

Qualification Pack



Warehouse Executive

Options: Verify GST invoices

QP Code: LSC/Q0301

Version: 3.0

NSQF Level: 4

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LSC/Q0301: Warehouse Executive

Brief Job Description

The individual is responsible for updating warehouse data into the ERP system, preparing reports, analysing data for trends, preparing forecasts, printing labels, and coordinating with line functions to ensure seamless operation of warehouse functions.

Personal Attributes

A warehouse executive should be proactive, organised, and must have an eye for detail. S/he should be able to draw key findings based on data analysis. S/he should have good computer skills and numerical skills. The individual should have good interpersonal skills and ability to work with various stakeholders.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N0130: Undertake inbound and outbound ERP operations](#)
2. [LSC/N0144: Validate Warehouse Digital Records and Generate Operational Reports](#)
3. [LSC/N0131: Perform operations quality check and inventory reconciliation](#)
4. [LSC/N1003: Coordinate with internal and external stakeholders](#)
5. [LSC/N0145: Perform basic trend analysis and forecasting](#)
6. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Options(Not mandatory):

Option : Verify GST invoices

This unit is about checking the applicability of GST and verifying invoices.

1. [LSC/N9906: Verify GST invoices](#)

Qualification Pack (QP) Parameters

Sector	Logistics
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Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Documentation and Reporting
Country	India
NSQF Level	4
Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.01 to 4321 .05 and ISCO-88/4132, 4321, 4322
Minimum Educational Qualification & Experience	<p>12th grade Pass (or equivalent) with 1 Year of experience (relevant experience in data entry or warehousing) OR 10th grade pass (or equivalent) with 3 Years of experience (relevant experience in data entry or warehousing) OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience (relevant experience in data entry or warehousing) OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience (relevant experience in data entry or warehousing)</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	06/02/2029
NSQC Approval Date	06/02/2026
Version	3.0
Reference code on NQR	QG-04-TLW-04944-2026-V1-LSSC
NQR Version	1.0

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LSC/N0130: Undertake inbound and outbound ERP operations

Description

This unit is about performing ERP operations for inbound and outbound warehouse operations and reporting.

Scope

The scope covers the following :

- Perform inbound/ receiving ERP operations
- Perform outbound ERP operations
- Print labels, product tags, and other codes

Elements and Performance Criteria

Perform inbound/ receiving ERP operations.

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

- PC1.** Check for pre-alert or advanced shipment notice and mandatory documents before unloading.
- PC2.** Match incoming shipment to a valid Purchase Order and validate PO number, Item codes, Quantity, Supplier details, etc.
- PC3.** Search and confirm the PO in the ERP system once the preliminary QC check is completed.
- PC4.** Prepare an inbound report on received and damaged goods and get it signed by the shipper
- PC5.** Verify GRN (goods receive note) data and put-away accuracy w.r.t to location and inventory.
- PC6.** Trigger the Quality Check workflow if items require inspection, and update ERP with the results, such as Accepted quantity, rejected quantity, Remarks, etc.
- PC7.** Update the inspection lot or status in ERP and assign storage locations (bins/racks) for putaway.
- PC8.** Update bin location, shelf numbers, or zones in ERP and post a transfer posting or putaway confirmation.

Perform outbound ERP operations.

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

- PC9.** Check for approved Sales Order (SO) or Delivery Order and confirm the Correct customer, Required ship date and Order quantity.
- PC10.** Punch orders for manual operations and generate/allocate a pick list for picking.
- PC11.** Use the Outbound Delivery or Pick Ticket function in ERP to Assign Items to pick, Bin/zone locations, picking sequence, etc.
- PC12.** Confirm in ERP once picking is completed, and record any short-picks, damages, or substitutions.
- PC13.** Update the Packing and Weight Entry once the preliminary QC is completed.
- PC14.** Check the delivery manifest with the pick list to verify that the correct products are being shipped out
- PC15.** Check if the delivery data is updated in the system for proper tracking

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- PC16.** Check for availability and correctness of appropriate documentation, including air waybill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation, etc.
- PC17.** Prepare the complete outbound report and update it in ERP along with Post Goods Issue (GI) to reduce inventory.

Print labels, product tags, and other codes

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

- PC18.** Obtain information from the supervisor and the MIS regarding the ongoing activities for which bar codes, labels, and invoices need to be printed
- PC19.** Check and verify the list in ERP for correctness
- PC20.** Print the bar codes, product tags, address tags, labels, etc. and hand over to the respective supervisors
- PC21.** Maintain a count and record for daily printing activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures, documentation and policy on procurement.
- KU2.** Company's reporting structure to support and expedite project activities.
- KU3.** Company's policy and work instructions on quality standards.
- KU4.** Policy on the return of goods and customs compliance.
- KU5.** Importance of the individuals role in the workflow.
- KU6.** Occupational health and safety standards and security procedures to be followed.
- KU7.** Procedures for dealing with loss or damaged goods.
- KU8.** Risk and impact of not following defined work, safety and security procedures.
- KU9.** The coding system is followed for the ordering of parts.
- KU10.** Enterprise Resource Planning (ERP) system and Warehouse Management System of the organisation.
- KU11.** Handling quality issues, rejects, and escalations with ways of resolving them.
- KU12.** Usage of computers, data handling devices, basic troubleshooting regarding network connections, telephones and computers.
- KU13.** Technical specification of products handled.
- KU14.** INCOTERMS and GST documentation.
- KU15.** Packaging for different types of products handled and compliance.
- KU16.** Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.
- KU17.** Documentation compliance as per company policy
- KU18.** Inventory management and financials are involved in inventory.
- KU19.** Numerical estimation and forecasting techniques.
- KU20.** Analyse key performance criteria
- KU21.** Budgeting, Mathematical calculations, Engineering/lashing calculations

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KU22. Generate daily reports from the Management Information System (MIS) and ERP.

Generic Skills (GS)

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

- GS1.** Ability to interpret order requirements, invoices and product specifications
- GS2.** Ability to write reports, orders, indent.
- GS3.** Ability to efficiently communicate with supervisors, co-workers and suppliers.
- GS4.** Negotiation skills and mathematical reasoning
- GS5.** Inductive and deductive reasoning.
- GS6.** Decide if a problem can be resolved quickly internally or needs to be escalated.
- GS7.** Identify activities or orders that need to be prioritised as per instructions.
- GS8.** Decide as per the organisation's guiding policies and criteria regarding procurement.
- GS9.** Decide, keeping the market, economic, social and political environment in account.
- GS10.** Plan, estimate the time for each activity and Prioritise, execute tasks based on instructions
- GS11.** Develop presentations on operational trends.
- GS12.** Be a team player and achieve joint goals
- GS13.** Value the importance of customer timelines.
- GS14.** Suggest improvement in procurement practices to increase efficiency.
- GS15.** Inform the supervisor regarding delays, issues with doing an activity, etc.
- GS16.** Coordinate and ensure timeliness in the receipt and delivery of completed items.
- GS17.** Check compliance with materials received as per purchase orders.
- GS18.** Focus on the task at hand and complete it without errors and delays.
- GS19.** Identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS20.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS21.** Identify common trends as per the analysis and report them to management.
- GS22.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS23.** Verify the accuracy of the data and apply filters before updating it into the ERP.
- GS24.** Verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS25.** Analyse trends to identify defaults for corrective action as needed.
- GS26.** Observe the data to identify any aberrations.
- GS27.** Cross-check data to check for data gaps and mistakes in reporting.
- GS28.** Provide corrective actions for escalated issues with suppliers and other departments

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform inbound/ receiving ERP operations.</i>	12	24	-	4
PC1. Check for pre-alert or advanced shipment notice and mandatory documents before unloading.	1	3	-	1
PC2. Match incoming shipment to a valid Purchase Order and validate PO number, Item codes, Quantity, Supplier details, etc.	2	3	-	1
PC3. Search and confirm the PO in the ERP system once the preliminary QC check is completed.	2	3	-	1
PC4. Prepare an inbound report on received and damaged goods and get it signed by the shipper	1	3	-	-
PC5. Verify GRN (goods receive note) data and put-away accuracy w.r.t to location and inventory.	2	3	-	-
PC6. Trigger the Quality Check workflow if items require inspection, and update ERP with the results, such as Accepted quantity, rejected quantity, Remarks, etc.	2	3	-	1
PC7. Update the inspection lot or status in ERP and assign storage locations (bins/racks) for putaway.	1	3	-	-
PC8. Update bin location, shelf numbers, or zones in ERP and post a transfer posting or putaway confirmation.	1	3	-	-
<i>Perform outbound ERP operations.</i>	12	25	-	4
PC9. Check for approved Sales Order (SO) or Delivery Order and confirm the Correct customer, Required ship date and Order quantity.	1	3	-	1
PC10. Punch orders for manual operations and generate/allocate a pick list for picking.	1	2	-	-
PC11. Use the Outbound Delivery or Pick Ticket function in ERP to Assign Items to pick, Bin/zone locations, picking sequence, etc.	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Confirm in ERP once picking is completed, and record any short-picks, damages, or substitutions.	1	3	-	-
PC13. Update the Packing and Weight Entry once the preliminary QC is completed.	1	3	-	1
PC14. Check the delivery manifest with the pick list to verify that the correct products are being shipped out	1	3	-	1
PC15. Check if the delivery data is updated in the system for proper tracking	1	2	-	-
PC16. Check for availability and correctness of appropriate documentation, including air waybill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation, etc.	2	3	-	-
PC17. Prepare the complete outbound report and update it in ERP along with Post Goods Issue (GI) to reduce inventory.	2	3	-	-
<i>Print labels, product tags, and other codes</i>	6	11	-	2
PC18. Obtain information from the supervisor and the MIS regarding the ongoing activities for which bar codes, labels, and invoices need to be printed	2	3	-	1
PC19. Check and verify the list in ERP for correctness	1	3	-	-
PC20. Print the bar codes, product tags, address tags, labels, etc. and hand over to the respective supervisors	2	3	-	1
PC21. Maintain a count and record for daily printing activities	1	2	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0130
NOS Name	Undertake inbound and outbound ERP operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQF Clearance Date	06/02/2026

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LSC/N0144: Validate Warehouse Digital Records and Generate Operational Reports

Description

This unit is about validating warehouse digital records and generating operational reports.

Scope

The scope covers the following :

- Validate Digital Warehouse Records in ERP/WMS
- Extract Data and Generate Operational Reports
- Analyse Data and Provide Insights for Improvement

Elements and Performance Criteria

Validate Digital Warehouse Records (ERP/WMS)

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

- PC1.** Validate the accuracy and completeness of inbound, outbound, and inventory transactions recorded in the ERP/WMS.
- PC2.** Verify key fields such as item codes, quantities, batch/lot numbers, expiry dates, bin locations, and material status for correctness.
- PC3.** Identify incorrect, incomplete, duplicate, or mismatched entries in the ERP/WMS and coordinate corrections with warehouse associates or supervisors.
- PC4.** Escalate unresolved discrepancies, system errors, or master-data issues to supervisors or relevant departments following organisational protocols.
- PC5.** Review entries made into the ERP with respect to daily warehouse operations and monitor correct flow of information across integrated systems.
- PC6.** Ensure closure of pending or incomplete ERP/WMS transactions by coordinating with associates, supervisors, and cross-functional teams.

Extract Data and Generate Operational Reports

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

- PC7.** Confirm the Key Metrics and KPIs for analysis with management and extract data from the ERP/WMS according to these KPIs.
- PC8.** Generate various operational data such as rejection reports, delay reports, and operational complaint data.
- PC9.** Generate standard warehouse reports including inbound, outbound, put-away, ageing, and inventory reports.
- PC10.** Provide daily, weekly, and periodic reports to management and stakeholders in line with SLA and KPI requirements.

Analyse Data and Provide Insights for Improvement

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

- PC11.** Analyse transactional and operational data flowing through the ERP/WMS with respect to warehouse performance.

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- PC12.** Perform analyses such as flow balancing, variance analysis, billing analysis, vendor performance, quality trends, customer fulfilment status, and transporter performance.
- PC13.** Interpret results, identify trends, and generate insights for optimisation and continuous improvement.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Basic warehouse operations such as inbound, outbound, inventory control, put-away, picking, and dispatch.
- KU2.** Use of ERP/WMS in warehouse operations and basic flow of transactions across systems.
- KU3.** Common warehouse transactions including GRN, put-away, picking, dispatch, returns, and inventory adjustments.
- KU4.** Importance of accuracy, completeness, and timeliness of digital warehouse records.
- KU5.** Key ERP/WMS data fields such as item codes, quantities, batch or lot numbers, expiry dates, bin locations, and material status
- KU6.** Common reasons for data errors such as manual mistakes, process gaps, and system issues.
- KU7.** Organisational procedures for identifying, correcting, and escalating data discrepancies and system errors.
- KU8.** Key warehouse KPIs related to productivity, accuracy, ageing, service levels, rejections, delays, and complaints.
- KU9.** Standard warehouse reports such as inbound, outbound, inventory, ageing, rejection, delay, and performance reports.
- KU10.** Reporting timelines, SLA requirements, and expectations of management and stakeholders.
- KU11.** Use of operational data to identify gaps, issues, and improvement opportunities.
- KU12.** Organisational policies related to data confidentiality, system access, and ethical handling of digital information.

Generic Skills (GS)

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

- GS1.** Communicate data discrepancies, system issues, and corrective actions clearly to relevant teams.
- GS2.** Prepare and share operational reports in a clear and structured manner.
- GS3.** Escalate unresolved issues through defined channels as per organisational procedures.
- GS4.** Review digital records to identify incorrect, incomplete, duplicate, or mismatched entries.
- GS5.** Analyse warehouse data to identify trends and performance gaps.
- GS6.** Interpret reports and convert data findings into practical improvement actions.
- GS7.** Plan and prioritise daily validation of ERP/WMS transactions to close pending entries on time.
- GS8.** Manage multiple reporting requirements within defined timelines and SLA commitments.
- GS9.** Use ERP/WMS screens and reporting tools accurately for data validation and extraction.
- GS10.** Coordinate with warehouse operations and support teams to resolve data-related issues.



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GS11. Demonstrate attention to detail, integrity, and accountability while handling digital records and reports.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Validate Digital Warehouse Records (ERP/WMS)</i>	13	28	-	5
PC1. Validate the accuracy and completeness of inbound, outbound, and inventory transactions recorded in the ERP/WMS.	2	5	-	1
PC2. Verify key fields such as item codes, quantities, batch/lot numbers, expiry dates, bin locations, and material status for correctness.	2	5	-	1
PC3. Identify incorrect, incomplete, duplicate, or mismatched entries in the ERP/WMS and coordinate corrections with warehouse associates or supervisors.	2	5	-	1
PC4. Escalate unresolved discrepancies, system errors, or master-data issues to supervisors or relevant departments following organisational protocols.	3	4	-	0.5
PC5. Review entries made into the ERP with respect to daily warehouse operations and monitor correct flow of information across integrated systems.	2	5	-	1
PC6. Ensure closure of pending or incomplete ERP/WMS transactions by coordinating with associates, supervisors, and cross-functional teams.	2	4	-	0.5
<i>Extract Data and Generate Operational Reports</i>	10	19	-	3
PC7. Confirm the Key Metrics and KPIs for analysis with management and extract data from the ERP/WMS according to these KPIs.	3	5	-	1
PC8. Generate various operational data such as rejection reports, delay reports, and operational complaint data.	2	5	-	1
PC9. Generate standard warehouse reports including inbound, outbound, put-away, ageing, and inventory reports.	2	4	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Provide daily, weekly, and periodic reports to management and stakeholders in line with SLA and KPI requirements.	3	5	-	0.5
<i>Analyse Data and Provide Insights for Improvement</i>	7	13	-	2
PC11. Analyse transactional and operational data flowing through the ERP/WMS with respect to warehouse performance.	2	4	-	0.5
PC12. Perform analyses such as flow balancing, variance analysis, billing analysis, vendor performance, quality trends, customer fulfilment status, and transporter performance.	3	5	-	1
PC13. Interpret results, identify trends, and generate insights for optimisation and continuous improvement.	2	4	-	0.5
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0144
NOS Name	Validate Warehouse Digital Records and Generate Operational Reports
Sector	Logistics
Sub-Sector	
Occupation	Warehousing Operations, Documentation and Reporting
NSQF Level	4
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/N0131: Perform operations quality check and inventory reconciliation

Description

This unit is about performing basic quality checks and inventory documentation.

Scope

The scope covers the following :

- Perform basic Operations Quality Check (OQC)
- Perform inventory reconciliation

Elements and Performance Criteria

Perform basic Operations Quality Check (OQC)

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

- PC1.** Use a checklist based on SOPs and audit guidelines for conducting checks
- PC2.** Identify the sample for quality check from the inbound and outbound shipments, and for bulk goods, inspect a sample (AQL – Acceptable Quality Level).
- PC3.** Conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in Enterprise resource planning (ERP)
- PC4.** Log any mismatch, damage, or deviation in ERP or QC log and assign a corrective action (e.g., recheck, return to vendor, hold stock).
- PC5.** Prepare a quality check report and update the manager in case of any aberrations with respect to the desired quality and product configuration

Perform inventory reconciliation

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

- PC6.** Schedule Cycle Counting in ERP, such as daily/weekly/monthly, based on ABC classification.
- PC7.** Obtain a list of stored items along with location and physical quantity from the supervisor and match the same with system data with respect to the location of each item and quantity.
- PC8.** Count items in storage bins, pallets, and shelves manually or with scanners and verify quantity, SKU/barcode, batch/lot, expiration dates, etc.
- PC9.** Assess the number of items to be counted daily, considering the throughput velocity of SKUs and the number of locations touched for picking
- PC10.** In case of discrepancy found in system data versus system data, physically count the number of items and cross-check them with the system report.
- PC11.** Verify inventory records with the system and physical inspection, and record them.
- PC12.** Post Adjustments in ERP for verified discrepancies.
- PC13.** Prepare a reconciliation summary report (discrepancy%, value impact) and escalate recurring issues for process correction.

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** Organisational procedures, documentation and policy on procurement.
- KU2.** Company's reporting structure to support and expedite project activities.
- KU3.** Company's policy and work instructions on quality standards.
- KU4.** Policy on the return of goods and customs compliance.
- KU5.** Importance of the individual's role in the workflow.
- KU6.** Occupational health and safety standards and security procedures to be followed.
- KU7.** Procedures for dealing with loss or damaged goods.
- KU8.** Risk and impact of not following defined work, safety and security procedures.
- KU9.** The coding system is followed for the ordering of parts.
- KU10.** Enterprise Resource Planning (ERP) system and Warehouse Management System of the organisation.
- KU11.** Handling quality issues, rejects, and escalations with ways of resolving them.
- KU12.** Usage of computers, data handling devices, basic troubleshooting regarding network connections, telephones and computers.
- KU13.** Technical specification of products handled.
- KU14.** INCOTERMS and GST documentation.
- KU15.** Packaging for different types of products handled and compliance.
- KU16.** Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.
- KU17.** Documentation compliance as per company policy
- KU18.** Inventory management and financials are involved in inventory
- KU19.** Numerical estimation and forecasting techniques.
- KU20.** Analyse key performance criteria
- KU21.** Budgeting, Mathematical calculations, Engineering/lashing calculations
- KU22.** Generate daily reports from the Management Information System (MIS) and ERP.

Generic Skills (GS)

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

- GS1.** Ability to interpret order requirements, invoices and product specifications
- GS2.** Ability to write reports, orders, indent.
- GS3.** Ability to efficiently communicate with supervisors, co-workers and suppliers.
- GS4.** Negotiation skills and mathematical reasoning
- GS5.** Inductive and deductive reasoning.
- GS6.** Decide if a problem can be resolved quickly internally or needs to be escalated.
- GS7.** Identify activities or orders that need to be prioritised as per instructions.
- GS8.** Decide as per the organisation's guiding policies and criteria regarding procurement.
- GS9.** Decide, keeping the market, economic, social and political environment in account.
- GS10.** Plan, estimate the time for each activity and Prioritise, execute tasks based on instructions

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- GS11.** Develop presentations on operational trends.
- GS12.** Be a team player and achieve joint goals
- GS13.** Value the importance of customer timelines.
- GS14.** Suggest improvement in procurement practices to increase efficiency.
- GS15.** Inform the supervisor regarding delays, issues with doing an activity, etc.
- GS16.** Coordinate and ensure timeliness in the receipt and delivery of completed items.
- GS17.** Check compliance with materials received as per purchase orders.
- GS18.** Focus on the task at hand and complete it without errors and delays.
- GS19.** Identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS20.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS21.** Identify common trends as per the analysis and report them to management.
- GS22.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS23.** Verify the accuracy of the data and apply filters before updating it into the ERP.
- GS24.** Verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS25.** Analyse trends to identify defaults for corrective action as needed.
- GS26.** Observe the data to identify any aberrations.
- GS27.** Cross-check data to check for data gaps and mistakes in reporting.
- GS28.** Provide corrective actions for escalated issues with suppliers and other departments

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform basic Operations Quality Check (OQC)</i>	12	22	-	5
PC1. Use a checklist based on SOPs and audit guidelines for conducting checks	2	4	-	1
PC2. Identify the sample for quality check from the inbound and outbound shipments, and for bulk goods, inspect a sample (AQL – Acceptable Quality Level).	2	5	-	1
PC3. Conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in Enterprise resource planning (ERP)	3	5	-	1
PC4. Log any mismatch, damage, or deviation in ERP or QC log and assign a corrective action (e.g., recheck, return to vendor, hold stock).	3	4	-	1
PC5. Prepare a quality check report and update the manager in case of any aberrations with respect to the desired quality and product configuration	2	4	-	1
<i>Perform inventory reconciliation</i>	18	38	-	5
PC6. Schedule Cycle Counting in ERP, such as daily/weekly/monthly, based on ABC classification.	2	4	-	0.5
PC7. Obtain a list of stored items along with location and physical quantity from the supervisor and match the same with system data with respect to the location of each item and quantity.	3	5	-	1
PC8. Count items in storage bins, pallets, and shelves manually or with scanners and verify quantity, SKU/barcode, batch/lot, expiration dates, etc.	3	4	-	0.5
PC9. Assess the number of items to be counted daily, considering the throughput velocity of SKUs and the number of locations touched for picking	2	5	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. In case of discrepancy found in system data versus system data, physically count the number of items and cross-check them with the system report.	2	5	-	0.5
PC11. Verify inventory records with the system and physical inspection, and record them.	2	5	-	0.5
PC12. Post Adjustments in ERP for verified discrepancies.	2	5	-	0.5
PC13. Prepare a reconciliation summary report (discrepancy%, value impact) and escalate recurring issues for process correction.	2	5	-	0.5
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0131
NOS Name	Perform operations quality check and inventory reconciliation
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Warehousing Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N1003: Coordinate with internal and external stakeholders

Description

This unit is about coordination with clients, the warehouse, transporters, internal and external stakeholders.

Scope

The scope covers the following :

- Coordinate vehicle planning and transport
- Coordinate with internal and external stakeholders
- Resolve discrepancies/ operational claims

Elements and Performance Criteria

Coordinate vehicle planning and transport

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

- PC1.** Pull the delivery list from the Sales Order module or the Transport Queue from ERP.
- PC2.** Use Shipment Creation (SAP VT01N or equivalent) in ERP to group deliveries and combine orders with the same route or customer cluster, with Compatible loading requirements.
- PC3.** Choose vehicle code from ERP transport master (linked to capacity specs) and Select Appropriate Vehicle Type.
- PC4.** Create a Shipment Document in ERP by entering Consolidated delivery numbers, Vehicle type & number, Loading time slot, Route code, Driver info (if available), etc., and assign Delivery Items to it.
- PC5.** Identify transporters based on the shipping requirements of clients
- PC6.** Plan vehicle requirements in terms of the size of vehicles and the number of vehicles based on load movement, and analyse the cost per lane
- PC7.** Finalise the transporter(s) based on lanes, prepare the necessary documentation, and seek requisite approvals
- PC8.** Coordinate with transporters for pickup and Confirm Vehicle arrival time, Driver contact info, Required documentation (e.g., E-way bill, gate pass), etc.
- PC9.** Inform the supervisors in various departments regarding the pickup timing and the transporter schedule
- PC10.** Update the transport information in ERP once pickup is done, and Post Goods Issue (PGI) to reduce inventory and trigger the invoice process.
- PC11.** Verify uploaded PoD and other mandatory fields in ERP once the vehicle reaches the destination and the material is handed over to the consignee

Coordinate with internal and external stakeholders

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

- PC12.** Coordinate with customers to understand their requirements for receiving, dispatching, tracking orders, goods in transit, SLAs, etc.
- PC13.** Coordinate with departments to resolve queries and provide information

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PC14. Liaise with clients, suppliers and transport companies and provide the necessary information

PC15. Prepare periodic reports and update the management

Resolve discrepancies/ operational claims

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

PC16. Obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor

PC17. Check the reason in the claim form and perform a visual inspection of the quarantined goods along with the concerned supervisor

PC18. Check whether the claims were filed within the authorised timelines and classify claims as outdated or timely

PC19. Verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine

PC20. Escalate false or outdated claims to the manager

PC21. Process the claim documentation to the supervisor/manager for approval, and on receipt of internal approval, forward it to the concerned insurance companies along with evidence and recommendation.

PC22. Check the reason in the claim concerned insurance companies along with evidence and recommendation.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organisational procedures, documentation and policy on procurement.

KU2. Company's reporting structure to support and expedite project activities.

KU3. Company's policy and work instructions on quality standards.

KU4. Policy on the return of goods and customs compliance.

KU5. Importance of the individual's role in the workflow.

KU6. Occupational health and safety standards and security procedures to be followed.

KU7. Procedures for dealing with loss or damaged goods.

KU8. Risk and impact of not following defined work, safety and security procedures.

KU9. The coding system is followed for the ordering of parts.

KU10. Enterprise Resource Planning (ERP) system and Warehouse Management System of the organisation.

KU11. Handling quality issues, rejects, and escalations with ways of resolving them.

KU12. Usage of computers, data handling devices, basic troubleshooting regarding network connections, telephones and computers.

KU13. Technical specification of products handled.

KU14. INCOTERMS and GST documentation.

KU15. Packaging for different types of products handled and compliance.

KU16. Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.

KU17. Documentation compliance as per company policy

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- KU18.** Inventory management and financials are involved in inventory.
- KU19.** Numerical estimation and forecasting techniques.
- KU20.** Analyse key performance criteria
- KU21.** Budgeting, Mathematical calculation, Engineering/lasing calculations
- KU22.** Generate daily reports from the Management Information System (MIS) and ERP.

Generic Skills (GS)

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

- GS1.** Ability to interpret order requirements, invoices and product specifications
- GS2.** Ability to write reports, orders, indent.
- GS3.** Ability to efficiently communicate with supervisors, co-workers and suppliers.
- GS4.** Negotiation skills and mathematical reasoning
- GS5.** Inductive and deductive reasoning.
- GS6.** Decide if a problem can be resolved quickly internally or needs to be escalated.
- GS7.** Identify activities or orders that need to be prioritised as per instructions.
- GS8.** Decide as per the organisation's guiding policies and criteria regarding procurement.
- GS9.** Decide, keeping the market, economic, social and political environment in account.
- GS10.** Plan, estimate the time for each activity and Prioritise, execute tasks based on instructions
- GS11.** Develop presentations on operational trends.
- GS12.** Be a team player and achieve joint goals
- GS13.** Value the importance of customer timelines.
- GS14.** Suggest improvement in procurement practices to increase efficiency.
- GS15.** Inform the supervisor regarding delays, issues with doing an activity, etc.
- GS16.** Coordinate and ensure timeliness in the receipt and delivery of completed items.
- GS17.** Check compliance with materials received as per purchase orders.
- GS18.** Focus on the task at hand and complete it without errors and delays.
- GS19.** Identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS20.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS21.** Identify common trends as per the analysis and report them to management.
- GS22.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS23.** Verify the accuracy of the data and apply filters before updating it into the ERP.
- GS24.** Verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS25.** analyse trends to identify defaults for corrective action as needed.
- GS26.** Observe the data to identify any aberrations.
- GS27.** Cross-check data to check for data gaps and mistakes in reporting.
- GS28.** Provide corrective actions for escalated issues with suppliers and other department
- GS29.** Provide corrective actions for escalated issues with suppliers and other departments

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate vehicle planning and transport</i>	14	33	-	5
PC1. Pull the delivery list from the Sales Order module or the Transport Queue from ERP.	1	3	-	1
PC2. Use Shipment Creation (SAP VT01N or equivalent) in ERP to group deliveries and combine orders with the same route or customer cluster, with Compatible loading requirements.	2	3	-	-
PC3. Choose vehicle code from ERP transport master (linked to capacity specs) and Select Appropriate Vehicle Type.	1	3	-	1
PC4. Create a Shipment Document in ERP by entering Consolidated delivery numbers, Vehicle type & number, Loading time slot, Route code, Driver info (if available), etc., and assign Delivery Items to it.	2	3	-	1
PC5. Identify transporters based on the shipping requirements of clients	1	3	-	-
PC6. Plan vehicle requirements in terms of the size of vehicles and the number of vehicles based on load movement, and analyse the cost per lane	1	3	-	1
PC7. Finalise the transporter(s) based on lanes, prepare the necessary documentation, and seek requisite approvals	1	3	-	-
PC8. Coordinate with transporters for pickup and Confirm Vehicle arrival time, Driver contact info, Required documentation (e.g., E-way bill, gate pass), etc.	1	3	-	-
PC9. Inform the supervisors in various departments regarding the pickup timing and the transporter schedule	1	3	-	1
PC10. Update the transport information in ERP once pickup is done, and Post Goods Issue (PGI) to reduce inventory and trigger the invoice process.	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Verify uploaded PoD and other mandatory fields in ERP once the vehicle reaches the destination and the material is handed over to the consignee	2	3	-	-
<i>Coordinate with internal and external stakeholders</i>	4	10	-	2
PC12. Coordinate with customers to understand their requirements for receiving, dispatching, tracking orders, goods in transit, SLAs, etc.	1	3	-	1
PC13. Coordinate with departments to resolve queries and provide information	1	2	-	-
PC14. Liaise with clients, suppliers and transport companies and provide the necessary information	1	2	-	-
PC15. Prepare periodic reports and update the management	1	3	-	1
<i>Resolve discrepancies/ operational claims</i>	12	17	-	3
PC16. Obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor	2	3	-	-
PC17. Check the reason in the claim form and perform a visual inspection of the quarantined goods along with the concerned supervisor	2	3	-	1
PC18. Check whether the claims were filed within the authorised timelines and classify claims as outdated or timely	2	3	-	1
PC19. Verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine	2	2	-	-
PC20. Escalate false or outdated claims to the manager	1	2	-	-
PC21. Process the claim documentation to the supervisor/manager for approval, and on receipt of internal approval, forward it to the concerned insurance companies along with evidence and recommendation.	2	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. Check the reason in the claim concerned insurance companies along with evidence and recommendation.	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1003
NOS Name	Coordinate with internal and external stakeholders
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Warehousing Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	4.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N0145: Perform basic trend analysis and forecasting

Description

This unit is about forecasting and doing trend analysis of goods volume movement, variance etc. and forecasting warehouse operational parameters

Scope

The scope covers the following :

- Conduct Trend analysis
- Forecast

Elements and Performance Criteria

Conduct Trend analysis

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

- PC1.** Set up the parameters for trend analysis to be done, such as Inventory Levels, Inbound and Outbound Shipments (volume over time), Peak Periods (seasonal trends), etc
- PC2.** Collect the relevant information from ERP/documentation/ standalone computer files for the set parameters.
- PC3.** Apply data filters to process data before conducting analysis.
- PC4.** Create line charts to track monthly or weekly data over time (e.g., outbound shipments per week).
- PC5.** Conduct trend analysis to identify time trends and seasonal trends of operational and business performance
- PC6.** Conduct trend analysis of new business to identify seasonality and cyclical natures
- PC7.** Draw inferences and develop a report based on trend analysis

Forecast

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

- PC8.** Identify key parameters for forecasting based on past trends, as well as the regulatory and business environment
- PC9.** Prepare data for the accepted forecasting approach and project future values by averaging past data.
- PC10.** Develop forecasts and consider lead times and supplier reliability when forecasting stock needs.
- PC11.** share the data with management and conduct review meetings to finalize on the forecast
- PC12.** Develop resources, space plans, and budgets based on forecasts in consultation with the manager.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** The company's reporting structure to support and expedite project activities
- KU2.** The company's policy and work instructions on quality standards, documentation, etc.
- KU3.** Importance of the individual's role in the workflow
- KU4.** Occupational health and safety standards and security procedures to be followed
- KU5.** Procedures for dealing with loss or damage to goods
- KU6.** Coding system followed to label items
- KU7.** ERP and Information Technology (IT) system of the organisation
- KU8.** Use a computer and associated data management devices
- KU9.** Different material handling equipment and their uses
- KU10.** Trend analysis and forecasting techniques
- KU11.** Quantitative tools used in trend analysis and forecasting
- KU12.** Different geographical locations
- KU13.** Information from the ERP system
- KU14.** Escalations regarding resolving and catering to the customer's query
- KU15.** Overall process in warehouse operations
- KU16.** Different types of goods being handled and precautions and procedures with respect to them particularly handling special items and dangerous goods
- KU17.** Various inventory counting methods and processes

Generic Skills (GS)

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

- GS1.** Read the written instructions
- GS2.** Read product instructions in ERP
- GS3.** Read reports and notes shared by supervisors and associates
- GS4.** Write damage reports and daily output reports
- GS5.** Generate daily reports from ERP
- GS6.** Print the required stationery
- GS7.** Communicate with supervisors and co-workers
- GS8.** Collect information from supervisors and external stakeholders
- GS9.** Identify the most appropriate transporter, considering customer requirements
- GS10.** Decide if there are any mistakes or issues with the transporters' documents
- GS11.** Maintain punctuality
- GS12.** Organise the data to streamline data entry processes
- GS13.** Be a team player and achieve joint goals
- GS14.** Adhere to the timelines
- GS15.** Factor in customer urgency while preparing forecasts
- GS16.** Resolve basic issues with respect to various documentation of the transporter
- GS17.** Verify the accuracy of the data and apply filters before analysing data
- GS18.** Analyse data trends to identify the most suitable options



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- GS19.** Observe the data to identify aberrations in the data
- GS20.** Cross-check data to check for data gaps and mistakes in analysis

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct Trend analysis</i>	19	35	-	7
PC1. Set up the parameters for trend analysis to be done, such as Inventory Levels, Inbound and Outbound Shipments (volume over time), Peak Periods (seasonal trends), etc	3	5	-	1
PC2. Collect the relevant information from ERP/documentation/ standalone computer files for the set parameters.	3	5	-	1
PC3. Apply data filters to process data before conducting analysis.	2	5	-	1
PC4. Create line charts to track monthly or weekly data over time (e.g., outbound shipments per week).	3	5	-	1
PC5. Conduct trend analysis to identify time trends and seasonal trends of operational and business performance	3	5	-	1
PC6. Conduct trend analysis of new business to identify seasonality and cyclical natures	3	5	-	1
PC7. Draw inferences and develop a report based on trend analysis	2	5	-	1
<i>Forecast</i>	11	25	-	3
PC8. Identify key parameters for forecasting based on past trends, as well as the regulatory and business environment	3	5	-	0.5
PC9. Prepare data for the accepted forecasting approach and project future values by averaging past data.	2	5	-	0.5
PC10. Develop forecasts and consider lead times and supplier reliability when forecasting stock needs.	2	5	-	0.5
PC11. share the data with management and conduct review meetings to finalize on the forecast	2	5	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Develop resources, space plans, and budgets based on forecasts in consultation with the manager.	2	5	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0145
NOS Name	Perform basic trend analysis and forecasting
Sector	Logistics
Sub-Sector	
Occupation	Warehousing Operations, Documentation and Reporting
NSQF Level	4
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/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Follow health, safety and security measures during all activities

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

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

Maintain a healthy and hygienic workplace

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

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

Handle emergency situations

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

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

Qualification Pack

Maintain integrity and ensure data security

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

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

Professional and ethical practice

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

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

Ensure regulatory compliance

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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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.

Qualification Pack

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



Qualification Pack

- 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. 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	-	-

Qualification Pack

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	-	-	-	-

Qualification Pack

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/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

Qualification Pack

- 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

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

Qualification Pack

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	-	-

Qualification Pack

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	-	-
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	2
Version	4.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

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/N0130.Undertake inbound and outbound ERP operations	30	60	0	10	100	20
LSC/N0144.Validate Warehouse Digital Records and Generate Operational Reports	30	60	0	10	100	20
LSC/N0131.Perform operations quality check and inventory reconciliation	30	60	0	10	100	20
LSC/N1003.Coordinate with internal and external stakeholders	30	60	0	10	100	10
LSC/N0145.Perform basic trend analysis and forecasting	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	100

Optional: 1 Verify GST invoices



Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9906.Verify GST invoices	30	60	0	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.

Qualification Pack

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