment, delays, etc.
- PC14.** Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.

Coordinate with government officials, vendors and contractors

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

- PC15.** liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them
- PC16.** analyse and manage insurance claim requests
- PC17.** coordinate with marketing agencies for publicity of company services

Qualification Pack

- PC18.** negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment periods, etc.
- PC19.** Coordinate with labour contractors and local vendors for sufficient workforce carrier vehicle availability per work demand

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** company's reporting structure to support and expedite project activities
- KU3.** company's policy and work instructions on quality standards and documentation policy
- KU4.** importance of the individual's role in the workflow
- KU5.** company's policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards and handling of dangerous and special goods
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined Turn Around Time (TATs) and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** the coding system followed to label items
- KU15.** The organization's Information Technology (IT) and Enterprise resource planning (ERP) systems
- KU16.** process flow of service operation, value chain and basic supply chain value map within the sub sector
- KU17.** state/country taxes and routing
- KU18.** local and global geographical knowledge
- KU19.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU24.** transit rules and regulations
- KU25.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU26.** customer relationship management
- KU27.** about contract management and SLA
- KU28.** factors for evaluation of performance of vendors

Qualification Pack

Generic Skills (GS)

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

- GS1.** read company quality policy, work instructions and customer requirement
- GS2.** read transit rules and trade policies
- GS3.** read regulatory requirement associated with custom clearance
- GS4.** read e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** write e-mails and letters to government officials, customers, vendors, etc.
- GS6.** note information about vendors on factors like quality of service, on-time order completion, cooperation etc
- GS7.** listen to the requirements of the client
- GS8.** communicate with clients, government officials and other external stakeholders by using various communication channels
- GS9.** exchange information with other managers, supervisory and operational staff at all levels
- GS10.** carefully listen to vendor concerns and issues
- GS11.** decide on corrective measures to improve customer ratings
- GS12.** decide on actions to be taken on escalations raised by the customer
- GS13.** decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL)
- GS14.** identify and prioritise, select clients and prospects for generating business
- GS15.** liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office
- GS16.** plan and organise review meetings with vendors and contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** understand customer requirement and offer customised or bundled solutions
- GS20.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS21.** resolve the queries raised by customers as well as government officials
- GS22.** address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
- GS23.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS24.** identify bundles and customisations that cater to the requirement of majority of customers
- GS25.** analyse key reasons for non-performance and customer dissatisfaction
- GS26.** identify key areas that are crucial for performance improvement
- GS27.** improve work processes by adopting best practices concerning quality of service to the customers
- GS28.** act constructively on any problems identified by customers, vendors or government officials
- GS29.** handle personality clashes effectively

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	14	28	-	4
PC1. update information into ERP, inform the relevant departments on sale closure	1	3	-	1
PC2. obtain the list of existing clients and new prospects from the company's sales database.	2	3	-	1
PC3. prepare sales targets and relationship strategies	2	3	-	-
PC4. Prioritize the clients for contact based on the previous relationship building calls made to each of them	2	3	-	-
PC5. call clients and prospects to seek a meeting	2	3	-	-
PC6. meet clients to offer new services and take feedback for current services	2	3	-	-
PC7. identify client's business needs and offer customized and bundled solutions	1	3	-	1
PC8. negotiate costs, close the deal and collect organizational and payment details of the client	1	4	-	1
PC9. take the client's feedback	1	3	-	-
<i>Maintain customer relations</i>	6	17	-	3
PC10. regularly interact with the client over the phone, emails or personal visits and quickly respond to their queries	1	3	-	1
PC11. address the queries raised by the customers effectively and on time	1	4	-	-
PC12. take appropriate actions on escalations raised by customers	1	3	-	-
PC13. handle customer grievances such as damage or tampering with shipment, extra charges levied, failure to deliver as per commitment, delays, etc.	1	4	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	2	3	-	1
<i>Coordinate with government officials, vendors and contractors</i>	10	15	-	3
PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	1
PC16. analyse and manage insurance claim requests	2	3	-	1
PC17. coordinate with marketing agencies for publicity of company services	2	3	-	-
PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment periods, etc.	2	3	-	1
PC19. Coordinate with labour contractors and local vendors for sufficient workforce carrier vehicle availability per work demand	2	3	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9701
NOS Name	Business development and stakeholder relations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	3.0
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 : 70

(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/N0127.Plan and Allocate resources for daily operations using decision science-based tools	30	60	0	10	100	20
LSC/N0146.Warehouse Infrastructure maintenance and issues resolution	30	60	0	10	100	20
LSC/N0128.Supervise receiving inventory and dispatch activities	30	60	0	10	100	10
LSC/N0201.Supervise VAS activities	30	60	0	10	100	10
LSC/N9906.Verify GST invoices	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/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	200	390	-	60	650	90

Elective: 1 Bonded warehouse

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0121. Supervise bonded warehouse operations	30	60	0	10	100	10
Total	30	60	-	10	100	10

Elective: 2 Perishable and FMCG warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0147. Supervise FMCG and perishables warehouse operations	30	60	0	10	100	10
Total	30	60	-	10	100	10

Elective: 3 Automotive warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0124. Supervise automotive warehouse operations	30	60	0	10	100	10
Total	30	60	-	10	100	10

Elective: 4 Dry bulk cargo warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0125. Supervise dry bulk cargo warehouse operations	30	60	0	10	100	10
Total	30	60	-	10	100	10

Qualification Pack

Elective: 5 E-commerce warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0148.Supervise E-commerce warehouse operations	30	60	0	10	100	10
Total	30	60	-	10	100	10

Optional: 1 Profit management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9603.Profit and Loss account management and cost accounting	30	60	-	10	100	10
Total	30	60	-	10	100	10

Optional: 2 Business development

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9701.Business development and stakeholder relations	30	60	-	10	100	10
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.

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