

## Qualification Pack



# Material Handling Equipment (MHE) Operator

Electives: Operate Battery Operated Pallet Truck/ Operate Reach Truck/  
Operate Forklift/ Operate Order Picker/ Utilise special MHE attachments for  
special goods

QP Code: LSC/Q0401

Version: 3.0

NSQF Level: 4



## Qualification Pack

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## Qualification Pack

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## Qualification Pack

# LSC/Q0401: Material Handling Equipment (MHE) Operator

## Brief Job Description

The MHE Operator is responsible for the operation and basic maintenance of material handling equipment such as forklifts, pallet stackers, reach trucks, electric/manual pallet jacks, tow trucks, and scissor lifts inside the warehouse. The role includes ensuring the safe and efficient handling of goods, including moving, loading and unloading cargo in the warehouse, maintaining the operational condition of the MHE, preparing the performance report and adhering to safety, maintenance, and warehouse protocols.

## Personal Attributes

The job holder should be physically fit, judge distance and should have good eye-hand-foot coordination to drive MHE continuously for long hours. She/He must be able to prioritize and execute tasks within scheduled time limits. She/he should have English and Vernacular language proficiency, demonstrable in all written and oral communication. The individual may be required to do shift-based work, including night shifts and overtime when required, and may be required to stand for long hours and handle heavy loads. S/he must be able to work in indoor warehouse environments that are exposed to noise, dust, and moving machinery.

## Applicable National Occupational Standards (NOS)

### Compulsory NOS:

1. [LSC/N0424: Understand Warehouse Layout and Signage](#)
2. [LSC/N8901: Conduct pre-operative checks](#)
3. [LSC/N0401: Perform material handling inside Warehouse](#)
4. [LSC/N0425: Coordinate with Manufacturers for preventive maintenance](#)
5. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

### Electives(mandatory to select at least one):

#### Elective 1: Operate Battery Operated Pallet Truck

This unit is about performing battery-operated pallet truck operations

1. [LSC/N0403: Operate Battery Operated Pallet Truck](#)

#### Elective 2: Operate Reach Truck

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This unit is about safely operating Reach Trucks and Stackers for material movement, stacking, and retrieval in warehouse environments. The individual is expected to handle assigned equipment, follow operational procedures, and ensure safety and efficiency in goods movement in medium to high-rack storage zones (Reach Truck) and compact/low-rise zones (Stackers).

1. [LSC/N0404: Operate Reach Truck](#)

### Elective 3: Operate Forklift

This unit is about loading and unloading goods with the use of a forklift.

1. [LSC/N0405: Operate forklift](#)

### Elective 4: Operate Order Picker

This unit is about receiving and carrying out picking activity in the warehouse

1. [LSC/N0406: Operate Order Picker](#)

### Elective 5: Utilise special MHE attachments for special goods

This unit is about identifying, operating, and maintaining special Material Handling Equipment (MHE) attachments required for handling goods such as hazardous materials, liquids, fragile items, cylindrical containers, and oversized cargo. The unit emphasizes the importance of safe and compliant handling of hazardous and liquid goods, ensuring proper attachment selection and secure movement.

1. [LSC/N0426: Utilise special MHE attachments for special goods](#)

## Qualification Pack (QP) Parameters

|                                      |                                   |
|--------------------------------------|-----------------------------------|
| <b>Sector</b>                        | Logistics                         |
| <b>Sub-Sector</b>                    | Warehousing (Storage & Packaging) |
| <b>Occupation</b>                    | Engineering/Maintenance           |
| <b>Country</b>                       | India                             |
| <b>NSQF Level</b>                    | 4                                 |
| <b>Credits</b>                       | 24                                |
| <b>Aligned to NCO/ISCO/ISIC Code</b> | NCO-2015/8334 and ISCO-88/8334    |

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|   |   |
|---|---|
| <b>Minimum Educational Qualification &amp; Experience</b> | 12th grade Pass (or equivalent ) with 1 Year of experience (relevant experience in warehousing)<br>OR<br>10th grade pass (or equivalent ) with 3 Years of experience (relevant experience in warehousing)<br>OR<br>Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience (relevant experience in warehousing)<br>OR<br>Previous relevant Qualification of NSQF Level (3) with 3 Years of experience (relevant experience in warehousing) |
| <b>Minimum Level of Education for Training in School</b>  |   |
| <b>Pre-Requisite License or Training</b>                  | Valid permanent LMV driving license (as applicable to the type of MHE operated)   |
| <b>Minimum Job Entry Age</b>                              | 18 Years  |
| <b>Last Reviewed On</b>                                   | NA  |
| <b>Next Review Date</b>                                   | 06/02/2029  |
| <b>NSQC Approval Date</b>                                 | 06/02/2026  |
| <b>Version</b>  | 3.0   |
| <b>Reference code on NQR</b>                              | QG-04-TLW-04953-2026-V1-LSSC  |
| <b>NQR Version</b>  | 1.0   |

## Qualification Pack

### LSC/N0424: Understand Warehouse Layout and Signage

#### Description

This unit is about identifying and interpreting warehouse layout, zones, and signage to ensure safe and efficient navigation and operation of material handling equipment (MHE) within the warehouse.

#### Scope

The scope covers the following :

- Interpret layout and zones in the warehouse
- Identify and follow signage for movement and operations
- Report observations and ensure compliance with navigation protocols

#### Elements and Performance Criteria

##### *Interpret Layout and Zones in the Warehouse*

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

- PC1.** Read and interpret warehouse layout maps or plans provided by the supervisor or displayed at site.
- PC2.** Identify key zones such as receiving, put-away, picking, dispatch, quarantine, returns, and replenishment areas.
- PC3.** Recognize designated storage types (e.g., bulk, bin, rack, high-bay, temperature-controlled).
- PC4.** Understand the location and function of equipment parking areas, battery charging zones, and maintenance bays.
- PC5.** Identify emergency exits, fire extinguishers, and assembly points as per layout and floor markings.

##### *Identify and Follow Signage for Movement and Operations*

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

- PC6.** Follow direction signs, aisle indicators, and color-coded zones for navigation inside the warehouse.
- PC7.** Recognize height clearance warnings, pedestrian-only pathways, and restricted areas.
- PC8.** Adhere to right-of-way rules indicated by signage (e.g., give way to pedestrian zones, stop at intersections).
- PC9.** Observe and comply with load-bearing instructions and signage at specific storage locations.
- PC10.** Detect and respond to safety signage such as hazard symbols, warning boards, and no-entry zones.

##### *Report observations and ensure compliance with navigation protocols*

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

- PC11.** Report missing, damaged, or obscured signage to the supervisor.
- PC12.** Inform supervisor of any observed layout obstruction (e.g., spills, misplaced pallets, damaged racks).
- PC13.** Avoid shortcuts or unsafe routes not indicated in the layout plan.

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- PC14.** Participate in periodic safety briefings or warehouse walkthroughs to update knowledge of layout changes.
- PC15.** Ensure daily navigation practices align with company SOPs and safety norms.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Structure and layout of different types of warehouses (e.g., grid-based, zone-based, automated).
- KU2.** Purpose of different warehouse zones and areas.
- KU3.** Floor plan legends, route indicators, and standard warehouse mapping symbols.
- KU4.** Color coding and zone demarcation in warehouse operations.
- KU5.** Types of signage used in warehouse: informational, directional, regulatory, and safety.
- KU6.** Safety norms related to warehouse navigation and movement of equipment.
- KU7.** Emergency protocols, exit routes, and location of safety equipment.
- KU8.** Importance of following designated routes to prevent accidents and delays.
- KU9.** Reporting procedures for damaged signage or layout hazards.
- KU10.** Standard Operating Procedures (SOPs) for equipment movement and zoning compliance.

### Generic Skills (GS)

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

- GS1.** Read layout plans, labels, route indicators, and safety signs.
- GS2.** Interpret warehouse maps, floor markings, and directional arrows.
- GS3.** Fill out hazard observation or signage maintenance forms.
- GS4.** Communicate clearly with supervisors regarding navigation issues.
- GS5.** Listen and follow verbal instructions about layout updates or diversions.
- GS6.** Use judgment to avoid restricted or unsafe areas even under time pressure.
- GS7.** Prioritize safe navigation over speed to prevent damage or accidents.
- GS8.** Cooperate with warehouse staff and pedestrians while operating equipment.
- GS9.** Maintain alertness and situational awareness when interpreting signage.
- GS10.** Suggest improvements to layout flow or signage clarity based on daily observations.

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### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Interpret Layout and Zones in the Warehouse</i>   | <b>10</b>    | <b>20</b>       | -             | <b>4.5</b> |
| <b>PC1.</b> Read and interpret warehouse layout maps or plans provided by the supervisor or displayed at site.               | 2            | 4               | -             | 0.5        |
| <b>PC2.</b> Identify key zones such as receiving, put-away, picking, dispatch, quarantine, returns, and replenishment areas. | 2            | 4               | -             | 1          |
| <b>PC3.</b> Recognize designated storage types (e.g., bulk, bin, rack, high-bay, temperature-controlled).                    | 2            | 4               | -             | 2          |
| <b>PC4.</b> Understand the location and function of equipment parking areas, battery charging zones, and maintenance bays.   | 2            | 4               | -             | 0.5        |
| <b>PC5.</b> Identify emergency exits, fire extinguishers, and assembly points as per layout and floor markings.              | 2            | 4               | -             | 0.5        |
| <i>Identify and Follow Signage for Movement and Operations</i>   | <b>10</b>    | <b>20</b>       | -             | <b>2.5</b> |
| <b>PC6.</b> Follow direction signs, aisle indicators, and color-coded zones for navigation inside the warehouse.             | 2            | 4               | -             | 0.5        |
| <b>PC7.</b> Recognize height clearance warnings, pedestrian-only pathways, and restricted areas.                             | 2            | 4               | -             | 0.5        |
| <b>PC8.</b> Adhere to right-of-way rules indicated by signage (e.g., give way to pedestrian zones, stop at intersections).   | 2            | 4               | -             | 0.5        |
| <b>PC9.</b> Observe and comply with load-bearing instructions and signage at specific storage locations.                     | 2            | 4               | -             | 0.5        |
| <b>PC10.</b> Detect and respond to safety signage such as hazard symbols, warning boards, and no-entry zones.                | 2            | 4               | -             | 0.5        |
| <i>Report observations and ensure compliance with navigation protocols</i>   | <b>10</b>    | <b>20</b>       | -             | <b>3</b>   |

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| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC11.</b> Report missing, damaged, or obscured signage to the supervisor.   | 2            | 4               | -             | 0.5        |
| <b>PC12.</b> Inform supervisor of any observed layout obstruction (e.g., spills, misplaced pallets, damaged racks).    | 2            | 4               | -             | 0.5        |
| <b>PC13.</b> Avoid shortcuts or unsafe routes not indicated in the layout plan.  | 2            | 4               | -             | 0.5        |
| <b>PC14.</b> Participate in periodic safety briefings or warehouse walkthroughs to update knowledge of layout changes. | 2            | 4               | -             | 1          |
| <b>PC15.</b> Ensure daily navigation practices align with company SOPs and safety norms.                               | 2            | 4               | -             | 0.5        |
| <b>NOS Total</b>   | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  |

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### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | LSC/N0424                               |
| <b>NOS Name</b>            | Understand Warehouse Layout and Signage |
| <b>Sector</b>              | Logistics                               |
| <b>Sub-Sector</b>          |   |
| <b>Occupation</b>          | Engineering/Maintenance                 |
| <b>NSQF Level</b>          | 4                                       |
| <b>Credits</b>             | 3                                       |
| <b>Version</b>             | 1.0                                     |
| <b>Last Reviewed Date</b>  | 06/02/2026                              |
| <b>Next Review Date</b>    | 06/02/2029                              |
| <b>NSQF Clearance Date</b> | 06/02/2026                              |

## Qualification Pack

### LSC/N8901: Conduct pre-operative checks

#### Description

This unit is about conducting pre-operative checks for material handling equipment.

#### Scope

The scope covers the following :

- Conduct a visual inspection and safety devices
- Inspect fluid levels and power supply
- Perform operational controls and load handling mechanisms
- Handover EOD document

#### Elements and Performance Criteria

##### *Conduct a visual inspection and safety devices*

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

- PC1.** Inspect the equipment for any signs of damage and verify that previous log entries have been reviewed before operating the equipment
- PC2.** Check wheels, tyres, or tracks for excessive wear or damage
- PC3.** Ensure forks or lifting mechanisms are free from bends, cracks, or other visible defects
- PC4.** Verify for fluid leaks and check for loose or missing parts, bolts or guards
- PC5.** Ensure horns, alarms, reverse buzzers, and indicator lights are functional
- PC6.** Inspect mirrors, cameras, or other visibility aids for clarity and secure mounting
- PC7.** Verify the availability and condition of safety reflectors

##### *Inspect fluid levels and power supply.*

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

- PC8.** Check engine oil level and ensure it is within the recommended range
- PC9.** Inspect hydraulic fluid levels and top up if below the specified minimum.
- PC10.** Ensure brake fluid is at the appropriate level and free from visible contaminants
- PC11.** Inspect the battery for charge level and clean the battery terminals for a battery-operated vehicle
- PC12.** Verify electrolyte levels in lead-acid batteries and top up with distilled water as needed
- PC13.** Test the battery charger for correct functioning and proper disconnection after charging

##### *Perform operational controls and load handling mechanisms*

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

- PC14.** Ensure operational controls such as steering, brakes and throttle are responds accurately and smoothly
- PC15.** Confirm that control levers return to neutral position when released and operate the horn, lights, and indicators to ensure they are working properly
- PC16.** Assess the responsiveness of emergency stop controls and ensure accessibility.

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- PC17.** Verify the tilting mechanism and functionality of lifting and lowering controls
- PC18.** Verify that loads can be lifted, moved, and placed safely without instability
- PC19.** Record and report any irregularities in control performance or load handling mechanisms

### *Handover EOD document*

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

- PC20.** Accurately record daily pre-operation inspection results
- PC21.** Maintain entries for device safety condition
- PC22.** Document any identified faults or abnormalities with clear descriptions
- PC23.** In case of urgent defects or safety concerns immediately report to supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types of documentation used in organization and its importance
- KU2.** Risk and impact of not following defined procedures/work instructions
- KU3.** Records to be maintained and implications of non-maintenance
- KU4.** Knowledge of security procedures e.g. secure storage of inventory
- KU5.** Rules and regulations of shop floor as per SOP
- KU6.** Risk and impact of not following safety procedures
- KU7.** Escalation matrix for reporting identified problems
- KU8.** Cost of equipment and loss for the company that results from damage of equipment
- KU9.** Implications of delays in process to the company
- KU10.** Controls and switches used to operate the MHE properly
- KU11.** Basic technicalities associated with the MHE
- KU12.** Road signs, factory signs and other safety and emergency signals
- KU13.** Hazardous labels for the supplies being used and correct maintenance procedures for MHE
- KU14.** Safety regulations while operating the MHE and response to emergencies e.g. fire
- KU15.** Optimal working condition of MHE and their components.
- KU16.** Optimal levels of fluids and lubricants and greasing
- KU17.** MHE components and their functions
- KU18.** Handling MHE such as forklifts, pallet trucks, cages and lifts.
- KU19.** How to test and safely carry out maintenance tasks on the MHE.
- KU20.** Identifying deviations from normal operations, diagnose and repair MHE

## Generic Skills (GS)

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

- GS1.** Labels to identify product and its associated hazard
- GS2.** Handling instructions/company log books and records
- GS3.** Safety manuals and safety signs on the warehouse floor

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- GS4.** Fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS5.** Prepare detailed technical reports
- GS6.** Note down condition of MHE and any maintenance or repair that was carried out on a daily basis.
- GS7.** Fill out any complaint/ insurance related forms for damaged goods
- GS8.** Communicate clearly with supervisors and peers
- GS9.**
  - Regularly communicate with all employees in the chain of activities on the shop floor to
  - ensure activities are running smoothly
- GS10.** Provide advice and guidance to peers and juniors
- GS11.** Decide if a certain MHE is the best fit for the identified use
- GS12.** Make judgment as to whether the MHE are in good condition or not.
- GS13.** Adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS14.** Prioritize and execute tasks within the scheduled time limits
- GS15.** Maintain schedules and punctuality
- GS16.** Avoid absenteeism
- GS17.** Be a team player and achieve joint goals.
- GS18.** Adhere to the timelines and ensure that they are met
- GS19.** Handle the shipments with proper care to avoid damage while transportation
- GS20.** Suggest ways to handle difficult material handling situations that require complex situations
- GS21.** Resolve basic technical issues with the equipment through preventive and basic maintenance
- GS22.** Suggest methods to streamline the maintenance process and assess the condition of each MHE
- GS23.** Concentrate at the task at hand and complete it without errors

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### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Conduct a visual inspection and safety devices</i>  | <b>11</b>    | <b>18</b>       | -             | <b>5</b>   |
| <b>PC1.</b> Inspect the equipment for any signs of damage and verify that previous log entries have been reviewed before operating the equipment | 2            | 3               | -             | 1          |
| <b>PC2.</b> Check wheels, tyres, or tracks for excessive wear or damage  | 1            | 2               | -             | -          |
| <b>PC3.</b> Ensure forks or lifting mechanisms are free from bends, cracks, or other visible defects   | 1            | 3               | -             | 1          |
| <b>PC4.</b> Verify for fluid leaks and check for loose or missing parts, bolts or guards   | 2            | 2               | -             | 1          |
| <b>PC5.</b> Ensure horns, alarms, reverse buzzers, and indicator lights are functional   | 2            | 2               | -             | 1          |
| <b>PC6.</b> Inspect mirrors, cameras, or other visibility aids for clarity and secure mounting   | 1            | 3               | -             | -          |
| <b>PC7.</b> Verify the availability and condition of safety reflectors   | 2            | 3               | -             | 1          |
| <i>Inspect fluid levels and power supply.</i>  | <b>8</b>     | <b>17</b>       | -             | <b>1</b>   |
| <b>PC8.</b> Check engine oil level and ensure it is within the recommended range   | 1            | 2               | -             | 1          |
| <b>PC9.</b> Inspect hydraulic fluid levels and top up if below the specified minimum.  | 1            | 3               | -             | -          |
| <b>PC10.</b> Ensure brake fluid is at the appropriate level and free from visible contaminants   | 1            | 3               | -             | -          |
| <b>PC11.</b> Inspect the battery for charge level and clean the battery terminals for a battery-operated vehicle                                 | 2            | 3               | -             | -          |
| <b>PC12.</b> Verify electrolyte levels in lead-acid batteries and top up with distilled water as needed  | 2            | 3               | -             | -          |

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| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC13.</b> Test the battery charger for correct functioning and proper disconnection after charging  | 1            | 3               | -             | -          |
| <i>Perform operational controls and load handling mechanisms</i>   | <b>7</b>     | <b>15</b>       | -             | <b>3</b>   |
| <b>PC14.</b> Ensure operational controls such as steering, brakes and throttle are responds accurately and smoothly  | 1            | 2               | -             | 1          |
| <b>PC15.</b> Confirm that control levers return to neutral position when released and operate the horn, lights, and indicators to ensure they are working properly | 2            | 3               | -             | -          |
| <b>PC16.</b> Assess the responsiveness of emergency stop controls and ensure accessibility.  | 1            | 3               | -             | 1          |
| <b>PC17.</b> Verify the tilting mechanism and functionality of lifting and lowering controls   | 1            | 3               | -             | -          |
| <b>PC18.</b> Verify that loads can be lifted, moved, and placed safely without instability   | 1            | 2               | -             | 1          |
| <b>PC19.</b> Record and report any irregularities in control performance or load handling mechanisms   | 1            | 2               | -             | -          |
| <i>Handover EOD document</i>   | <b>4</b>     | <b>10</b>       | -             | <b>1</b>   |
| <b>PC20.</b> Accurately record daily pre-operation inspection results  | 1            | 3               | -             | 1          |
| <b>PC21.</b> Maintain entries for device safety condition  | 1            | 2               | -             | -          |
| <b>PC22.</b> Document any identified faults or abnormalities with clear descriptions   | 1            | 2               | -             | -          |
| <b>PC23.</b> In case of urgent defects or safety concerns immediately report to supervisor   | 1            | 3               | -             | -          |
| <b>NOS Total</b>   | <b>30</b>    | <b>60</b>       | -             | <b>10</b>  |



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### National Occupational Standards (NOS) Parameters

|                            |                                |
|----------------------------|--------------------------------|
| <b>NOS Code</b>            | LSC/N8901                      |
| <b>NOS Name</b>            | Conduct pre-operative checks   |
| <b>Sector</b>              | Logistics                      |
| <b>Sub-Sector</b>          | Cold Chain Logistics Solutions |
| <b>Occupation</b>          | Engineering/Maintenance        |
| <b>NSQF Level</b>          | 4                              |
| <b>Credits</b>             | 2                              |
| <b>Version</b>             | 3.0                            |
| <b>Last Reviewed Date</b>  | 06/02/2026                     |
| <b>Next Review Date</b>    | 06/02/2029                     |
| <b>NSQC Clearance Date</b> | 06/02/2026                     |

## Qualification Pack

### LSC/N0401: Perform material handling inside Warehouse

#### Description

This unit is about preparing and performing material handling activities inside the warehouse using MHEs.

#### Scope

The scope covers the following :

- Plan material handling activities inside warehouse
- Perform material handling activities inside warehouse
- Report and document

#### Elements and Performance Criteria

##### *Plan material handling activities inside warehouse*

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

- PC1.** Obtain the work schedule, daily targets and priorities from the supervisor.
- PC2.** Obtain the list of goods to be put away or picked, along with their quantities and respective locations.
- PC3.** Check with the supervisor if any assistance is required for other activities, such as daily stock counting and quality inspection.
- PC4.** Plan the sequence in which the operation would be carried out to optimise time and travel distance.
- PC5.** Perform a basic check of the vehicle's condition as per the checklist before starting the work.
- PC6.** Collect the necessary PPE, inspect its fitness and wear throughout the work schedule.
- PC7.** Identify goods to be moved and their location in terms of aisle number, rack number and bin number from the put-away list during receiving and dispatch.
- PC8.** Assess the tooling requirement and collect the necessary tools from the tool crib/storage racks.

##### *Perform material handling activities inside warehouse*

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

- PC9.** Lift or move the pallet using the MHE and place it correctly into the specified location.
- PC10.** Check for damaged goods and transport them to quarantine area for further action.
- PC11.** Ensure the movement of goods are as per standard operating procedures (SOP) with safe and error-free loading and unloading
- PC12.** Park the MHE in the specified location after completing the job.

##### *Report and Document*

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

- PC13.** Report to the supervisor if there are any issues, such as count mismatch or breakage/ damage of goods/ packaging during.
- PC14.** Report any delays, damages, accidents and other incidents to the supervisor.

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- PC15.** Report on the condition of the MHE and any maintenance activity or replacement that needs to be reported to the supervisor.
- PC16.** Fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required and log any maintenance activity undertaken

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types of documentation used in organization and its importance
- KU2.** Risk and impact of not following defined procedures/work instructions
- KU3.** Records to be maintained and implications of non-maintenance
- KU4.** Knowledge of security procedures e.g. secure storage of inventory
- KU5.** Rules and regulations of shop floor as per SOP
- KU6.** Risk and impact of not following safety procedures
- KU7.** Escalation matrix for reporting identified problems
- KU8.** Cost of equipment and loss for the company that results from damage of equipment
- KU9.** Implications of delays in process to the company
- KU10.** Controls and switches used to operate the MHE properly
- KU11.** Basic technicalities associated with the MHE
- KU12.** Road signs, factory signs and other safety and emergency signals
- KU13.** Hazardous labels for the supplies being used and correct maintenance procedures for MHE
- KU14.** Safety regulations while operating the MHE and response to emergencies e.g. fire
- KU15.** Optimal working condition of MHE and their components.
- KU16.** Optimal levels of fluids and lubricants and greasing
- KU17.** MHE components and their functions
- KU18.** Handling MHE such as forklifts, pallet trucks, cages and lifts.
- KU19.** How to test and safely carry out maintenance tasks on the MHE.
- KU20.** Identifying deviations from normal operations, diagnose and repair MHE

## Generic Skills (GS)

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

- GS1.** Labels to identify product and its associated hazard
- GS2.** Handling instructions/company log books and records
- GS3.** Safety manuals and safety signs on the warehouse floor
- GS4.** Fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS5.** Prepare detailed technical reports
- GS6.** Note down condition of MHE and any maintenance or repair that was carried out on a daily basis.
- GS7.** Fill out any complaint/ insurance related forms for damaged goods

## Qualification Pack

- GS8.** Communicate clearly with supervisors and peers
- GS9.** • Regularly communicate with all employees in the chain of activities on the shop floor to  
• ensure activities are running smoothly
- GS10.** Provide advice and guidance to peers and juniors
- GS11.** Decide if a certain MHE is the best fit for the identified use
- GS12.** Make judgment as to whether the MHE are in good condition or not.
- GS13.** Adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS14.** Prioritize and execute tasks within the scheduled time limits
- GS15.** Maintain schedules and punctuality
- GS16.** Avoid absenteeism
- GS17.** Be a team player and achieve joint goals.
- GS18.** Adhere to the timelines and ensure that they are met
- GS19.** Handle the shipments with proper care to avoid damage while transportation
- GS20.** Suggest ways to handle difficult material handling situations that require complex situations
- GS21.** Resolve basic technical issues with the equipment through preventive and basic maintenance
- GS22.** Suggest methods to streamline the maintenance process and assess the condition of each MHE
- GS23.** Concentrate at the task at hand and complete it without errors

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Plan material handling activities inside warehouse</i>  | <b>16</b>    | <b>32</b>       | -             | <b>4</b>   |
| <b>PC1.</b> Obtain the work schedule, daily targets and priorities from the supervisor.  | 2            | 4               | -             | 1          |
| <b>PC2.</b> Obtain the list of goods to be put away or picked, along with their quantities and respective locations.   | 2            | 4               | -             | -          |
| <b>PC3.</b> Check with the supervisor if any assistance is required for other activities, such as daily stock counting and quality inspection.                       | 2            | 4               | -             | 1          |
| <b>PC4.</b> Plan the sequence in which the operation would be carried out to optimise time and travel distance.  | 2            | 4               | -             | -          |
| <b>PC5.</b> Perform a basic check of the vehicle's condition as per the checklist before starting the work.  | 2            | 4               | -             | 1          |
| <b>PC6.</b> Collect the necessary PPE, inspect its fitness and wear throughout the work schedule.  | 2            | 4               | -             | -          |
| <b>PC7.</b> Identify goods to be moved and their location in terms of aisle number, rack number and bin number from the put-away list during receiving and dispatch. | 2            | 4               | -             | 1          |
| <b>PC8.</b> Assess the tooling requirement and collect the necessary tools from the tool crib/storage racks.   | 2            | 4               | -             | -          |
| <i>Perform material handling activities inside warehouse</i>   | <b>7</b>     | <b>14</b>       | -             | <b>3</b>   |
| <b>PC9.</b> Lift or move the pallet using the MHE and place it correctly into the specified location.  | 2            | 4               | -             | 1          |
| <b>PC10.</b> Check for damaged goods and transport them to quarantine area for further action.   | 2            | 3               | -             | 1          |
| <b>PC11.</b> Ensure the movement of goods are as per standard operating procedures (SOP) with safe and error-free loading and unloading                              | 2            | 4               | -             | 1          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC12.</b> Park the MHE in the specified location after completing the job.  | 1            | 3               | -             | -          |
| <i>Report and Document</i>   | <b>7</b>     | <b>14</b>       | -             | <b>3</b>   |
| <b>PC13.</b> Report to the supervisor if there are any issues, such as count mismatch or breakage/ damage of goods/ packaging during.                                | 2            | 4               | -             | 1          |
| <b>PC14.</b> Report any delays, damages, accidents and other incidents to the supervisor.  | 1            | 3               | -             | 1          |
| <b>PC15.</b> Report on the condition of the MHE and any maintenance activity or replacement that needs to be reported to the supervisor.                             | 2            | 4               | -             | 1          |
| <b>PC16.</b> Fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required and log any maintenance activity undertaken | 2            | 3               | -             | -          |
| <b>NOS Total</b>   | <b>30</b>    | <b>60</b>       | -             | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | LSC/N0401                                  |
| <b>NOS Name</b>            | Perform material handling inside Warehouse |
| <b>Sector</b>              | Logistics                                  |
| <b>Sub-Sector</b>          | Warehousing (Storage & Packaging)          |
| <b>Occupation</b>          | Engineering/Maintenance                    |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 2  |
| <b>Version</b>             | 3.0  |
| <b>Last Reviewed Date</b>  | 06/02/2026                                 |
| <b>Next Review Date</b>    | 06/02/2029                                 |
| <b>NSQF Clearance Date</b> | 06/02/2026                                 |

## Qualification Pack

# LSC/N0425: Coordinate with Manufacturers for preventive maintenance

## Description

This unit is about coordinating with manufacturers or authorized service providers to ensure timely preventive maintenance of Material Handling Equipment (MHE), such as forklifts, pallet trucks, or stackers, as per the equipment usage schedule, safety standards, and organizational protocols.

## Scope

The scope covers the following :

- Collect and review preventive maintenance schedules
- Prepare the MHE and assist in inspection visits
- Maintain records and report follow-ups

## Elements and Performance Criteria

### *Collect and review preventive maintenance schedules*

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

- PC1.** Collect preventive maintenance calendar from supervisor or service contract agreement
- PC2.** Contact manufacturer/service personnel for scheduling preventive maintenance as per usage hours or calendar dates
- PC3.** Ensure MHE is available, clean, and not in use during the scheduled time
- PC4.** Record the scheduled appointment and communicate it to relevant warehouse staff

### *Prepare the MHE and assist in inspection visits*

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

- PC5.** Ensure access to the MHE for service personnel and secure the surrounding area
- PC6.** Provide logbooks or last service reports to manufacturer representative
- PC7.** Assist the technician with basic information such as equipment performance, recent issues faced, or unusual sounds/symptoms
- PC8.** Confirm that the maintenance checklist has been completed by the manufacturer's personnel before equipment is returned to service

### *Maintain records and report follow-ups*

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

- PC9.** Record maintenance activity details in equipment logbook or software, including service date, next due date, and service agency details
- PC10.** Inform supervisor about any critical issues identified during maintenance
- PC11.** Collect service invoice or report and verify that it has been submitted for recordkeeping
- PC12.** Escalate delays or repeated issues to the supervisor

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** Types of MHE used in the organization and their basic function
- KU2.** Importance of preventive maintenance and implications of not conducting it
- KU3.** Service intervals and usage-hour-based maintenance scheduling
- KU4.** Key components typically covered in preventive maintenance (brakes, hydraulics, batteries, etc.)
- KU5.** Manufacturers service contact information and escalation channels
- KU6.** Organizations SOPs for coordinating equipment maintenance
- KU7.** Safety procedures during servicing by external personnel
- KU8.** Documentation required during and after the maintenance visit
- KU9.** Use of digital or manual logbooks to track maintenance records
- KU10.** Communication channels to report observations and coordinate appointments

## Generic Skills (GS)

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

- GS1.** Read maintenance schedules, logbooks, and basic service instructions
- GS2.** Record maintenance information in standard forms or systems
- GS3.** Communicate clearly with supervisors and service personnel
- GS4.** Follow schedules and update others if delays occur
- GS5.** Coordinate internally to ensure equipment is available for servicing
- GS6.** Pay attention to safety protocols during external maintenance
- GS7.** Prioritize and escalate serious maintenance issues appropriately
- GS8.** Work collaboratively with service teams and warehouse staff
- GS9.** Report incomplete servicing or poor quality service to higher authority

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Collect and review preventive maintenance schedules</i>  | <b>10</b>    | <b>20</b>       | -             | <b>3.5</b> |
| <b>PC1.</b> Collect preventive maintenance calendar from supervisor or service contract agreement   | 3            | 5               | -             | 1          |
| <b>PC2.</b> Contact manufacturer/service personnel for scheduling preventive maintenance as per usage hours or calendar dates                       | 2            | 5               | -             | 1          |
| <b>PC3.</b> Ensure MHE is available, clean, and not in use during the scheduled time  | 3            | 5               | -             | 1          |
| <b>PC4.</b> Record the scheduled appointment and communicate it to relevant warehouse staff   | 2            | 5               | -             | 0.5        |
| <i>Prepare the MHE and assist in inspection visits</i>  | <b>10</b>    | <b>20</b>       | -             | <b>3.5</b> |
| <b>PC5.</b> Ensure access to the MHE for service personnel and secure the surrounding area  | 2            | 5               | -             | 0.5        |
| <b>PC6.</b> Provide logbooks or last service reports to manufacturer representative   | 2            | 5               | -             | 1          |
| <b>PC7.</b> Assist the technician with basic information such as equipment performance, recent issues faced, or unusual sounds/symptoms             | 3            | 5               | -             | 1          |
| <b>PC8.</b> Confirm that the maintenance checklist has been completed by the manufacturer's personnel before equipment is returned to service       | 3            | 5               | -             | 1          |
| <i>Maintain records and report follow-ups</i>   | <b>10</b>    | <b>20</b>       | -             | <b>3</b>   |
| <b>PC9.</b> Record maintenance activity details in equipment logbook or software, including service date, next due date, and service agency details | 3            | 5               | -             | 0.5        |
| <b>PC10.</b> Inform supervisor about any critical issues identified during maintenance  | 3            | 5               | -             | 0.5        |
| <b>PC11.</b> Collect service invoice or report and verify that it has been submitted for recordkeeping  | 2            | 5               | -             | 1          |
| <b>PC12.</b> Escalate delays or repeated issues to the supervisor   | 2            | 5               | -             | 1          |



### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | LSC/N0425  |
| <b>NOS Name</b>            | Coordinate with Manufacturers for preventive maintenance |
| <b>Sector</b>              | Logistics  |
| <b>Sub-Sector</b>          |  |
| <b>Occupation</b>          | Engineering/Maintenance                                  |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 2  |
| <b>Version</b>             | 1.0  |
| <b>Last Reviewed Date</b>  | 06/02/2026   |
| <b>Next Review Date</b>    | 06/02/2029   |
| <b>NSQF Clearance Date</b> | 06/02/2026   |

## Qualification Pack

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

## Description

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

## Scope

The scope covers the following :

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

## Elements and Performance Criteria

### *Follow health, safety and security measures during all activities*

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

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

### *Maintain a healthy and hygienic workplace*

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

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

### *Handle emergency situations*

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

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

## Qualification Pack

### *Maintain integrity and ensure data security*

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

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

### *Professional and ethical practice*

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

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

### *Ensure regulatory compliance*

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Qualification Pack

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

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

- 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>  | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC1.</b> identify employability skills required for jobs in various industries  | -            | -               | -             | -          |
| <b>PC2.</b> identify and explore learning and employability portals  | -            | -               | -             | -          |
| <i>Constitutional values - Citizenship</i>   | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC3.</b> 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.   | -            | -               | -             | -          |
| <b>PC4.</b> follow environmentally sustainable practices   | -            | -               | -             | -          |
| <i>Becoming a Professional in the 21st Century</i>   | <b>2</b>     | <b>4</b>        | -             | -          |
| <b>PC5.</b> recognize the significance of 21st Century Skills for employment   | -            | -               | -             | -          |
| <b>PC6.</b> 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>  | <b>2</b>     | <b>3</b>        | -             | -          |
| <b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone  | -            | -               | -             | -          |
| <b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English   | -            | -               | -             | -          |
| <b>PC9.</b> write short messages, notes, letters, e-mails etc. in English  | -            | -               | -             | -          |
| <i>Career Development &amp; Goal Setting</i>   | <b>1</b>     | <b>2</b>        | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC10.</b> understand the difference between job and career   | -            | -               | -             | -          |
| <b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude                     | -            | -               | -             | -          |
| <i>Communication Skills</i>   | <b>2</b>     | <b>2</b>        | -             | -          |
| <b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings | -            | -               | -             | -          |
| <b>PC13.</b> work collaboratively with others in a team   | -            | -               | -             | -          |
| <i>Diversity &amp; Inclusion</i>  | <b>1</b>     | <b>2</b>        | -             | -          |
| <b>PC14.</b> communicate and behave appropriately with all genders and PwD  | -            | -               | -             | -          |
| <b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act                      | -            | -               | -             | -          |
| <i>Financial and Legal Literacy</i>   | <b>2</b>     | <b>3</b>        | -             | -          |
| <b>PC16.</b> select financial institutions, products and services as per requirement                                  | -            | -               | -             | -          |
| <b>PC17.</b> carry out offline and online financial transactions, safely and securely                                 | -            | -               | -             | -          |
| <b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc                | -            | -               | -             | -          |
| <b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation                 | -            | -               | -             | -          |
| <i>Essential Digital Skills</i>   | <b>3</b>     | <b>4</b>        | -             | -          |
| <b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely                      | -            | -               | -             | -          |
| <b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively               | -            | -               | -             | -          |
| <b>PC22.</b> 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>  | <b>2</b>     | <b>3</b>        | -             | -          |
| <b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research                                       | -            | -               | -             | -          |
| <b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion  | -            | -               | -             | -          |
| <b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity   | -            | -               | -             | -          |
| <i>Customer Service</i>  | <b>1</b>     | <b>2</b>        | -             | -          |
| <b>PC26.</b> identify different types of customers   | -            | -               | -             | -          |
| <b>PC27.</b> identify and respond to customer requests and needs in a professional manner.   | -            | -               | -             | -          |
| <b>PC28.</b> follow appropriate hygiene and grooming standards   | -            | -               | -             | -          |
| <i>Getting ready for apprenticeship &amp; Jobs</i>   | <b>2</b>     | <b>3</b>        | -             | -          |
| <b>PC29.</b> create a professional Curriculum vitae (Résumé)   | -            | -               | -             | -          |
| <b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively | -            | -               | -             | -          |
| <b>PC31.</b> apply to identified job openings using offline /online methods as per requirement   | -            | -               | -             | -          |
| <b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection  | -            | -               | -             | -          |
| <b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements  | -            | -               | -             | -          |
| <b>NOS Total</b>   | <b>20</b>    | <b>30</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### LSC/N0403: Operate Battery Operated Pallet Truck

#### Description

This unit is about performing battery-operated pallet truck operations

#### Scope

The scope covers the following :

- Operate battery operated pallet truck

#### Elements and Performance Criteria

##### *Operate battery operated pallet truck*

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

- PC1.** Perform pre operative checks such as battery charge level; forks, wheels, and tiller arm for visible damage; the emergency stop button is working; hydraulic oil leaks or any loose connections; horn, brakes, and forward/reverse functions.
- PC2.** Fasten the seatbelt and wear other PPE like a hard hat as per OSHA
- PC3.** Ensure the load is stable, within the capacity limit (typically marked on the machine), and does not exceed the rated load capacity.
- PC4.** Use the lift button or lever on the handle to raise the forks and lift the pallet slightly off the ground (just enough for safe movement).
- PC5.** Use the tiller arm or control handle to steer and move forward or reverse using the directional control button/switch.
- PC6.** Load/ unload shipments using the pallet truck and move them to the designated storage location.
- PC7.** Measure travel speed under loaded and unloaded conditions to ensure efficiency targets are met
- PC8.** Ensure smooth acceleration and deceleration to prevent load shifting
- PC9.** Count the number of items as per the pick list and ensure that any damaged items are isolated and reported to the supervisor immediately.
- PC10.** Ensure the lifting and lowering speeds meet operational requirements for productivity and perform safe and error-free loading and unloading of the goods.
- PC11.** Park the pallet truck in the specified location after completing the job.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organizational procedures
- KU2.** Companys reporting structure to support and expedite project activities
- KU3.** Companys documentation policy
- KU4.** Occupational health and safety standards

## Qualification Pack

- KU5.** Procedures for dealing with loss or damage to goods
- KU6.** Value of items handled and implications of damage/loss of the same
- KU7.** Risk and impact of not following defined work, safety and security procedures
- KU8.** Chain of command for reporting problems and status of work
- KU9.** Types of documentation used in organization e.g. Daily maintenance checklist and importance of the same
- KU10.** Records to be maintained and implications of non-maintenance of the same
- KU11.** Security procedures e.g. Secure storage of inventory
- KU12.** Rules and regulations of shop floor as per company's SOP
- KU13.** Cost of equipment and loss for the company that results from damage of equipment
- KU14.** Controls and switches used to operate material handling equipment (MHE)
- KU15.** Basic technicalities associated with the MHE
- KU16.** Road signs, factory signs and other safety and emergency signals
- KU17.** Hazard labels for the supplies being used.
- KU18.** Response to emergencies e.g. Fire
- KU19.** Safety regulations while operating the MHE
- KU20.** Optimal working condition of MHE and their components.
- KU21.** Optimal levels of fluids and lubricants.
- KU22.** MHE components, their functions and maintenance procedures.
- KU23.** How to identify deviations from normal operations, diagnose and basic trouble shooting of MHE

## Generic Skills (GS)

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

- GS1.** Labels to identify product and its associated hazard.
- GS2.** Instructions from checklists /company log books, operating instructions, sops and records
- GS3.** Safety manuals and safety signs on the warehouse floor
- GS4.** Fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS5.** Prepare detailed technical reports
- GS6.** Write daily task reports
- GS7.** Provide advice and guidance to peers
- GS8.** Communicate clearly with supervisors and peers
- GS9.** Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS10.** Make judgment if a certain task can be best performed by BOPT
- GS11.** Decide if BOPT is facing technical issues
- GS12.** Decide if there is a maintenance check required by the technician
- GS13.** Avoid absenteeism
- GS14.** Prioritize and execute tasks within the scheduled time limits



## Qualification Pack

- GS15.** Maintain schedules and punctuality
- GS16.** Requirement and urgency of assigned tasks
- GS17.** Resolve basic problems of BOPT based on preventive and basic maintenance
- GS18.** Suggest methods to streamline the maintenance process.
- GS19.** Assess the condition of MHE
- GS20.** Perform a task in an error free and damage free manner
- GS21.** Identify issues by identifying operational noise, malfunctions, etc

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Operate battery operated pallet truck</i>  | <b>30</b>    | <b>60</b>       | -             | <b>10</b>  |
| <b>PC1.</b> Perform pre operative checks such as battery charge level; forks, wheels, and tiller arm for visible damage; the emergency stop button is working; hydraulic oil leaks or any loose connections; horn, brakes, and forward/reverse functions. | 3            | 6               | -             | 1          |
| <b>PC2.</b> Fasten the seatbelt and wear other PPE like a hard hat as per OSHA  | 3            | 5               | -             | -          |
| <b>PC3.</b> Ensure the load is stable, within the capacity limit (typically marked on the machine), and does not exceed the rated load capacity.  | 3            | 5               | -             | 1          |
| <b>PC4.</b> Use the lift button or lever on the handle to raise the forks and lift the pallet slightly off the ground (just enough for safe movement).  | 2            | 5               | -             | 1          |
| <b>PC5.</b> Use the tiller arm or control handle to steer and move forward or reverse using the directional control button/switch.  | 2            | 5               | -             | 1          |
| <b>PC6.</b> Load/ unload shipments using the pallet truck and move them to the designated storage location.   | 3            | 6               | -             | 1          |
| <b>PC7.</b> Measure travel speed under loaded and unloaded conditions to ensure efficiency targets are met  | 3            | 5               | -             | 1          |
| <b>PC8.</b> Ensure smooth acceleration and deceleration to prevent load shifting  | 3            | 5               | -             | 1          |
| <b>PC9.</b> Count the number of items as per the pick list and ensure that any damaged items are isolated and reported to the supervisor immediately.   | 3            | 8               | -             | 1          |
| <b>PC10.</b> Ensure the lifting and lowering speeds meet operational requirements for productivity and perform safe and error-free loading and unloading of the goods.  | 3            | 5               | -             | 1          |



## Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC11.</b> Park the pallet truck in the specified location after completing the job. | 2            | 5               | -             | 1          |
| <b>NOS Total</b>   | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                       |
|----------------------------|---------------------------------------|
| <b>NOS Code</b>            | LSC/N0403                             |
| <b>NOS Name</b>            | Operate Battery Operated Pallet Truck |
| <b>Sector</b>              | Logistics                             |
| <b>Sub-Sector</b>          | Warehousing (Storage & Packaging)     |
| <b>Occupation</b>          | Engineering/Maintenance               |
| <b>NSQF Level</b>          | 4                                     |
| <b>Credits</b>             | 2                                     |
| <b>Version</b>             | 3.0                                   |
| <b>Last Reviewed Date</b>  | 06/02/2026                            |
| <b>Next Review Date</b>    | 06/02/2029                            |
| <b>NSQF Clearance Date</b> | 06/02/2026                            |

## Qualification Pack

### LSC/N0404: Operate Reach Truck

#### Description

This unit is about safely operating Reach Trucks and Stackers for material movement, stacking, and retrieval in warehouse environments. The individual is expected to handle assigned equipment, follow operational procedures, and ensure safety and efficiency in goods movement in medium to high-rack storage zones (Reach Truck) and compact/low-rise zones (Stackers).

#### Scope

The scope covers the following :

- Operate Reach Truck for Medium and High-Rack
- Operate stackers in compact storage and low-height areas

#### Elements and Performance Criteria

##### *Operate Reach Truck for Medium and High-Rack*

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

- PC1.** Obtain the list of goods to be put away or picked, along with their quantities and respective locations.
- PC2.** Visually check the condition of the reach truck and the cage and carry out a detailed inspection as per the daily inspection/ pre operative checklist.
- PC3.** Test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly.
- PC4.** Ensure the forks are level and correctly positioned before lifting or moving a load.
- PC5.** Fasten the seatbelt and wear other PPE like a hard hat as per OSHA
- PC6.** Align the forks with the pallet openings and use the lift control to raise forks slightly above ground level.
- PC7.** Check that the load is stable, centred, and within the rated capacity before lifting.
- PC8.** Drive at a slow, controlled speed and use the horn at intersections and blind corners.
- PC9.** Transport the pallets to the respective storage locations and store them in the space allocated.
- PC10.** Ensure proper visibility when travelling in forward and reverse, especially in high-rack aisles and check for clear, unobstructed pathways before driving, especially around corners and intersections
- PC11.** To retrieve goods, lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods.
- PC12.** Ensure goods loaded/ unloaded are within the reach truck's weight and size, load-bearing capacity.
- PC13.** Park the reach truck in the appropriate location.

##### *Operate stackers in compact storage and low-height areas*

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

- PC14.** Confirm assigned stacker is suitable for the height, weight, and racking layout of the task

## Qualification Pack

- PC15.** Check operational status of tiller arm, steering controls, brake lever, horn, and key safety features before use
- PC16.** Start the stacker using the master switch or key, following manufacturer instructions
- PC17.** Lift and lower forks using the control lever or buttons with smooth, steady motions
- PC18.** Steer the stacker using the tiller arm or handlebar controls, maintaining a safe turning radius in tight spaces
- PC19.** Maintain full visibility of the load path, especially while reversing or entering storage aisles
- PC20.** Secure palletized loads on forks before initiating lifting or movement
- PC21.** Operate stacker at controlled speed, especially when maneuvering near personnel or shelving
- PC22.** Avoid overloading or exceeding stacking height limits as per equipment rating plate
- PC23.** Use stacker only on level surfaces free of obstacles, ramps, or gradients
- PC24.** Park the stacker in the designated safe zone after operation, with forks lowered to ground level
- PC25.** Switch off the stacker and disconnect or recharge battery if required, as per SOP
- PC26.** Escalate equipment issues, abnormal noise, brake failure, or motor overheating to supervisor or technician immediately
- PC27.** Avoid using stacker to push/pull loads or for purposes other than lifting and placing pallets
- PC28.** Ensure no part of the body is placed under raised forks or load during operation or pause

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types and purposes of MHEs like reach trucks and stackers
- KU2.** Basic components of reach trucks and stackers (forks, mast, tiller arm, battery)
- KU3.** Rated load capacity, lift height limits, and stability requirements
- KU4.** Safety symbols, warning indicators, and load capacity tags
- KU5.** SOPs for start-up, safe movement, and shutdown of MHEs
- KU6.** Hazards associated with narrow aisles, blind turns, and pedestrian zones
- KU7.** Importance of daily visual checks and operational readiness
- KU8.** Reporting procedures for faults or unsafe conditions
- KU9.** Warehouse layout zones where reach trucks vs. stackers are permitted
- KU10.** Emergency stop procedures and safe exit methods
- KU11.** Restrictions on using MHE for pushing/pulling/tilting loads
- KU12.** Organizational procedures for parking and battery charging
- KU13.** Differences between stacker and reach truck operations
- KU14.** Operational limitations of stackers in gradient or ramp areas

## Generic Skills (GS)

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



## Qualification Pack

- GS1.** Read labels, route instructions, SOPs, and load capacity charts
- GS2.** Communicate clearly with supervisors and co-workers
- GS3.** Record inspection or fault data in logbooks or checklists
- GS4.** Follow verbal instructions related to storage location or item retrieval
- GS5.** Identify potential hazards and respond as per training
- GS6.** Use judgment to avoid overloading or unsafe maneuvering
- GS7.** Apply situational awareness during turns, reversing, and load placement

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Operate Reach Truck for Medium and High-Rack</i>   | <b>14</b>    | <b>27</b>       | -             | <b>5</b>   |
| <b>PC1.</b> Obtain the list of goods to be put away or picked, along with their quantities and respective locations.  | 1            | 2               | -             | 1          |
| <b>PC2.</b> Visually check the condition of the reach truck and the cage and carry out a detailed inspection as per the daily inspection/ pre operative checklist.  | 1            | 2               | -             | -          |
| <b>PC3.</b> Test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly.  | 1            | 3               | -             | 1          |
| <b>PC4.</b> Ensure the forks are level and correctly positioned before lifting or moving a load.  | 1            | 2               | -             | 1          |
| <b>PC5.</b> Fasten the seatbelt and wear other PPE like a hard hat as per OSHA  | 1            | 2               | -             | -          |
| <b>PC6.</b> Align the forks with the pallet openings and use the lift control to raise forks slightly above ground level.   | 1            | 2               | -             | 1          |
| <b>PC7.</b> Check that the load is stable, centred, and within the rated capacity before lifting.   | 1            | 2               | -             | -          |
| <b>PC8.</b> Drive at a slow, controlled speed and use the horn at intersections and blind corners.  | 1            | 2               | -             | 1          |
| <b>PC9.</b> Transport the pallets to the respective storage locations and store them in the space allocated.  | 1            | 2               | -             | -          |
| <b>PC10.</b> Ensure proper visibility when travelling in forward and reverse, especially in high-rack aisles and check for clear, unobstructed pathways before driving, especially around corners and intersections | 2            | 2               | -             | -          |
| <b>PC11.</b> To retrieve goods, lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods.  | 1            | 2               | -             | -          |
| <b>PC12.</b> Ensure goods loaded/ unloaded are within the reach truck's weight and size, load-bearing capacity.   | 1            | 2               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC13.</b> Park the reach truck in the appropriate location.  | 1            | 2               | -             | -          |
| <i>Operate stackers in compact storage and low-height areas</i>   | <b>16</b>    | <b>33</b>       | -             | <b>5</b>   |
| <b>PC14.</b> Confirm assigned stacker is suitable for the height, weight, and racking layout of the task                            | 1            | 2               | -             | -          |
| <b>PC15.</b> Check operational status of tiller arm, steering controls, brake lever, horn, and key safety features before use       | 1            | 2               | -             | -          |
| <b>PC16.</b> Start the stacker using the master switch or key, following manufacturer instructions                                  | 1            | 2               | -             | -          |
| <b>PC17.</b> Lift and lower forks using the control lever or buttons with smooth, steady motions                                    | 1            | 2               | -             | 1          |
| <b>PC18.</b> Steer the stacker using the tiller arm or handlebar controls, maintaining a safe turning radius in tight spaces        | 1            | 3               | -             | 1          |
| <b>PC19.</b> Maintain full visibility of the load path, especially while reversing or entering storage aisles                       | 1            | 2               | -             | -          |
| <b>PC20.</b> Secure palletized loads on forks before initiating lifting or movement   | 1            | 2               | -             | -          |
| <b>PC21.</b> Operate stacker at controlled speed, especially when maneuvering near personnel or shelving                            | 2            | 2               | -             | 1          |
| <b>PC22.</b> Avoid overloading or exceeding stacking height limits as per equipment rating plate                                    | 1            | 2               | -             | -          |
| <b>PC23.</b> Use stacker only on level surfaces free of obstacles, ramps, or gradients  | 1            | 2               | -             | 1          |
| <b>PC24.</b> Park the stacker in the designated safe zone after operation, with forks lowered to ground level                       | 1            | 2               | -             | -          |
| <b>PC25.</b> Switch off the stacker and disconnect or recharge battery if required, as per SOP                                      | 1            | 3               | -             | 1          |
| <b>PC26.</b> Escalate equipment issues, abnormal noise, brake failure, or motor overheating to supervisor or technician immediately | 1            | 3               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC27.</b> Avoid using stacker to push/pull loads or for purposes other than lifting and placing pallets | 1            | 2               | -             | -          |
| <b>PC28.</b> Ensure no part of the body is placed under raised forks or load during operation or pause     | 1            | 2               | -             | -          |
| <b>NOS Total</b>   | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                   |
|----------------------------|-----------------------------------|
| <b>NOS Code</b>            | LSC/N0404                         |
| <b>NOS Name</b>            | Operate Reach Truck               |
| <b>Sector</b>              | Logistics                         |
| <b>Sub-Sector</b>          | Warehousing (Storage & Packaging) |
| <b>Occupation</b>          | Engineering/Maintenance           |
| <b>NSQF Level</b>          | 4                                 |
| <b>Credits</b>             | 2                                 |
| <b>Version</b>             | 3.0                               |
| <b>Last Reviewed Date</b>  | 06/02/2026                        |
| <b>Next Review Date</b>    | 06/02/2029                        |
| <b>NSQF Clearance Date</b> | 06/02/2026                        |

## Qualification Pack

### LSC/N0405: Operate forklift

#### Description

This unit is about loading and unloading goods with the use of a forklift.

#### Scope

The scope covers the following :

- Operate forklift

#### Elements and Performance Criteria

##### *Operate forklift*

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

- PC1.** Obtain the day's work schedule from the supervisor and conduct preoperative checks on the forklift
- PC2.** Check if the forks are not bent or cracked, the positioning latches are in good working condition, the carriage teeth are not broken, chipped, or worn, and the capacity plate is present and legible
- PC3.** Fasten the seatbelt and wear other PPE like a hard hat as per OSHA
- PC4.** Make sure that the throttle control or accelerator pedal is pushed past any constriction that may be fitted and is in the low idle position
- PC5.** Start the engine as per the specified instructions and ensure that the area is clear and that it is safe to move the forklift.
- PC6.** While moving the forklift without any load, ensure that the mast is upright and that the forks lowered.
- PC7.** Adjust the fork as wide as possible to fit the load and ensure that it is balanced, stable, evenly distributed, and safely secured before movement.
- PC8.** Check visibility and use spotters or mirrors when handling loads at height and ensure proper stopping distances are maintained, especially when loaded.
- PC9.** Ensure goods loaded/unloaded are within the weight and size of the forklift, load bearing capacity.
- PC10.** Align the fork before inserting it into the pallet and insert the fork all the way under the material.
- PC11.** Adjust the fork as wide as possible to fit the load and to provide a more even distribution of weight.
- PC12.** Travel with forks as low as possible from the floor, tilted back, and match the speed of driving with the load and workplace conditions.
- PC13.** Drive to the designated location through the specified aisles/bins/location as per safety norms.
- PC14.** Move the pallets/bins to the respective storage locations and store them in the space allocated.

## Qualification Pack

**PC15.** Park the forklift truck in the appropriate location and place all attachment control levers in the neutral or hold position

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organizational procedures
- KU2.** Companys reporting structure to support and expedite project activities
- KU3.** Companys documentation policy
- KU4.** Occupational health and safety standards
- KU5.** Procedures for dealing with loss or damage to goods
- KU6.** Value of items handled and implications of damage/loss of the same
- KU7.** Risk and impact of not following defined work, safety and security procedures
- KU8.** Records to be maintained and implications of non-maintenance of the same
- KU9.** Security procedures e.g. Secure storage of inventory
- KU10.** Rules and regulations of shop floor as per companys standard operating procedure (sop)
- KU11.** Controls and switches used to operate material handling equipment (MHE)
- KU12.** Basic technicalities associated with the MHE
- KU13.** Road signs, factory signs and other safety and emergency signals
- KU14.** Hazard labels for the supplies being used.
- KU15.** Correct maintenance procedures for MHE
- KU16.** Response to emergencies e.g. Fire
- KU17.** Safety regulations while operating the MHE
- KU18.** Optimal working condition of MHE
- KU19.** Optimal levels of fluids and lubricants.
- KU20.** MHE components, their functions and maintenance procedures.
- KU21.** How to identify deviations from normal operations, diagnose and basic trouble shooting of forklift

### Generic Skills (GS)

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

- GS1.** Labels to identify product and its associated hazard
- GS2.** Safety manuals and safety signs on the warehouse floor
- GS3.** Instructions from checklists /company log books and records
- GS4.** Write daily task reports
- GS5.** Fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS6.** Prepare detailed technical reports
- GS7.** Regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly

## Qualification Pack

- GS8.** Provide advice and guidance to peer
- GS9.** Communicate clearly with supervisors and peers
- GS10.** Make judgment if a certain task can be best performed by forklift
- GS11.** Decide if forklift is in good working condition or not
- GS12.** Decide if a maintenance check is required by the technician
- GS13.** Avoid absenteeism
- GS14.** Prioritize and execute tasks within the scheduled time limits
- GS15.** Maintain schedules and punctuality
- GS16.** Attend customer requirement and urgency of assigned activity
- GS17.** Handle transports with care to avoid any damages
- GS18.** Resolve basic problems of forklift based on preventive and basic maintenance
- GS19.** Suggest methods to streamline the maintenance process.
- GS20.** Assess the condition of each forklift
- GS21.** Perform a task in an error free and damage free manner
- GS22.** Check from the operation, noise, etc. If the forklift is facing any troubles and highlight the same for repair

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Operate forklift</i>   | <b>30</b>    | <b>60</b>       | -             | <b>10</b>  |
| <b>PC1.</b> Obtain the day's work schedule from the supervisor and conduct preoperative checks on the forklift  | 2            | 4               | -             | 1          |
| <b>PC2.</b> Check if the forks are not bent or cracked, the positioning latches are in good working condition, the carriage teeth are not broken, chipped, or worn, and the capacity plate is present and legible | 2            | 4               | -             | 0.5        |
| <b>PC3.</b> Fasten the seatbelt and wear other PPE like a hard hat as per OSHA  | 2            | 4               | -             | 1          |
| <b>PC4.</b> Make sure that the throttle control or accelerator pedal is pushed past any constriction that may be fitted and is in the low idle position   | 2            | 4               | -             | 0.5        |
| <b>PC5.</b> Start the engine as per the specified instructions and ensure that the area is clear and that it is safe to move the forklift.  | 2            | 4               | -             | 0.5        |
| <b>PC6.</b> While moving the forklift without any load, ensure that the mast is upright and that the forks lowered.   | 2            | 4               | -             | 1          |
| <b>PC7.</b> Adjust the fork as wide as possible to fit the load and ensure that it is balanced, stable, evenly distributed, and safely secured before movement.   | 2            | 4               | -             | 0.5        |
| <b>PC8.</b> Check visibility and use spotters or mirrors when handling loads at height and ensure proper stopping distances are maintained, especially when loaded.   | 2            | 4               | -             | 1          |
| <b>PC9.</b> Ensure goods loaded/unloaded are within the weight and size of the forklift, load bearing capacity.   | 2            | 4               | -             | 0.5        |
| <b>PC10.</b> Align the fork before inserting it into the pallet and insert the fork all the way under the material.   | 2            | 4               | -             | 1          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC11.</b> Adjust the fork as wide as possible to fit the load and to provide a more even distribution of weight.                                   | 2            | 4               | -             | 0.5        |
| <b>PC12.</b> Travel with forks as low as possible from the floor, tilted back, and match the speed of driving with the load and workplace conditions. | 2            | 4               | -             | 0.5        |
| <b>PC13.</b> Drive to the designated location through the specified aisles/bins/location as per safety norms.   | 2            | 4               | -             | 0.5        |
| <b>PC14.</b> Move the pallets/bins to the respective storage locations and store them in the space allocated.   | 2            | 4               | -             | 0.5        |
| <b>PC15.</b> Park the forklift truck in the appropriate location and place all attachment control levers in the neutral or hold position              | 2            | 4               | -             | 0.5        |
| <b>NOS Total</b>  | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                   |
|----------------------------|-----------------------------------|
| <b>NOS Code</b>            | LSC/N0405                         |
| <b>NOS Name</b>            | Operate forklift                  |
| <b>Sector</b>              | Logistics                         |
| <b>Sub-Sector</b>          | Warehousing (Storage & Packaging) |
| <b>Occupation</b>          | Engineering/Maintenance           |
| <b>NSQF Level</b>          | 4                                 |
| <b>Credits</b>             | 2                                 |
| <b>Version</b>             | 3.0                               |
| <b>Last Reviewed Date</b>  | 06/02/2026                        |
| <b>Next Review Date</b>    | 06/02/2029                        |
| <b>NSQF Clearance Date</b> | 06/02/2026                        |

## Qualification Pack

### LSC/N0406: Operate Order Picker

#### Description

This unit is about receiving and carrying out picking activity in the warehouse

#### Scope

The scope covers the following :

- Operate order picker

#### Elements and Performance Criteria

##### *Operate order picker*

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

- PC1.** receive task schedule from supervisor and pick list from supervisor
- PC2.** obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked
- PC3.** Verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes
- PC4.** inspect the order picker for suitability for work in terms of greasing, availability of fuel, tyre pressure, etc.
- PC5.** wear all safety equipment including protective gear, helmets etc.
- PC6.** ensure the picker is wearing the necessary PPE and his/her harness is firmly attached to the order picker
- PC7.** locate the appropriate storage bays for items on pick list
- PC8.** operate the order picker as per the SOP and instructions provided considering the type of goods and volume of goods to be picked
- PC9.** pick goods from the appropriate shelves, storage space into containers or pallets to prepare for loading
- PC10.** verify all items are labeled and packed appropriately
- PC11.** notify the supervisor of any damages for potential fixes
- PC12.** verify all items on the pick list are picked and are in deliverable condition
- PC13.** fill out appropriate administrative forms as required by the company in case of accidents, damages, errors, etc.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys documentation policy

## Qualification Pack

- KU4.** occupational health and safety standards
- KU5.** procedures for dealing with loss or damage to goods
- KU6.** value of items handled and implications of damage/loss of the same
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** records to be maintained and implications of non-maintenance of the same
- KU9.** security procedures e.g. secure storage of inventory
- KU10.** rules and regulations of shop floor as per company's SOP
- KU11.** controls and switches used to operate Material Handling Equipment (MHE)
- KU12.** basic technicalities associated with the MHE
- KU13.** road signs, factory signs and other safety and emergency signals
- KU14.** hazard labels for the supplies being used.
- KU15.** correct maintenance procedures for MHE
- KU16.** response to emergencies e.g. fire
- KU17.** safety regulations while operating the MHE
- KU18.** optimal working condition of MHE
- KU19.** optimal levels of fluids and lubricants.
- KU20.** MHE Components, their functions and maintenance procedures.
- KU21.** how to identify deviations from normal operations, diagnose and basic trouble shooting of MHE

## Generic Skills (GS)

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

- GS1.** label code to identify product
- GS2.** instructions from checklists /company log books and records
- GS3.** safety manuals and safety signs on the warehouse floor
- GS4.** fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS5.** re-write illegible labels in case required
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** determine items that are damaged/require replacement
- GS9.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS10.** prioritize and execute tasks within the scheduled time limits
- GS11.** requirement and urgency of assigned activity
- GS12.** handle transports with care to avoid any damages
- GS13.** resolve basic issues related to MHE through preventive and basic maintenance
- GS14.** suggest methods to improve efficiency of picking process
- GS15.** identify products required to be picked
- GS16.** assess if the equipment is best suited for the operation



## Qualification Pack

**GS17.** check from the operation, noise, etc. if the MHE is facing any troubles and highlight the same for repair

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Operate order picker</i>  | <b>30</b>    | <b>60</b>       | -             | <b>10</b>  |
| <b>PC1.</b> receive task schedule from supervisor and pick list from supervisor  | 3            | 4               | -             | 0.5        |
| <b>PC2.</b> obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked   | 3            | 4               | -             | 0.5        |
| <b>PC3.</b> Verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes                  | 3            | 5               | -             | 1          |
| <b>PC4.</b> inspect the order picker for suitability for work in terms of greasing, availability of fuel, tyre pressure, etc.                | 3            | 5               | -             | 1          |
| <b>PC5.</b> wear all safety equipment including protective gear, helmets etc.  | 2            | 5               | -             | 0.5        |
| <b>PC6.</b> ensure the picker is wearing the necessary PPE and his/her harness is firmly attached to the order picker                        | 2            | 5               | -             | 1          |
| <b>PC7.</b> locate the appropriate storage bays for items on pick list   | 2            | 4               | -             | 0.5        |
| <b>PC8.</b> operate the order picker as per the SOP and instructions provided considering the type of goods and volume of goods to be picked | 2            | 5               | -             | 1          |
| <b>PC9.</b> pick goods from the appropriate shelves, storage space into containers or pallets to prepare for loading                         | 2            | 5               | -             | 1          |
| <b>PC10.</b> verify all items are labeled and packed appropriately   | 2            | 5               | -             | 0.5        |
| <b>PC11.</b> notify the supervisor of any damages for potential fixes  | 2            | 4               | -             | 0.5        |
| <b>PC12.</b> verify all items on the pick list are picked and are in deliverable condition   | 2            | 5               | -             | 1          |



### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. fill out appropriate administrative forms as required by the company in case of accidents, damages, errors, etc. | 2            | 4               | -             | 1          |
| <b>NOS Total</b>   | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                   |
|----------------------------|-----------------------------------|
| <b>NOS Code</b>            | LSC/N0406                         |
| <b>NOS Name</b>            | Operate Order Picker              |
| <b>Sector</b>              | Logistics                         |
| <b>Sub-Sector</b>          | Warehousing (Storage & Packaging) |
| <b>Occupation</b>          | Engineering/Maintenance           |
| <b>NSQF Level</b>          | 4                                 |
| <b>Credits</b>             | 2                                 |
| <b>Version</b>             | 3.0                               |
| <b>Last Reviewed Date</b>  | 06/02/2026                        |
| <b>Next Review Date</b>    | 06/02/2029                        |
| <b>NSQF Clearance Date</b> | 06/02/2026                        |

## Qualification Pack

### LSC/N0426: Utilise special MHE attachments for special goods

#### Description

This unit is about identifying, operating, and maintaining special Material Handling Equipment (MHE) attachments required for handling goods such as hazardous materials, liquids, fragile items, cylindrical containers, and oversized cargo. The unit emphasizes the importance of safe and compliant handling of hazardous and liquid goods, ensuring proper attachment selection and secure movement.

#### Scope

The scope covers the following :

- Assess load characteristics and select suitable attachments
- Operate MHE safely with the selected attachments
- Maintain safety, cleanliness, and documentation while using special attachments

#### Elements and Performance Criteria

##### *Assess load characteristics and select suitable attachments*

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

- PC1.** Evaluate the type, weight, shape, and nature of the load including hazardous, fragile, or liquid goods.
- PC2.** Identify load handling instructions based on hazard markings, labels, or documentation such as MSDS.
- PC3.** Select the appropriate MHE attachment such as drum clamps, rotators, slip sheets, or carton clamps depending on the load characteristics.
- PC4.** Confirm that the attachment is compatible with the MHE assigned and is rated for the load weight and dimensions.
- PC5.** Inspect the attachment visually for any structural damage, wear, corrosion, or hydraulic leakage before installation.

##### *Operate MHE Safely with the Selected Attachments*

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

- PC6.** Install or connect the selected attachment securely as per manufacturer instructions and verify its functionality.
- PC7.** Perform a test operation to ensure that the attachment is operating correctly and that the load is secured.
- PC8.** Use the MHE to lift, move, or place the goods using smooth and controlled movements.
- PC9.** Ensure that movement speed, tilt, and grip are adjusted to minimize risk while handling hazardous or liquid goods.
- PC10.** Follow designated routes and comply with signage and floor markings specific to sensitive or restricted materials.
- PC11.** Monitor the load and attachment during operation for signs of instability or malfunction.
- PC12.** Park the MHE with attachment in the assigned zone and switch off or disconnect the attachment as per SOP.

## Qualification Pack

### *Maintain Safety, Cleanliness, and Documentation*

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

- PC13.** Wear appropriate PPE including gloves, helmets, and chemical-resistant clothing when handling hazardous or liquid materials.
- PC14.** Follow spill prevention and control procedures as per safety guidelines.
- PC15.** Report any leaks, spills, mechanical faults, or unusual observations immediately to the supervisor.
- PC16.** Clean the attachment after use, especially if used for corrosive or sticky materials, using suitable cleaning tools and fluids.
- PC17.** Record usage, inspections, and maintenance activities related to the attachment in logbooks or digital systems.
- PC18.** Store the attachment in designated areas to prevent damage or contamination.

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** The range and application of special MHE attachments including drum clamps, barrel grippers, carton clamps, fork extensions, push-pulls, slip sheets, rotators, and load stabilizers
- KU2.** Characteristics of special goods such as liquids, chemicals, hazardous materials, cylindrical drums, fragile boxes, and oversized items
- KU3.** Standards and classifications such as GHS pictograms, UN hazard codes, and Material Safety Data Sheets (MSDS)
- KU4.** Load rating, safe working loads, and stability principles when using attachments
- KU5.** Compatibility between different MHE types and attachments, including electric and diesel-powered units
- KU6.** Manufacturer-recommended installation, operational limits, and maintenance routines for special attachments
- KU7.** Procedures for emergency response, spill containment, and use of spill kits or banded pallets
- KU8.** Warehouse layout designations, including special zones for flammable or chemical storage
- KU9.** Reporting protocols, documentation standards, and organizational SOPs for special goods handling
- KU10.** Basic troubleshooting of attachment control issues, leaks, and mechanical malfunctions

### **Generic Skills (GS)**

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

- GS1.** Read and interpret safety signs, warning labels, handling instructions, and attachment manuals
- GS2.** Record data related to attachment use, maintenance checks, and incident reports in physical or digital formats
- GS3.** Communicate clearly with warehouse supervisors, technicians, and co-workers regarding load handling plans and equipment status

## Qualification Pack

- GS4.** Follow verbal and written instructions related to the handling of hazardous and sensitive materials
- GS5.** Prioritize safety while planning and executing MHE operations, especially in mixed-traffic or high-risk zones
- GS6.** Exercise sound judgment when assessing attachment stability, load centering, or need for technical support
- GS7.** Coordinate with other warehouse staff during simultaneous operations involving shared MHE or confined spaces
- GS8.** Maintain focus and concentration during operations involving sensitive or reactive materials
- GS9.** Respond calmly and appropriately to abnormal situations such as sudden load shifts or chemical odor detection
- GS10.** Suggest improvements in handling techniques, equipment usage, or maintenance routines for special attachments

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Assess load characteristics and select suitable attachments</i>  | <b>8</b>     | <b>17</b>       | -             | <b>4</b>   |
| <b>PC1.</b> Evaluate the type, weight, shape, and nature of the load including hazardous, fragile, or liquid goods.                                   | 1            | 3               | -             | 1          |
| <b>PC2.</b> Identify load handling instructions based on hazard markings, labels, or documentation such as MSDS.                                      | 2            | 3               | -             | 1          |
| <b>PC3.</b> Select the appropriate MHE attachment such as drum clamps, rotators, slip sheets, or carton clamps depending on the load characteristics. | 2            | 4               | -             | 1          |
| <b>PC4.</b> Confirm that the attachment is compatible with the MHE assigned and is rated for the load weight and dimensions.                          | 2            | 4               | -             | 1          |
| <b>PC5.</b> Inspect the attachment visually for any structural damage, wear, corrosion, or hydraulic leakage before installation.                     | 1            | 3               | -             | -          |
| <i>Operate MHE Safely with the Selected Attachments</i>   | <b>12</b>    | <b>23</b>       | -             | <b>3</b>   |
| <b>PC6.</b> Install or connect the selected attachment securely as per manufacturer instructions and verify its functionality.                        | 2            | 3               | -             | 1          |
| <b>PC7.</b> Perform a test operation to ensure that the attachment is operating correctly and that the load is secured.                               | 2            | 3               | -             | 1          |
| <b>PC8.</b> Use the MHE to lift, move, or place the goods using smooth and controlled movements.  | 2            | 3               | -             | -          |
| <b>PC9.</b> Ensure that movement speed, tilt, and grip are adjusted to minimize risk while handling hazardous or liquid goods.                        | 2            | 4               | -             | 1          |
| <b>PC10.</b> Follow designated routes and comply with signage and floor markings specific to sensitive or restricted materials.                       | 1            | 3               | -             | -          |
| <b>PC11.</b> Monitor the load and attachment during operation for signs of instability or malfunction.  | 2            | 3               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC12.</b> Park the MHE with attachment in the assigned zone and switch off or disconnect the attachment as per SOP.                       | 1            | 4               | -             | -          |
| <i>Maintain Safety, Cleanliness, and Documentation</i>   | <b>10</b>    | <b>20</b>       | -             | <b>3</b>   |
| <b>PC13.</b> Wear appropriate PPE including gloves, helmets, and chemical-resistant clothing when handling hazardous or liquid materials.    | 2            | 4               | -             | 1          |
| <b>PC14.</b> Follow spill prevention and control procedures as per safety guidelines.  | 1            | 3               | -             | -          |
| <b>PC15.</b> Report any leaks, spills, mechanical faults, or unusual observations immediately to the supervisor.                             | 1            | 3               | -             | -          |
| <b>PC16.</b> Clean the attachment after use, especially if used for corrosive or sticky materials, using suitable cleaning tools and fluids. | 2            | 3               | -             | 1          |
| <b>PC17.</b> Record usage, inspections, and maintenance activities related to the attachment in logbooks or digital systems.                 | 2            | 4               | -             | 1          |
| <b>PC18.</b> Store the attachment in designated areas to prevent damage or contamination.  | 2            | 3               | -             | -          |
| <b>NOS Total</b>   | <b>30</b>    | <b>60</b>       | -             | <b>10</b>  |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | LSC/N0426   |
| <b>NOS Name</b>            | Utilise special MHE attachments for special goods |
| <b>Sector</b>              | Logistics   |
| <b>Sub-Sector</b>          |   |
| <b>Occupation</b>          | Engineering/Maintenance                           |
| <b>NSQF Level</b>          | 4   |
| <b>Credits</b>             | 2   |
| <b>Version</b>             | 1.0   |
| <b>Last Reviewed Date</b>  | 06/02/2026  |
| <b>Next Review Date</b>    | 06/02/2029  |
| <b>NSQC Clearance Date</b> | 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/N0424.Understand Warehouse Layout and Signage  | 30           | 60              | 0             | 10         | 100         | 20        |
| LSC/N8901.Conduct pre-operative checks   | 30           | 60              | 0             | 10         | 100         | 20        |
| LSC/N0401.Perform material handling inside Warehouse   | 30           | 60              | 0             | 10         | 100         | 20        |
| LSC/N0425.Coordinate with Manufacturers for preventive maintenance                               | 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        |
| <b>Total</b>   | <b>170</b>   | <b>330</b>      | <b>-</b>      | <b>50</b>  | <b>550</b>  | <b>90</b> |

### Elective: 1 Operate Battery Operated Pallet Truck

| National Occupational Standards                 | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N0403.Operate Battery Operated Pallet Truck | 30           | 60              | 0             | 10         | 100         | 10        |

### Qualification Pack

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---------------------------------|--------------|-----------------|---------------|------------|-------------|-----------|
| <b>Total</b>                    | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  | <b>100</b>  | <b>10</b> |

Elective: 2 Operate Reach Truck

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---------------------------------|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N0404.Operate Reach Truck   | 30           | 60              | 0             | 10         | 100         | 10        |
| <b>Total</b>                    | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  | <b>100</b>  | <b>10</b> |

Elective: 3 Operate Forklift

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---------------------------------|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N0405.Operate forklift      | 30           | 60              | 0             | 10         | 100         | 10        |
| <b>Total</b>                    | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  | <b>100</b>  | <b>10</b> |

Elective: 4 Operate Order Picker

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---------------------------------|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N0406.Operate Order Picker  | 30           | 60              | 0             | 10         | 100         | 10        |
| <b>Total</b>                    | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  | <b>100</b>  | <b>10</b> |

Elective: 5 Utilise special MHE attachments for special goods

### Qualification Pack

| National Occupational Standards                             | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N0426.Utilise special MHE attachments for special goods | 30           | 60              | 0             | 10         | 100         | 10        |
| <b>Total</b>  | <b>30</b>    | <b>60</b>       | <b>-</b>      | <b>10</b>  | <b>100</b>  | <b>10</b> |



## Qualification Pack

### Acronyms

|             |   |
|-------------|---|
| <b>NOS</b>  | National Occupational Standard(s)               |
| <b>NSQF</b> | National Skills Qualifications Framework        |
| <b>QP</b>   | Qualifications Pack                             |
| <b>TVET</b> | Technical and Vocational Education and Training |

## Qualification Pack

### Glossary

|  |  |
|--|--|
| <b>Sector</b>                                | 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.  |
| <b>Sub-sector</b>                            | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.   |
| <b>Occupation</b>                            | Occupation is a set of job roles, which perform similar/ related set of functions in an industry.  |
| <b>Job role</b>                              | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.  |
| <b>Occupational Standards (OS)</b>           | 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. |
| <b>Performance Criteria (PC)</b>             | Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.  |
| <b>National Occupational Standards (NOS)</b> | NOS are occupational standards which apply uniquely in the Indian context.   |
| <b>Qualifications Pack (QP)</b>              | 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.   |
| <b>Unit Code</b>                             | Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'  |
| <b>Unit Title</b>                            | Unit title gives a clear overall statement about what the incumbent should be able to do.  |
| <b>Description</b>                           | 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.   |
| <b>Scope</b>                                 | 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

|   |   |
|---|---|
| <b>Knowledge and Understanding (KU)</b> | <p>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.</p>   |
| <b>Organisational Context</b>           | <p>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.</p>   |
| <b>Technical Knowledge</b>              | <p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>   |
| <b>Core Skills/ Generic Skills (GS)</b> | <p>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.</p> |
| <b>Electives</b>                        | <p>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.</p>  |
| <b>Options</b>                          | <p>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.</p>  |