

Qualification Pack



Supply Chain Supervisor - Agri Commodities

Electives: Trading on the e-NAM portal/ Negotiating with buyers (Quoting to buyers)

Options: Business development and stakeholder relations/ Profit and Loss account management and cost accounting

QP Code: LSC/Q3301

Version: 2.0

NSQF Level: 5



Qualification Pack

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LSC/Q3301: Supply Chain Supervisor - Agri Commodities

Brief Job Description

The individual is responsible for supervising the day to day operations at the facility by allocating resources, managing activities, and coordinating with clients and upper management/regulatory bodies. S/he is also responsible for measuring and reporting the effectiveness of daily assigned activities and employees' performance.

Personal Attributes

The supervisor is required to undertake the supervision of all the activities starting from procurement to grading, segregation, packaging, storage, trading, negotiating with buyers and outbound transportation activities effectively with good physical stamina and enthusiasm. The job will regularly include travelling, long-standing hours, occasional material movement and appropriate communication skills in English and vernacular languages. S/he should be observant, diligent and have good mathematical ability. S/he should have good team management skills and communicate effectively. The supervisor should be enthusiastic enough to take up physical duties as well to lead by example among the workers.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N3307: Forecasting and Procurement of Agri-products](#)
2. [LSC/N3308: Supervise segregation of Agri-Products](#)
3. [LSC/N3309: Supervise grading and quality check of various agri-products](#)
4. [LSC/N3310: Supervise packaging and storage of agri-products](#)
5. [LSC/N8704: Supervise pre-cooling operations](#)
6. [LSC/N8706: Manage placement of goods in controlled conditions](#)
7. [LSC/N9901: Maintain food and personnel safety, health and hygiene in cold storage plant](#)
8. [LSC/N3314: Supervise outbound transportation planning](#)
9. [LSC/N3322: Manage Compliance and Certification for Agri Commodities](#)
10. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Trading on the e-NAM portal

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This unit is about trading on e-NAM portals

1. [LSC/N3312: Trading on the e-Nam portal](#)

Elective 2: Negotiating with buyers (Quoting to buyers)

This unit is about negotiating with buyers (Quoting to buyers) and to cultivate awareness about e-NAM portal among buyers to improve marketability, spoilage reduction and loss at intermediate junctions.

1. [LSC/N3313: Negotiating with buyers \(Quoting to buyers\)](#)

Options(Not mandatory):

Option 1: Business development and stakeholder relations

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

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

Option 2: Profit and Loss account management and cost accounting

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

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

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Distribution Chain Management, Customer relationship management
Country	India
NSQF Level	5
Credits	26
Aligned to NCO/ISCO/ISIC Code	NCO - 3323.0601 and ISCO -08 - 4321

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Minimum Educational Qualification & Experience	Diploma (Completed UG Diploma or equivalent) with 1 Year of experience (relevant experience in agri supply chain) OR 12th grade Pass (or equivalent) with 4 Years of experience (relevant experience in agri supply chain) OR Completed 3 year diploma after 10th with 2 Years of experience (relevant experience in agri supply chain) OR Previous relevant Qualification of NSQF Level (4) with 3 Years of experience (relevant experience in agri supply chain)
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	NA
Next Review Date	06/08/2026
NSQC Approval Date	06/02/2026
Version	2.0
Reference code on NQR	QG-05-TLW-05024-2026-V1-LSSC
NQR Version	1.0

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LSC/N3307: Forecasting and Procurement of Agri-products

Description

This NOS unit is about forecasting procurement needs based on crop cycles and market demand, identifying suitable vendors or producers, and ensuring timely procurement of agri-products in compliance with quality and organizational standards.

Scope

The scope covers the following :

- Forecast procurement needs
- Identify and evaluate procurement sources
- Prepare monthly and weekly work plan in advance and pass-on the information to suppliers
- Ensure daily procurement and regularize the operation
- Resolve escalated issues
- Ensure effective communication with upper management and proper documentation

Elements and Performance Criteria

Forecast procurement needs

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

- PC1. Obtain seasonal crop calendars, weather forecasts, and yield reports for relevant regions
- PC2. Analyze historical data, market trends, and demand forecasts for each agri-product
- PC3. Identify procurement targets based on projected demand, storage capacity, and shelf-life
- PC4. Plan buffer stock levels considering perishability and lead times
- PC5. Prepare a procurement schedule aligned with harvesting timelines and organizational demand

Identify and evaluate procurement sources

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

- PC6. Identify and evaluate potential suppliers including FPOs, cooperatives, mandis, and farmers
- PC7. Verify supplier credentials, certifications, and compliance with organizational standards
- PC8. Evaluate supplier capabilities including consistency, pricing, and quality track record
- PC9. Shortlist preferred sources and initiate procurement discussions

Prepare monthly and weekly work plan in advance and pass-on the information to suppliers

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

- PC10. Estimate various upcoming harvests in and around the district
- PC11. Build social network for maximum procurement.
- PC12. Identify newer and regular produce grown in and around the district /region.
- PC13. Update information about best-expected outcomes or any crop failure during various seasons in advance.
- PC14. Prepare the plans a month in advance for procurement and ensure periodic procurement.

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- PC15. Plan for daily input and daily forwarding quantity, a week in advance and provide estimates to the management.
- PC16. Ensure that the suppliers are delivering the produce to the establishment by themselves.
- PC17. Dictate the terms of acceptance about optimum quality of produce so that there shall be least chances of receiving inferior quality produce.
- PC18. Instruct the suppliers to provide the photographs of produce and quantity estimates, well in advance before dispatching.
- PC19. Record for daily incoming crops, crop variety, weight, designated prices, calculated amount, packaging used and packaging suggested in tabular formats
- PC20. Issue the receipt of acceptance to suppliers
- PC21. Produce/Issue the ticket for segregation
- PC22. Develop daily work plan factoring in priority cases, and cases requiring exceptional handling
- PC23. Get the work plan approved by the manager and allocate tasks to workers and associates
- PC24. Budget and allocate the requisite MHE for tasks at hand

Ensure daily procurement and regularize the operations

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

- PC25. Instruct the supplier to intimate the facility in advance about incoming produce variety, quality and quantity
- PC26. Inspect the incoming quality received for grading and segregation
- PC27. Suggest standard means of transportation for the produce to reduce physical damage, microbial damage, produce safety, security and cleanliness
- PC28. Allocate additional and ad-hoc manpower and equipment during unloading
- PC29. Check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation (intimation)
- PC30. Issue the receipt of accepting the commodity in standard format
- PC31. Inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays
- PC32. Assign spaces in the staging area for loader/unloader for loading and unloading goods
- PC33. Ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) is used while unloading
- PC34. Inspect manual unloading of goods and record spillages, breakages etc
- PC35. Monitor and report productivity and adherence to timelines during loading and unloading
- PC36. Perform visual inspection of inbound produce
- PC37. Inspect and record damage to goods while handling them using MHE

Resolve escalated issues

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

- PC38. Review escalated issues and identify the root cause for providing corrective action
- PC39. Plan for daily input and daily forwarding quantity, a week in advance and shall provide estimates to the management.
- PC40. Ensure that the suppliers are delivering the produce to the establishment by themselves.
- PC41. Dictate the terms of acceptance about optimum quality of produce so that there shall be least chances of receiving inferior quality produce.

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- PC42. Instruct suppliers to provide the photographs of produce and quantity estimates, well in advance before dispatching.
- PC43. Ensure daily incoming crops, crop variety, weight, designated prices, calculated amount, packaging used and packaging suggested in tabular formats
- PC44. Escalate the issues to the manager when external or additional help is required
- PC45. Coordinate with various villages, Taluks and suppliers to fulfill the increased demands or in case any one supplier fails to deliver on time
- PC46. Issue reports for rejecting the damaged or inferior quality produce.
- PC47. Ensure safe unloading and primary storage of the produce received
- PC48. Ensure effective communication with upper management and proper documentation

Ensure effective communication with upper management and proper documentation

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

- PC49. Record the time of communication with every supplier and time of receiving the produce in the prescribed format
- PC50. Communicate the daily quantity of produce-wise turnover, disposal and workforce attached for operations to the upper management
- PC51. Support in planning and executing the preventive measures for waste reduction
- PC52. Support manager in planning for new equipment purchase, installation, and commissioning
- PC53. Plan and schedule regular equipment maintenance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. Dealing with local Taluk level villagers, Sarpanch and villagers
- KU2. Fixing the best/competitive prices keeping the e-NAM retail prices in consideration
- KU3. Arranging for temporary transportation if the villager/supplier is unable to fetch the transportation
- KU4. Estimating the time for transportation of produce according to distance from facility and shall pre-decide whether to buy or not after looking at produce quality and remaining shelf-life
- KU5. Abiding by organizational procedures
- KU6. Keeping documentation and reporting as per organization's mandate
- KU7. Following security procedures
- KU8. Escalation matrix for reporting identified problems
- KU9. Risk and impact of not following defined procedures/work instructions
- KU10. Updating information on IT system and ERP system of the organization
- KU11. Scheduling and planning of different activities
- KU12. Different competitive market prices and revenue generation
- KU13. Overall supply chain, warehousing and distribution value chain
- KU14. Types of goods being handled
- KU15. Use of computer and associated data management devices

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- KU16. Basic trouble shooting regarding data management devices
- KU17. Information from the ERP system
- KU18. Geographical spread of areas and cities within the geographical reach of the organization
- KU19. Labels and instructions regarding shipments, MHEs, equipment and work-place
- KU20. Special characteristics and handling requirements of shipments, if any
- KU21. Crop cycles and harvesting schedules for relevant agri-products
- KU22. Sources of market intelligence, crop yield data, and weather updates
- KU23. Methods for demand forecasting and stock planning
- KU24. Common procurement risks such as price fluctuations, supply delays, and quality deviations
- KU25. Vendor evaluation parameters and supplier development practices

Generic Skills (GS)

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

- GS1. To judge the quality of produce, shelf life and price for remuneration
- GS2. Read written instructions
- GS3. Read invoicing label and shipment labels
- GS4. Use ERP and computer-generated reports
- GS5. Issue receiving slips to farmers/suppliers
- GS6. To remunerate the farmers as soon as possible
- GS7. Prepare work-orders and instructions for grading, segregation and packaging
- GS8. Prepare checklist of activities, delays, undelivered items, contacts, etc.
- GS9. Prepare daily reports
- GS10. Communicate with suppliers and workers
- GS11. Communicate and collect information from different Talukas and villages
- GS12. Prioritise specific procurement
- GS13. Escalate the query and to which department
- GS14. Resolve a problem quickly internally
- GS15. Identify and allocate alternate resources in case any procurement is stuck or becomes a high priority
- GS16. Plan and estimate the co-ordination required for resolving a query.
- GS17. Maintain punctuality
- GS18. Respond to the supplier in a timely manner
- GS19. Prioritize and execute tasks based on management instructions/standing customer orders
- GS20. Make work plans and resource allocation plans
- GS21. Make checks on execution of work plans
- GS22. Be a team player and achieve joint goals
- GS23. Adhere to the procurement and customer timelines
- GS24. Address the urgency regarding incoming quantity and activities
- GS25. Identify trends/common causes for delays, issue in tracking, etc.



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- GS26. Coordinate and handle major issues with different departments
- GS27. Identify bottlenecks and operational problems and suggest remedial action
- GS28. Assess the requirement and arrangement of resources (such as electricity, water consumption, ventilation equipment, workmen, transportation, packaging material) for the tasks at hand
- GS29. Assess and prepare for backup transport in case of continuous delays
- GS30. Plan for produce movement so that the time, resources are optimally utilised
- GS31. Resolve issues in a quick and cost-effective manner
- GS32. Develop work plans factoring in external factors
- GS33. Plan and organize procurement activities based on forecasted demand
- GS34. Analyze supply trends and adapt procurement strategy
- GS35. Take initiative to identify better sourcing options

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Forecast procurement needs</i>	3.5	6	-	1.5
PC1. Obtain seasonal crop calendars, weather forecasts, and yield reports for relevant regions	0.5	1	-	0.5
PC2. Analyze historical data, market trends, and demand forecasts for each agri-product	0.5	1	-	-
PC3. Identify procurement targets based on projected demand, storage capacity, and shelf-life	0.5	1	-	0.5
PC4. Plan buffer stock levels considering perishability and lead times	1	1	-	-
PC5. Prepare a procurement schedule aligned with harvesting timelines and organizational demand	1	2	-	0.5
<i>Identify and evaluate procurement sources</i>	2	4	-	1
PC6. Identify and evaluate potential suppliers including FPOs, cooperatives, mandis, and farmers	0.5	1	-	0.5
PC7. Verify supplier credentials, certifications, and compliance with organizational standards	0.5	1	-	0.5
PC8. Evaluate supplier capabilities including consistency, pricing, and quality track record	0.5	1	-	-
PC9. Shortlist preferred sources and initiate procurement discussions	0.5	1	-	-
<i>Prepare monthly and weekly work plan in advance and pass-on the information to suppliers</i>	7.5	17	-	2
PC10. Estimate various upcoming harvests in and around the district	0.5	1	-	-
PC11. Build social network for maximum procurement.	0.5	1	-	-
PC12. Identify newer and regular produce grown in and around the district /region.	0.5	1	-	-
PC13. Update information about best-expected outcomes or any crop failure during various seasons in advance.	0.5	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Prepare the plans a month in advance for procurement and ensure periodic procurement.	0.5	1	-	-
PC15. Plan for daily input and daily forwarding quantity, a week in advance and provide estimates to the management.	0.5	2	-	0.5
PC16. Ensure that the suppliers are delivering the produce to the establishment by themselves.	0.5	1	-	-
PC17. Dictate the terms of acceptance about optimum quality of produce so that there shall be least chances of receiving inferior quality produce.	0.5	1	-	0.5
PC18. Instruct the suppliers to provide the photographs of produce and quantity estimates, well in advance before dispatching.	0.5	1	-	-
PC19. Record for daily incoming crops, crop variety, weight, designated prices, calculated amount, packaging used and packaging suggested in tabular formats	0.5	1	-	0.5
PC20. Issue the receipt of acceptance to suppliers	0.5	1	-	-
PC21. Produce/Issue the ticket for segregation	0.5	1	-	-
PC22. Develop daily work plan factoring in priority cases, and cases requiring exceptional handling	0.5	1	-	-
PC23. Get the work plan approved by the manager and allocate tasks to workers and associates	0.5	1	-	-
PC24. Budget and allocate the requisite MHE for tasks at hand	0.5	1	-	-
<i>Ensure daily procurement and regularize the operations</i>	7.5	13	-	2
PC25. Instruct the supplier to intimate the facility in advance about incoming produce variety, quality and quantity	0.5	1	-	0.5
PC26. Inspect the incoming quality received for grading and segregation	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. Suggest standard means of transportation for the produce to reduce physical damage, microbial damage, produce safety, security and cleanliness	0.5	1	-	0.5
PC28. Allocate additional and ad-hoc manpower and equipment during unloading	0.5	1	-	-
PC29. Check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation (intimation)	0.5	1	-	0.5
PC30. Issue the receipt of accepting the commodity in standard format	0.5	1	-	-
PC31. Inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays	0.5	1	-	0.5
PC32. Assign spaces in the staging area for loader/unloader for loading and unloading goods	0.5	1	-	-
PC33. Ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) is used while unloading	1	1	-	-
PC34. Inspect manual unloading of goods and record spillages, breakages etc	1	1	-	-
PC35. Monitor and report productivity and adherence to timelines during loading and unloading	0.5	1	-	-
PC36. Perform visual inspection of inbound produce	0.5	1	-	-
PC37. Inspect and record damage to goods while handling them using MHE	0.5	1	-	-
<i>Resolve escalated issues</i>	7	13	-	2
PC38. Review escalated issues and identify the root cause for providing corrective action	0.5	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC39. Plan for daily input and daily forwarding quantity, a week in advance and shall provide estimates to the management.	0.5	1	-	0.5
PC40. Ensure that the suppliers are delivering the produce to the establishment by themselves.	0.5	1	-	-
PC41. Dictate the terms of acceptance about optimum quality of produce so that there shall be least chances of receiving inferior quality produce.	0.5	1	-	-
PC42. Instruct suppliers to provide the photographs of produce and quantity estimates, well in advance before dispatching.	0.5	1	-	-
PC43. Ensure daily incoming crops, crop variety, weight, designated prices, calculated amount, packaging used and packaging suggested in tabular formats	1	2	-	0.5
PC44. Escalate the issues to the manager when external or additional help is required	0.5	1	-	-
PC45. Coordinate with various villages, Taluks and suppliers to fulfill the increased demands or in case any one supplier fails to deliver on time	1	1	-	0.5
PC46. Issue reports for rejecting the damaged or inferior quality produce.	0.5	1	-	-
PC47. Ensure safe unloading and primary storage of the produce received	1	2	-	-
PC48. Ensure effective communication with upper management and proper documentation	0.5	1	-	0.5
<i>Ensure effective communication with upper management and proper documentation</i>	2.5	7	-	1.5
PC49. Record the time of communication with every supplier and time of receiving the produce in the prescribed format	0.5	2	-	0.5
PC50. Communicate the daily quantity of produce-wise turnover, disposal and workforce attached for operations to the upper management	0.5	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC51. Support in planning and executing the preventive measures for waste reduction	0.5	1	-	0.5
PC52. Support manager in planning for new equipment purchase, installation, and commissioning	0.5	1	-	-
PC53. Plan and schedule regular equipment maintenance	0.5	1	-	0.5
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3307
NOS Name	Forecasting and Procurement of Agri-products
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Customer relationship management, Distribution Chain Management
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

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LSC/N3308: Supervise segregation of Agri-Products

Description

This unit details about specific tasks to be taken care of during segregation

Scope

The scope covers the following :

- Supervise facility for cleaning and disinfestation, including working space and equipment every day.
- Supervise cleansing and segregation activities for produce
- Segregate the produce according to named variety, quality, shelf-life, appearance, firmness and size
- Ensure for proper crating of produce
- Prepare and submit reports

Elements and Performance Criteria

Supervise facility for cleaning and disinfestation, including working space and equipment every day.

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

- PC1. Supervise the air and water cleansing of fruits, vegetables and other produce physically
- PC2. Ensure that the working premises have been cleaned well and everyone working around has the protective gear (i.e. requisite Personal Protective Equipment (PPE) includes face masks, aprons and gloves) during segregation.
- PC3. Ensure that facility area complies with safety, security and cleanliness norms
- PC4. Ensure the upkeep of segregation facility with proper lighting, ventilation and cleanliness of floor area and tables.
- PC5. Allot the floor area and table area for segregation of different products received
- PC6. Ensure for cleanness and procurement of sufficient plastic sheets
- PC7. Make sure that floor, plastic and table areas are clean before segregation, early in the morning
- PC8. Keep a record/verify the number, variety and quantity of produce

Supervise cleansing and segregation activities for produce

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

- PC9. Assess the shelf-life of produce/lot before/during segregation.
- PC10. Supervise that the over-ripe produce is discarded away
- PC11. Ensure that there are no sources of food breakout or microbial decay is occurring anywhere
- PC12. Discard the produce with any fungus, yeast, or microbial damage initiation in the fruit/produce
- PC13. Establish a proper disposal facility

Segregate the produce according to named variety, quality, shelf-life, appearance, firmness and size

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

- PC14. Check the mandatory documentation on receipt of produce and before segregation and ensure right quantity is received as per the documentation

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- PC15. Inspect the quality of produce and get them segregated accordingly
- PC16. Supervise the segregation activity performed by staff according to named local/standard variety, size, firmness, colour, visible aesthetics, and prioritized longer to shorter shelf-life of the produce into different lots.
- PC17. Arrange the lots according to the distance of markets from the origin point
- PC18. Allocate transit (halting) spaces for "segregated" and "yet to be segregated" produce in the segregation section
- PC19. Make small-small heaps of produce to be crated according to respective shelf life.
- PC20. Arrange/segregate the produce according to distance of demand markets (or orders received via e-NAM portal) from origin point.
- PC21. Ensure for appropriate number of clean plastic crates available for fresh produce
- PC22. Ensure for appropriate number of push trolleys to move the crates from one facility to another even when a few facilities are arranged next to each other.
- PC23. Ensure effective primary segregation by farmers at rural level and assess their level of segregation.

Ensure for proper crating of produce

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

- PC24. Check for the total weight received for segregation
- PC25. Check for net produce quantity after segregation.
- PC26. Ensure goods are segregated as per the right method in bins, carousels, crates, pallets, boxes etc.
- PC27. Identify any errors made during segregation and follow Standard Operating Procedures (SOP) to rectify it.
- PC28. Ensure the availability of wheeled basket trolleys/flat trolleys.
- PC29. Ensure that the produce which are to be sent towards grading shall be put into bins, carousels, crates, pallets and boxes on wheeled trolleys.

Prepare and submit reports

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

- PC30. Keep the produce-wise and variety-wise specific record of quantity received and quantity forwarded for segregation
- PC31. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand
- PC32. Perform wall to wall inventory count and generate report
- PC33. Cross verify inventory report submitted against physical vs system entry
- PC34. Identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation (disposal quantity) to manager
- PC35. Generate run-sheets for different tasks and distribute to workers and associates
- PC36. Update information on stock receipts and dispatches
- PC37. Prepare and submit daily/weekly/monthly produce-wise reports on quantity being segregated, worker productivity etc. as per SOP
- PC38. Ensure inventory status is updated in the ERP concurrently based on and transactions and inventory counts

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational procedures
- KU2. daily productivity (turnover) analysis
- KU3. documentation and reporting as per organization's mandate
- KU4. security procedures to be followed
- KU5. escalation matrix for reporting identified problems
- KU6. IT system and Enterprise Resource Planning (ERP) system of the organization
- KU7. procedure for disposal of damaged commodity
- KU8. use of computer and associated equipment
- KU9. different segregation parameters and shall be able to communicate the same to workers
- KU10. different material handling equipment and their uses
- KU11. Use of stationery and equipment like scanners, bar code tagging devices, etc.
- KU12. ERP handling
- KU13. different types of report such as - incident report, damage report, spillage reports, labour report, inventory on hand, empty bin report, cycle counts, items in quarantine, scrap report, inventory ageing etc.
- KU14. receipt and dispatch documentation
- KU15. MS Office or similar program for analyzing, documenting and presenting data
- KU16. inventory counting techniques
- KU17. quick fixes for minor issues
- KU18. how to read labels instructions
- KU19. various escalations regarding resolving and catering to the customer query
- KU20. overall process in warehouse operations

Generic Skills (GS)

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

- GS1. read written instructions
- GS2. read product tags and labels
- GS3. follow management directions
- GS4. read damage reports and daily output reports
- GS5. prepare end of the day reports
- GS6. make down notes about accidents, damage to goods
- GS7. communicate clearly in local language or English with and co-workers
- GS8. communicate and collect information from co-workers
- GS9. identify the item as damaged or not
- GS10. check if a problem can be resolved quickly internally or needs to be escalated
- GS11. identify activities or orders that need to be prioritised as per instructions



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- GS12. plan and estimate the time for each activity.
- GS13. maintain punctuality and avoid absenteeism
- GS14. translate plans into targets for each activity
- GS15. give importance of timelines for activities
- GS16. identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same
- GS17. identify and correct errors
- GS18. verify the authenticity of the product by looking at the logo, box packaging, etc.
- GS19. suggest methods to improve segregation activities

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise facility for cleaning and disinfestation, including working space and equipment every day.</i>	5	11	-	2
PC1. Supervise the air and water cleansing of fruits, vegetables and other produce physically	0.5	1	-	0.5
PC2. Ensure that the working premises have been cleaned well and everyone working around has the protective gear (i.e. requisite Personal Protective Equipment (PPE) includes face masks, aprons and gloves) during segregation.	1	2	-	0.5
PC3. Ensure that facility area complies with safety, security and cleanliness norms	0.5	1	-	-
PC4. Ensure the upkeep of segregation facility with proper lighting, ventilation and cleanliness of floor area and tables.	1	2	-	0.5
PC5. Allot the floor area and table area for segregation of different products received	0.5	1	-	-
PC6. Ensure for cleanness and procurement of sufficient plastic sheets	0.5	1	-	-
PC7. Make sure that floor, plastic and table areas are clean before segregation, early in the morning	0.5	1	-	0.5
PC8. Keep a record/verify the number, variety and quantity of produce	0.5	2	-	-
<i>Supervise cleansing and segregation activities for produce</i>	3.5	10	-	1
PC9. Assess the shelf-life of produce/lot before/during segregation.	1	2	-	0.5
PC10. Supervise that the over-ripe produce is discarded away	0.5	2	-	-
PC11. Ensure that there are no sources of food breakout or microbial decay is occurring anywhere	1	2	-	-
PC12. Discard the produce with any fungus, yeast, or microbial damage initiation in the fruit/produce	0.5	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Establish a proper disposal facility	0.5	2	-	-
<i>Segregate the produce according to named variety, quality, shelf-life, appearance, firmness and size</i>	9.5	13	-	2.5
PC14. Check the mandatory documentation on receipt of produce and before segregation and ensure right quantity is received as per the documentation	1	1	-	0.5
PC15. Inspect the quality of produce and get them segregated accordingly	0.5	1	-	-
PC16. Supervise the segregation activity performed by staff according to named local/standard variety, size, firmness, colour, visible aesthetics, and prioritized longer to shorter shelf-life of the produce into different lots.	2	2	-	0.5
PC17. Arrange the lots according to the distance of markets from the origin point	1	1	-	-
PC18. Allocate transit (halting) spaces for "segregated" and "yet to be segregated" produce in the segregation section	1	2	-	-
PC19. Make small-small heaps of produce to be crated according to respective shelf life.	0.5	1	-	-
PC20. Arrange/segregate the produce according to distance of demand markets (or orders received via e-NAM portal) from origin point.	1	2	-	0.5
PC21. Ensure for appropriate number of clean plastic crates available for fresh produce	1	1	-	-
PC22. Ensure for appropriate number of push trolleys to move the crates from one facility to another even when a few facilities are arranged next to each other.	0.5	1	-	0.5
PC23. Ensure effective primary segregation by farmers at rural level and assess their level of segregation.	1	1	-	0.5
<i>Ensure for proper crating of produce</i>	6	8	-	1.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. Check for the total weight received for segregation	1	1	-	-
PC25. Check for net produce quantity after segregation.	1	1	-	-
PC26. Ensure goods are segregated as per the right method in bins, carousels, crates, pallets, boxes etc.	1	1	-	-
PC27. Identify any errors made during segregation and follow Standard Operating Procedures (SOP) to rectify it.	1	2	-	0.5
PC28. Ensure the availability of wheeled basket trolleys/flat trolleys.	1	1	-	0.5
PC29. Ensure that the produce which are to be sent towards grading shall be put into bins, carousels, crates, pallets and boxes on wheeled trolleys.	1	2	-	0.5
<i>Prepare and submit reports</i>	6	18	-	3
PC30. Keep the produce-wise and variety-wise specific record of quantity received and quantity forwarded for segregation	0.5	2	-	0.5
PC31. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand	1	2	-	0.5
PC32. Perform wall to wall inventory count and generate report	0.5	2	-	-
PC33. Cross verify inventory report submitted against physical vs system entry	0.5	2	-	0.5
PC34. Identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation (disposal quantity) to manager	1	2	-	0.5
PC35. Generate run-sheets for different tasks and distribute to workers and associates	0.5	2	-	-
PC36. Update information on stock receipts and dispatches	0.5	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC37. Prepare and submit daily/weekly/monthly produce-wise reports on quantity being segregated, worker productivity etc. as per SOP	1	2	-	0.5
PC38. Ensure inventory status is updated in the ERP concurrently based on and transactions and inventory counts	0.5	2	-	0.5
NOS Total	30	60	-	10



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3308
NOS Name	Supervise segregation of Agri-Products
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Customer relationship management, Distribution Chain Management
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N3309: Supervise grading and quality check of various agri-products

Description

This unit is about supervising grading and quality check operations

Scope

The scope covers the following :

- Supervise facility for cleaning and disinfestation, including working space and equipment every day/Supervise receiving operations
- Supervise grading and crating process
- Prepare and submit reports

Elements and Performance Criteria

Supervise facility for cleaning and disinfestation, including working space and equipment every day.

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

- PC1. Supervise the air and water cleansing of fruits, vegetables, and other produce physically
- PC2. Ensure that the working premises have been cleaned well and everyone working around has protective gear (i.e. requisite Personal Protective Equipment (PPE) while grading.
- PC3. Ensure that facility area complies with safety, security and cleanliness norms
- PC4. Ensure the upkeep of grading facility with proper lighting, ventilation and cleanliness of floor area and tables.
- PC5. Allot the floor area and table area for grading of different products received
- PC6. Ensure for cleanliness and procurement of sufficient plastic sheets
- PC7. Make sure that floor, table, and plastic area are clean before grading, early in the morning
- PC8. Keep a record/verify the number of crates, variety and quantity of produce received for grading
- PC9. Ensure for cleaned and disinfected floor space and table areas.
- PC10. Ensure for least moisture concentration inside the segregation centres.
- PC11. Ensure ventilation, lighting, chairs for sitting (stools), wherever necessary with grading tables.

Supervise grading and crating process

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

- PC12. Receive the lot for grading
- PC13. Note down the quantity received
- PC14. Assess the shelf-life of produce/lot before grading.
- PC15. Designate the grading area for every produce
- PC16. Check that the overripe produce is discarded in an appropriate way.
- PC17. Ensure that there are no sources of food breakout or microbial decay occurring anywhere
- PC18. Discard the produce with any fungus, yeast, or microbial damage initiation in the fruit/produce

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- PC19. Inspect and allot grading to divide the produce into different varieties/grades i.e. Grade A (for e.g. under-ripe), Grade B (semi-ripe), Grade C (perfectly ripe), Grade D (irregular in shape and visual imperfections) based on level of aesthetics, size similarity, firmness, visual patches and shelf life.
- PC20. Grade different produce such as fruits, vegetables, crops, grains, pulses, herbals, cash crops etc. at different terminals into different varieties.
- PC21. Do not intermix the fruit/crops varieties into each other.
- PC22. Keep the packaging crates ready in produce-wise specific sizes.
- PC23. Inspect binning, crating and palletisation process to ensure safe handling of goods and adherence to process
- PC24. Use mechanized grading facilities
- PC25. Note down the disposal quantity
- PC26. Establish a proper disposal facility
- PC27. Inform executive if there is a difference in quantity received and review entries made in the system
- PC28. Train subordinates on grading and packaging process for a different product, client, and country requirements

Prepare and submit reports

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

- PC29. Maintain the leaf charts containing details for every crate
- PC30. Motivate workers to work efficiently
- PC31. constantly monitor 'shape of the day' based on the workload of different tasks and re-deploy resources as per demand

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational procedures
- KU2. daily productivity (turnover) analysis
- KU3. documentation and reporting as per organization's mandate
- KU4. security procedures to be followed
- KU5. escalation matrix for reporting identified problems
- KU6. IT system and Enterprise Resource Planning (ERP) system of the organization
- KU7. procedure for disposal of damaged commodity
- KU8. using ERP
- KU9. tools for documentation: MS excel and MS Word
- KU10. use of spreadsheets to tabulate and analyze the data
- KU11. supply chain management
- KU12. inventory management process
- KU13. quality check standards

Generic Skills (GS)

Qualification Pack

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

- GS1. read company policy and standard work-related documents
- GS2. read emails and letters
- GS3. read data entries in the system
- GS4. prepare reports on quality check and packaging
- GS5. write mails
- GS6. interact with team members to work efficiently
- GS7. communicate effectively with colleagues and vendors to achieve a smooth workflow
- GS8. communicate quality standards
- GS9. identify the item as damaged or not
- GS10. check if a problem can be resolved quickly internally or needs to be escalated
- GS11. identify activities or orders that need to be prioritised as per instructions
- GS12. plan and estimate the time for each activity.
- GS13. maintain punctuality and avoid absenteeism
- GS14. translate plans into targets for each activity
- GS15. give importance of timelines for activities
- GS16. identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same
- GS17. identify and correct errors
- GS18. verify the authenticity of the product by looking at the logo, box packaging, etc.
- GS19. suggest methods to improve grading activities

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise facility for cleaning and disinfestation, including working space and equipment every day.</i>	10.5	21	-	3
PC1. Supervise the air and water cleansing of fruits, vegetables, and other produce physically	1	2	-	0.5
PC2. Ensure that the working premises have been cleaned well and everyone working around has protective gear (i.e. requisite Personal Protective Equipment (PPE) while grading.	1	2	-	0.5
PC3. Ensure that facility area complies with safety, security and cleanliness norms	1	1	-	-
PC4. Ensure the upkeep of grading facility with proper lighting, ventilation and cleanliness of floor area and tables.	1	2	-	0.5
PC5. Allot the floor area and table area for grading of different products received	0.5	2	-	-
PC6. Ensure for cleanliness and procurement of sufficient plastic sheets	1	2	-	0.5
PC7. Make sure that floor, table, and plastic area are clean before grading, early in the morning	1	2	-	-
PC8. Keep a record/verify the number of crates, variety and quantity of produce received for grading	1	2	-	0.5
PC9. Ensure for cleaned and disinfected floor space and table areas.	1	2	-	-
PC10. Ensure for least moisture concentration inside the segregation centres.	1	2	-	-
PC11. Ensure ventilation, lighting, chairs for sitting (stools), wherever necessary with grading tables.	1	2	-	0.5
<i>Supervise grading and crating process</i>	16.5	33	-	5.5
PC12. Receive the lot for grading	0.5	2	-	-
PC13. Note down the quantity received	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Assess the shelf-life of produce/lot before grading.	1	2	-	-
PC15. Designate the grading area for every produce	1	1	-	0.5
PC16. Check that the overripe produce is discarded in an appropriate way.	1	2	-	0.5
PC17. Ensure that there are no sources of food breakout or microbial decay occurring anywhere	1	2	-	-
PC18. Discard the produce with any fungus, yeast, or microbial damage initiation in the fruit/produce	1	2	-	0.5
PC19. Inspect and allot grading to divide the produce into different varieties/grades i.e. Grade A (for e.g. under-ripe), Grade B (semi-ripe), Grade C (perfectly ripe), Grade D (irregular in shape and visual imperfections) based on level of aesthetics, size similarity, firmness, visual patches and shelf life.	1	2	-	0.5
PC20. Grade different produce such as fruits, vegetables, crops, grains, pulses, herbals, cash crops etc. at different terminals into different varieties.	1	2	-	0.5
PC21. Do not intermix the fruit/crops varieties into each other.	1	2	-	-
PC22. Keep the packaging crates ready in produce-wise specific sizes.	1	2	-	0.5
PC23. Inspect binning, crating and palletisation process to ensure safe handling of goods and adherence to process	1	2	-	0.5
PC24. Use mechanized grading facilities	1	2	-	0.5
PC25. Note down the disposal quantity	1	2	-	-
PC26. Establish a proper disposal facility	1	2	-	-
PC27. Inform executive if there is a difference in quantity received and review entries made in the system	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. Train subordinates on grading and packaging process for a different product, client, and country requirements	1	2	-	0.5
<i>Prepare and submit reports</i>	3	6	-	1.5
PC29. Maintain the leaf charts containing details for every crate	1	2	-	0.5
PC30. Motivate workers to work efficiently	1	2	-	0.5
PC31. constantly monitor 'shape of the day' based on the workload of different tasks and re-deploy resources as per demand	1	2	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3309
NOS Name	Supervise grading and quality check of various agri-products
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Customer relationship management, Distribution Chain Management
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N3310: Supervise packaging and storage of agri-products

Description

This unit is about supervising packaging and quality check operations of agri-products

Scope

The scope covers the following :

- Supervise packaging process
- Supervise cleaning, fumigation operations
- Receiving, Short-term storage and Long-term storage
- Prepare and submit reports

Elements and Performance Criteria

Supervise packaging process

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

- PC1. Ensure fumigation of the packaging area is carried out periodically as per prescribed schedules.
- PC2. Supervise receipt of graded lots and verify quantity records.
- PC3. Ensure selection of appropriate packaging and cushioning materials based on product type and climatic conditions.
- PC4. Supervise packaging of fruits, vegetables, grains, spices, and commercial produce as per SOPs.
- PC5. Ensure compliance with special packaging requirements such as ventilation, sealing, refrigeration, or product-specific handling practices.
- PC6. Coordinate customization of packaging as per client requirements including palletization and labeling.
- PC7. Ensure correct labeling and tagging as per e-NAM and applicable regulatory or export standards.
- PC8. Verify accuracy of labels and product traceability information.
- PC9. Ensure standardization of weight and proper stacking of packaged goods.
- PC10. Ensure maintenance of hygiene and readiness of packaging area for subsequent operations.
- PC11. Coordinate movement of packaged goods to staging/storage areas and ensure ERP updates are completed.
- PC12. Train and guide subordinates on packaging protocols, labeling standards, and compliance requirements.

Supervise cleaning, fumigation operations

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

- PC13. Ensure fumigation of storage premises is conducted before storage and as per periodic schedules.
- PC14. Supervise cleaning, drying, and sanitization of storage areas.

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- PC15. Ensure prevention of moisture ingress, microbial contamination, and unsafe storage conditions.
- PC16. Ensure adequate lighting, ventilation, and air regulation systems are maintained.
- PC17. Verify use of appropriate storage platforms to prevent direct floor contact.
- PC18. Plan and allocate storage layout based on product type, moisture level, and shelf life.
- PC19. Ensure maintenance of aisle spacing, wall clearances, and stacking practices for proper airflow.
- PC20. Ensure segregation of storage zones based on product category and storage duration.
- PC21. Ensure maintenance and verification of fumigation and pest control records.
- PC22. Ensure adherence to safety practices and use of PPE during fumigation operations.
- PC23. Monitor structural upkeep and pest-proofing measures in storage facilities.

Supervise storage operations

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

- PC24. Supervise weighing, inspection, and recording of incoming produce including quality and grading details.
- PC25. Ensure categorization of produce into appropriate storage zones based on shelf life and dispatch timelines.
- PC26. Ensure stacking and storage practices follow FIFO, FCFS, or other applicable inventory management methods.
- PC27. Ensure use of fumigated and compliant storage facilities, including specialized systems such as silo storage where required.
- PC28. Monitor condition of stored produce and ensure periodic inspection for spoilage, damage, or pest activity.
- PC29. Ensure application of appropriate preservation methods including natural or chemical treatments where required.
- PC30. Ensure implementation of storage practices such as aeration and periodic handling to maintain product quality.
- PC31. Supervise use of material handling equipment to ensure safe and damage-free operations.
- PC32. Coordinate with buyers and stakeholders regarding dispatch schedules and pending inventory.
- PC33. Train and guide subordinates on safe, product-specific storage practices and SOP compliance.

Prepare and submit reports

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

- PC34. Ensure accurate recording of quantities received, packed, stored, and dispatched on a product-wise basis.
- PC35. Supervise physical inventory counts and ensure reconciliation with ERP/system records.
- PC36. Investigate and report discrepancies, losses, or damages in stock.
- PC37. Ensure preparation of periodic reports on inventory, productivity, and stock movement.
- PC38. Plan and monitor workforce deployment for packaging and storage operations.
- PC39. Ensure maintenance of communication records with suppliers and buyers.
- PC40. Ensure ERP systems are updated with real-time stock movement and storage details.
- PC41. Report stock status, turnover, and disposal details to senior management.

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- PC42. Identify opportunities for waste reduction and resource optimization and support implementation.
- PC43. Recommend improvements in storage infrastructure and equipment requirements.
- PC44. Ensure scheduling and monitoring of maintenance activities for storage and packaging equipment.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. Organizational SOPs for packaging, storage, fumigation, and hygiene of agri-products
- KU2. Workflow and coordination between grading, packaging, storage, and dispatch functions
- KU3. Roles and responsibilities of team members and supervisory control mechanisms
- KU4. Documentation procedures for inventory, packaging, fumigation, and reporting
- KU5. ERP systems and digital tools used for inventory tracking and reporting
- KU6. Quality standards, buyer specifications, and compliance requirements
- KU7. Safety protocols and PPE requirements during fumigation and warehouse operations
- KU8. Waste management and disposal procedures for damaged or expired goods
- KU9. Escalation procedures for discrepancies, damages, and operational issues
- KU10. Maintenance procedures for storage infrastructure and packaging equipment
- KU11. Cleaning and sanitation standards for packaging and storage areas
- KU12. Inventory audit practices and stock verification procedures
- KU13. Types of packaging materials and their suitability for different agri-products
- KU14. Product-specific packaging techniques including ventilated, sealed, and temperature-controlled packaging
- KU15. Labelling and traceability standards including e-NAM, FSSAI, and export norms
- KU16. Storage parameters such as temperature, humidity, ventilation, and stacking practices
- KU17. Warehouse layout planning, zoning, and space optimization principles
- KU18. Pest control and fumigation methods used in agri-storage facilities
- KU19. Identification of spoilage, infestation, contamination, and quality deterioration
- KU20. Inventory management methods such as FIFO, FCFS, and FEFO
- KU21. Storage requirements for perishable and non-perishable agri-products
- KU22. Safe operation and supervisory control of material handling equipment
- KU23. Use of natural and chemical preservation methods in storage
- KU24. Causes of post-harvest losses and preventive measures
- KU25. Impact of environmental and climatic conditions on packaging and storage decisions

Generic Skills (GS)

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

- GS1. Maintain accurate records of packaging, storage, and dispatch operations

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- GS2. Prepare and verify operational reports and documentation
- GS3. Record discrepancies, damages, and corrective actions systematically
- GS4. Maintain logs for fumigation, cleaning, and inventory activities
- GS5. Review and interpret SOPs, guidelines, and compliance requirements
- GS6. Understand labelling standards and buyer-specific instructions
- GS7. Interpret ERP data, inventory reports, and stock movement trends
- GS8. Read and interpret warehouse layout plans and storage instructions
- GS9. Communicate clearly with team members, supervisors, and stakeholders
- GS10. Coordinate with suppliers, buyers, and internal teams for smooth operations
- GS11. Provide instructions and training to subordinates effectively
- GS12. Report issues and escalate deviations in a timely manner
- GS13. Plan and organize packaging and storage operations efficiently
- GS14. Monitor operations and ensure adherence to SOPs and quality standards
- GS15. Identify operational issues and take corrective actions
- GS16. Use ERP systems and digital tools for tracking and reporting
- GS17. Analyze stock data and operational performance for decision-making
- GS18. Optimize use of storage space, materials, and manpower
- GS19. Monitor team performance and improve productivity
- GS20. Ensure compliance with hygiene, safety, and regulatory standards
- GS21. Identify process gaps and suggest improvements
- GS22. Support implementation of waste reduction and efficiency measures
- GS23. Maintain discipline and cleanliness in work areas
- GS24. Ensure timely completion of tasks and adherence to schedules
- GS25. Apply problem-solving and decision-making skills in operational scenarios

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise packaging process</i>	10.5	17	-	3.5
PC1. Ensure fumigation of the packaging area is carried out periodically as per prescribed schedules.	1	1	-	0.5
PC2. Supervise receipt of graded lots and verify quantity records.	0.5	1	-	0.5
PC3. Ensure selection of appropriate packaging and cushioning materials based on product type and climatic conditions.	1	2	-	0.5
PC4. Supervise packaging of fruits, vegetables, grains, spices, and commercial produce as per SOPs.	1	2	-	-
PC5. Ensure compliance with special packaging requirements such as ventilation, sealing, refrigeration, or product-specific handling practices.	1	2	-	0.5
PC6. Coordinate customization of packaging as per client requirements including palletization and labeling.	1	1	-	-
PC7. Ensure correct labeling and tagging as per e-NAM and applicable regulatory or export standards.	1	2	-	0.5
PC8. Verify accuracy of labels and product traceability information.	0.5	1	-	-
PC9. Ensure standardization of weight and proper stacking of packaged goods.	0.5	1	-	-
PC10. Ensure maintenance of hygiene and readiness of packaging area for subsequent operations.	1	1	-	0.5
PC11. Coordinate movement of packaged goods to staging/storage areas and ensure ERP updates are completed.	1	1	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Train and guide subordinates on packaging protocols, labeling standards, and compliance requirements.	1	2	-	-
<i>Supervise cleaning, fumigation operations</i>	6.5	17	-	1.5
PC13. Ensure fumigation of storage premises is conducted before storage and as per periodic schedules.	0.5	2	-	0.5
PC14. Supervise cleaning, drying, and sanitization of storage areas.	0.5	1	-	-
PC15. Ensure prevention of moisture ingress, microbial contamination, and unsafe storage conditions.	0.5	2	-	0.5
PC16. Ensure adequate lighting, ventilation, and air regulation systems are maintained.	1	2	-	-
PC17. Verify use of appropriate storage platforms to prevent direct floor contact.	0.5	1	-	0.5
PC18. Plan and allocate storage layout based on product type, moisture level, and shelf life.	0.5	1	-	-
PC19. Ensure maintenance of aisle spacing, wall clearances, and stacking practices for proper airflow.	1	2	-	-
PC20. Ensure segregation of storage zones based on product category and storage duration.	0.5	1	-	-
PC21. Ensure maintenance and verification of fumigation and pest control records.	0.5	1	-	-
PC22. Ensure adherence to safety practices and use of PPE during fumigation operations.	0.5	2	-	-
PC23. Monitor structural upkeep and pest-proofing measures in storage facilities.	0.5	2	-	-
<i>Supervise storage operations</i>	5.5	11	-	2
PC24. Supervise weighing, inspection, and recording of incoming produce including quality and grading details.	0.5	1	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. Ensure categorization of produce into appropriate storage zones based on shelf life and dispatch timelines.	0.5	1	-	0.5
PC26. Ensure stacking and storage practices follow FIFO, FCFS, or other applicable inventory management methods.	0.5	2	-	0.5
PC27. Ensure use of fumigated and compliant storage facilities, including specialized systems such as silo storage where required.	0.5	2	-	-
PC28. Monitor condition of stored produce and ensure periodic inspection for spoilage, damage, or pest activity.	0.5	1	-	0.5
PC29. Ensure application of appropriate preservation methods including natural or chemical treatments where required.	0.5	1	-	-
PC30. Ensure implementation of storage practices such as aeration and periodic handling to maintain product quality.	1	1	-	-
PC31. Supervise use of material handling equipment to ensure safe and damage-free operations.	0.5	1	-	-
PC32. Coordinate with buyers and stakeholders regarding dispatch schedules and pending inventory.	0.5	1	-	-
PC33. Train and guide subordinates on safe, product-specific storage practices and SOP compliance.	0.5	-	-	-
<i>Prepare and submit reports</i>	7.5	14	-	3
PC34. Ensure accurate recording of quantities received, packed, stored, and dispatched on a product-wise basis.	1	1	-	0.5
PC35. Supervise physical inventory counts and ensure reconciliation with ERP/system records.	0.5	1	-	0.5
PC36. Investigate and report discrepancies, losses, or damages in stock.	0.5	1	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC37. Ensure preparation of periodic reports on inventory, productivity, and stock movement.	1	1	-	-
PC38. Plan and monitor workforce deployment for packaging and storage operations.	0.5	1	-	0.5
PC39. Ensure maintenance of communication records with suppliers and buyers.	-	1	-	-
PC40. Ensure ERP systems are updated with real-time stock movement and storage details.	1	2	-	0.5
PC41. Report stock status, turnover, and disposal details to senior management.	0.5	2	-	-
PC42. Identify opportunities for waste reduction and resource optimization and support implementation.	1	1	-	0.5
PC43. Recommend improvements in storage infrastructure and equipment requirements.	0.5	1	-	-
PC44. Ensure scheduling and monitoring of maintenance activities for storage and packaging equipment.	1	2	-	0.5
NOS Total	30	59	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3310
NOS Name	Supervise packaging and storage of agri-products
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Customer relationship management, Distribution Chain Management
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N8704: Supervise pre-cooling operations

Description

This OS unit is about overseeing product placement, storage conditions and space management within the pre-cooling unit

Scope

The scope covers the following :

- Maintain proper storage conditions in the pre-cooling unit
- Supervise placement of goods in pre-cooling chambers
- Manage space efficiently within the pre-cooling unit

Elements and Performance Criteria

Maintain proper storage conditions in the pre-cooling unit

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

PC1. Ensure appropriate pre-cooling technology is used for the products

PC2. Ensure use of insulated panels suitable for pre-cooling temperature

PC3. Ensure doors are leak proof

PC4. Ensure electrical control panel for refrigeration rack system is working properly

Supervise placement of goods in pre-cooling chambers

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

PC5. Ensure goods of different grades are properly segregated in pre cooling chamber

PC6. Ensure goods requiring lesser pre-cooling time should be placed in the front of the chamber

PC7. Oversee proper placement and stacking of goods so as to ensure uniform pre-cooling of each stored unit

Manage space efficiently within the pre-cooling unit

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

PC8. Ensure timely removal of goods from pre-cooling unit to temporary staging space in order to free the space for sequential batch of harvested produce

PC9. Ensure staging area is clean

PC10. Ensure proper handling of goods in order to avoid undue spoilage

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Company's reporting structure

KU2. Individual's role in cold chain process flow

KU3. Occupational health and safety standards

KU4. Quality control standards for perishable products

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- KU5. Company's work instructions on quality standards
- KU6. Company's policies, standard operating procedures and governance structure
- KU7. Risk and impact of not following defined procedures/work instructions
- KU8. Company's personnel management and incentives rules
- KU9. Clients and suppliers of the company
- KU10. Different types of pre-cooling techniques. for eg: a pre cooling unit can be in the form of forced-air cooling, hydro cooling, vacuum cooling, room cooling, icing, etc.
- KU11. Safety and security precautions required in each type of pre-cooling technique
- KU12. Time required for each type of pre-cooling technique
- KU13. Which pre-cooling technique is appropriate for which types of goods
- KU14. Correct pre-cooling temperature based on maturity level of goods. for eg: grapes are cooled to 1-4c, potato to 59c etc.
- KU15. Velocity of refrigerating medium
- KU16. Appropriate humidity levels in the air used for pre-cooling, in order to avoid excessive water loss
- KU17. Cost and expenditure involved in the pre-cooling techniques
- KU18. Adjustment required in pre-cooling conditions based on climatic changes
- KU19. Appropriate time gap between harvesting of produce and pre-cooling

Generic Skills (GS)

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

- GS1. Read instructions on handling requirements
- GS2. Read details of goods entering the pre-cooling unit
- GS3. Read quality control and assurance standards
- GS4. Maintain details of goods placed inside the pre-cooling unit
- GS5. Make improvements to instructions based on requirements and climatic changes
- GS6. Interface effectively with internal team across departments
- GS7. Work as a team and deliver frame to next work process on time resolve customers concerns satisfactorily within timeframe stipulated by the company or as agreed with customer or colleague
- GS8. Take decision on appropriate temperature for pre-cooling of goods
- GS9. Take decision on number of workers to be deployed in pre-cooling unit and fitness levels of workers
- GS10. Appropriate placement and stacking of goods to ensure uniform pre-cooling
- GS11. Pre-cooling conditions to be maintained for appropriate duration
- GS12. Customer demand and quality requirements
- GS13. Maintain quality and hygienic conditions to the extent expected by customers
- GS14. Resolve basic problems in walls, roofing etc.
- GS15. Take action in case of injury or workplace hazard
- GS16. Analyze situation in case of over-cooling or under cooling of goods



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- GS17. Assess whether the product meets the required specification
- GS18. Spot process disruptions and delays
- GS19. Appropriate pre-cooling technique to be used based on product characteristics, time and expenditure involved in each technique

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain proper storage conditions in the pre-cooling unit</i>	12	24	-	4
PC1. Ensure appropriate pre-cooling technology is used for the products	3	6	-	1
PC2. Ensure use of insulated panels suitable for pre-cooling temperature	3	6	-	1
PC3. Ensure doors are leak proof	3	6	-	1
PC4. Ensure electrical control panel for refrigeration rack system is working properly	3	6	-	1
<i>Supervise placement of goods in pre-cooling chambers</i>	9	18	-	3
PC5. Ensure goods of different grades are properly segregated in pre cooling chamber	3	6	-	1
PC6. Ensure goods requiring lesser pre-cooling time should be placed in the front of the chamber	3	6	-	1
PC7. Oversee proper placement and stacking of goods so as to ensure uniform pre-cooling of each stored unit	3	6	-	1
<i>Manage space efficiently within the pre-cooling unit</i>	9	18	-	3
PC8. Ensure timely removal of goods from pre-cooling unit to temporary staging space in order to free the space for sequential batch of harvested produce	3	6	-	1
PC9. Ensure staging area is clean	3	6	-	1
PC10. Ensure proper handling of goods in order to avoid undue spoilage	3	6	-	1
NOS Total	30	60	-	10



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N8704
NOS Name	Supervise pre-cooling operations
Sector	Logistics
Sub-Sector	Cold Chain Logistics Solutions
Occupation	Supply Chain Operations, Distribution Chain Management, Customer relationship management
NSQF Level	5
Credits	1
Version	4.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N8706: Manage placement of goods in controlled conditions

Description

This OS unit is about administering safe movement of goods and overseeing proper storage within the cold room facility

Scope

The scope covers the following :

- Ensure maintenance of safety conditions inside the cold storage
- Supervise appropriate placement and stocking of goods
- Oversee movement of goods in trolley in the cold store

Elements and Performance Criteria

Ensure maintenance of safety conditions inside the cold storage

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

- PC1. Identify appropriate temperature, humidity and refrigerant conditions at which the goods should be stored
- PC2. Ensure that storage conditions are maintained and adjusted based on climatic changes
- PC3. Ensure that access to the cold store is restricted to authorised, trained persons only
- PC4. Supervise handling operations and fitness levels of workers deployed for cold storage operations
- PC5. Ensure that any work on the system where there is a potential for gas leaks or any other danger is allocated to appropriate workers under supervision of a senior and experienced worker
- PC6. Execute monthly checks on vapour detectors and alarms
- PC7. Ensure appropriate PPE such as jacket, gloves, caps, shoes, etc is worn by cold room operators

Supervise appropriate placement and stocking of goods

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

- PC8. Chart a layout plan for palletization to control stock placement
- PC9. Ensure racking selected is according to the operating temperature and is to SEMA (Storage Equipments Manufacturers Association) standard
- PC10. Supervise appropriate placement of fans to ensure sufficient circulation of air
- PC11. Coordinate with storekeeper for stock rotation in case required
- PC12. Ensure stacking follows exactly the layout prescribed, respecting loading limits and allowing space between the stacks and walls, and below the pallets

Oversee movement of goods in trolley in the cold store

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

- PC13. Ensure walkways are clearly marked by yellow lines, railings, etc
- PC14. Ensure proper instructions are available for pedestrians to keep away from moving trolleys

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- PC15. Ensure the cold store is well lit and has mirrors at the end of aisles
- PC16. Supervise selection of vehicles to minimise risk for movement of goods within
- PC17. Ensure all trolley operators are trained and follow daily pre-use vehicle checks

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. Company's reporting structure
- KU2. Individual's role in cold chain process flow
- KU3. Occupational health and safety standards
- KU4. Quality control standards for perishable products
- KU5. Company's work instructions on quality standards
- KU6. Company's policies, standard operating procedures and governance structure
- KU7. Risk and impact of not following defined procedures/work instructions
- KU8. Company's personnel management and incentives rules
- KU9. Clients and suppliers of the company
- KU10. Appropriate PPE such as jacket, gloves, cap, shoes etc to be worn by operators
- KU11. Areas of potential gas leaks within the cold storage
- KU12. How to operate and read vapour detectors and alarms
- KU13. Different types of trolleys used within the cold storage facility. for eg: trolleys can be of following types two-wheeled trolleys - manual platform trolleys, self-propelled platform trolleys, manual or self-propelled pallet trucks, belt, chain or roller conveyors, either gravity or self-propelled.
- KU14. Equipments used for vehicle handling, namely platform elevators, cranes, gantries, hand-stacking equipment, fork lift trucks, various types of mechanized stacking equipment etc.
- KU15. Maintenance schedule and functional understanding of equipments
- KU16. Appropriate size of packages or blocks that can be readily palletized
- KU17. Requirements laid down in national codes of practice, insurance companies, as well as international recommendations (ISO R1662) (BS 4434 1989/) etc that the refrigeration equipment should comply to
- KU18. Precautionary measures and safety standards to be followed inside cold room facility
- KU19. Product characteristics and appropriate placement on racks so that they are not crushed
- KU20. Appropriate stack alignment and positioning of stacks, for eg: in a partly filled room the stack alignment must be perpendicular to the direction of air movement and the stacks placed close to the cooler, fans must be operating when the refrigeration system is running and it is advisable to stop them only during the defrosting period. two-speed fans should be used to adjust to air circulation needs in the room

Generic Skills (GS)

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

- GS1. Read workplace instructions, safety hazards and operating procedures

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- GS2. Read details of goods stored in the cold room, and records maintained by storekeeper
- GS3. Write details of goods entering the cold storage
- GS4. Make corrections and improvements in workplace instructions based on technological requirements
- GS5. Maintain effective relationships and communicate clearly and precisely with sub ordinate
- GS6. Obtain information and grasp its meaning
- GS7. Discuss issues, clarify doubts and seek solutions
- GS8. Placement of goods in the cold room based on product characteristics
- GS9. Stack alignment and palletization pattern
- GS10. Rectify on use of hazardous materials and do continuous checks
- GS11. Worker allocation based on areas of potential gas leaks
- GS12. Customer demand and quality requirements
- GS13. Maintain quality and hygienic conditions to the extent expected by customers
- GS14. Correct issues with vapour detector and alarms
- GS15. Solve workplace issues with respect to delays in trolley transport and storage
- GS16. Resolve issues related to leakages and temperature abuse within the cold storage
- GS17. Initiate action in case of injury or hazard
- GS18. Analyze the storage space based on average duration of storage, nature of goods, stacking height, product movement on trolleys etc.
- GS19. Coordinate activities based on size of the room, number of door openings, protection of door openings, traffic through the doors, cold and warm air temperatures and humidity
- GS20. Decide the appropriate cold room temperature and humidity conditions based on climatic changes
- GS21. Appropriate vehicle to be used for movement of goods within the cold room

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure maintenance of safety conditions inside the cold storage</i>	14	28	-	3.5
PC1. Identify appropriate temperature, humidity and refrigerant conditions at which the goods should be stored	2	4	-	0.5
PC2. Ensure that storage conditions are maintained and adjusted based on climatic changes	2	4	-	0.5
PC3. Ensure that access to the cold store is restricted to authorised, trained persons only	2	4	-	0.5
PC4. Supervise handling operations and fitness levels of workers deployed for cold storage operations	2	4	-	0.5
PC5. Ensure that any work on the system where there is a potential for gas leaks or any other danger is allocated to appropriate workers under supervision of a senior and experienced worker	2	4	-	0.5
PC6. Execute monthly checks on vapour detectors and alarms	2	4	-	0.5
PC7. Ensure appropriate PPE such as jacket, gloves, caps, shoes, etc is worn by cold room operators	2	4	-	0.5
<i>Supervise appropriate placement and stocking of goods</i>	10	20	-	2.5
PC8. Chart a layout plan for palletization to control stock placement	2	4	-	0.5
PC9. Ensure racking selected is according to the operating temperature and is to SEMA (Storage Equipments Manufacturers Association) standard	2	4	-	0.5
PC10. Supervise appropriate placement of fans to ensure sufficient circulation of air	2	4	-	0.5
PC11. Coordinate with storekeeper for stock rotation in case required	2	4	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Ensure stacking follows exactly the layout prescribed, respecting loading limits and allowing space between the stacks and walls, and below the pallets	2	4	-	0.5
<i>Oversee movement of goods in trolley in the cold store</i>	6	12	-	4
PC13. Ensure walkways are clearly marked by yellow lines, railings, etc	2	4	-	1
PC14. Ensure proper instructions are available for pedestrians to keep away from moving trolleys	1	2	-	1
PC15. Ensure the cold store is well lit and has mirrors at the end of aisles	1	2	-	1
PC16. Supervise selection of vehicles to minimise risk for movement of goods within	1	2	-	0.5
PC17. Ensure all trolley operators are trained and follow daily pre-use vehicle checks	1	2	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N8706
NOS Name	Manage placement of goods in controlled conditions
Sector	Logistics
Sub-Sector	Cold Chain Logistics Solutions
Occupation	Supply Chain Operations, Distribution Chain Management, Customer relationship management
NSQF Level	5
Credits	1
Version	4.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N9901: Maintain food and personnel safety, health and hygiene in cold storage plant

Description

This OS unit is about complying with safety, health and hygiene at the workplace to have a hazard-free environment and avoid downtime

Scope

The scope covers the following :

- Take precautionary measures to avoid work hazards
- Follow standard health, safety and hygiene procedures

Elements and Performance Criteria

Take precautionary measures to avoid work hazards

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

- PC1. assess the various health, safety and environmental hazards in the cold storage
- PC2. take necessary steps to eliminate or minimize the hazards
- PC3. analyze the causes of accidents at the workplace
- PC4. take preventive measures to avoid risk of cold burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.
- PC5. ensure the employees have access to first aid kit when needed
- PC6. ensure to use personal protective equipment and safety gear such as gloves, jacket, footwear etc. for loading and unloading material in cold rooms to protect themselves from hypothermia, frostbite etc
- PC7. ensure to display safety signs at places where necessary for people to be cautious
- PC8. use rubber mats in the places where floors are constantly wet
- PC9. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc
- PC10. display emergency exit plan at prominent places and have emergency assembly area earmarked as a grid for easy counting of on duty associates and workers.
- PC11. unplug the control panel, compressor, condensor etc before performing maintenance
- PC12. report to the superior on any problems and hazards identified
- PC13. install fire alarms (electrical/manual) in cold store/deep freeze and keep other safety devices like hammer/mallet in the storage area

Follow standard health, safety and hygiene procedures

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

- PC14. maintain appropriate ventilation in the cold rooms to avoid unacceptable accumulation of heat, condensation or odours
- PC15. check and review the cold storage areas frequently

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- PC16. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas
- PC17. ensure no sign of pest infestation and install rodent traps, fly glues and insectocutors wherever needed
- PC18. follow hygiene & sanitation standards of Government bodies like FSSAI, APEDA and /or EIA or importing countries like FAO, EU standards
- PC19. use effective loading and unloading systems
- PC20. proper stock rotation (First in First out) to be practiced
- PC21. segregate damaged/non-conforming products from other products to designate area for appropriate disposition
- PC22. fumigate containers depending upon product and contamination or as per customers requirement
- PC23. avoid smoking, spitting, eating etc near food storage area
- PC24. ensure reefers are covered, clean, free from pest infestation & other contaminants
- PC25. dispose cold storage plant waste in the designated areas safely as per companys policies and rules
- PC26. ensure to be safe while handling machines (generator, compressor, condenser etc.), gas (ammonia) and chemicals (ethylene, refrigerants etc.)
- PC27. keep the floors free from oil, water and grease to avoid slippery surface
- PC28. cut nails regularly and avoid applying nail paint. Avoid wearing bangles, rings, and chains in cold storage
- PC29. wash hands with soap solution and dry under a dryer as they enter for duty or after using wash room
- PC30. periodic examination of protective devices, pressure vessels and pipelines, and parts of pipework by a competent person to prevent defect that may give rise to danger
- PC31. ensure workers suffering from abscess, boils etc. should be relieved from food handling
- PC32. develop personal hygiene habits like brushing teeth, taking shower every day, wearing clean and tidy clothes after ironing etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. company's HR policies on personnel management
- KU2. company's reporting structure
- KU3. occupational health and safety standards
- KU4. cold storage plant inspection checklist
- KU5. companys sanitary standard operating procedures
- KU6. procedures to follow during emergency maintenance issues
- KU7. technical standards for design and construction of cold storages: Bureau of Indian standards (BIS), International standard (ISO) etc.
- KU8. the purpose and usage of protective gears such as gloves , jackets etc. while working
- KU9. use of first aid at workplace

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- KU10. cold storage order, 1980
- KU11. food safety and standards act, 2006
- KU12. reporting procedure or heirarchy for signs of damage and potential hazards
- KU13. methods to minimize accidental risks
- KU14. safe storage and handling of chemicals like refrigerants, ammonia, ethylene etc.
- KU15. loading and unloading systems
- KU16. standard operating procedure for safety drills and equipment maintenance
- KU17. operation of machines: compressor, condenser, evaporator etc.
- KU18. emergency procedures to be followed in case of an mishap such as fire, accidents, etc. and communication of safety instructions to subordinate staff
- KU19. emergency responses in case of malfunctioning of refrigeration equipment as a whole or its components like evaporator, condenser or compressor
- KU20. solid, liquid and gaseous waste disposal, treatment norms and equipment
- KU21. necessary action to be taken for the hazards identified
- KU22. knowledge of Quality systems like BRC, FSSAI, ISO, FSSC, HACCP etc.

Generic Skills (GS)

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

- GS1. read and interpret the relevant organisation policies, procedures and diagrams that identify health, safety and safe environmental practices.
- GS2. read job sheets, company policy documents and information displayed at the workplace for health, safety and environment.
- GS3. read notes/comments from the senior
- GS4. fill up documentation related to health, safety and environmental standards, if required
- GS5. verbally report health, safety and environmental hazards and poor organisation practice.
- GS6. communicate to the supervisor about the work health, safety and environmental issues
- GS7. receive instructions from supervisor on minimizing the risks
- GS8. communicate with co-workers about the precautions to be taken for hazards free work
- GS9. take preventive measures for the identified hazards
- GS10. select appropriate hand tools and personal protection equipment
- GS11. identify first aid needs in case of an injury
- GS12. formalize and display evacuation plan at strategic locations
- GS13. ensure targeted product delivery by practicing stipulated standards of occupational health safety and environmental measures
- GS14. take care of personal and equipment protection
- GS15. identify the hazards and suggest possible solutions
- GS16. use safety equipment such as fire extinguisher during fire accidents
- GS17. store tools in a safe way
- GS18. analyse the seriousness of the hazards
- GS19. evolve smooth workflow by avoiding hazards at workplace



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- GS20. evaluate and apply the possible solutions for the hazards, as necessary
- GS21. take care of personal and equipment protection
- GS22. identify the hazards and suggest possible solutions
- GS23. use safety equipment such as fire extinguisher during fire accidents
- GS24. store tools in a safe way
- GS25. analyse the seriousness of the hazards
- GS26. evolve smooth workflow by avoiding hazards at workplace
- GS27. evaluate and apply the possible solutions for the hazards, as necessary

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Take precautionary measures to avoid work hazards</i>	12	23	-	6
PC1. assess the various health, safety and environmental hazards in the cold storage	0.5	1	-	-
PC2. take necessary steps to eliminate or minimize the hazards	1	2	-	1
PC3. analyze the causes of accidents at the workplace	0.5	1	-	-
PC4. take preventive measures to avoid risk of cold burns and other injury due to contact with hot surfaces, gas, fire, hot fluids/ liquids, etc.	1	2	-	1
PC5. ensure the employees have access to first aid kit when needed	1	2	-	-
PC6. ensure to use personal protective equipment and safety gear such as gloves, jacket, footwear etc. for loading and unloading material in cold rooms to protect themselves from hypothermia, frostbite etc	1	2	-	1
PC7. ensure to display safety signs at places where necessary for people to be cautious	1	2	-	-
PC8. use rubber mats in the places where floors are constantly wet	0.5	2	-	1
PC9. ensure electrical precautions such as insulated clothing, adequate equipment insulation, dry work area, switch off the power supply when not required, etc	2	2	-	-
PC10. display emergency exit plan at prominent places and have emergency assembly area earmarked as a grid for easy counting of on duty associates and workers.	1	2	-	-
PC11. unplug the control panel, compressor, condensor etc before performing maintenance	0.5	1	-	-
PC12. report to the superior on any problems and hazards identified	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. install fire alarms (electrical/manual) in cold store/deep freeze and keep other safety devices like hammer/mallet in the storage area	1	2	-	1
<i>Follow standard health, safety and hygiene procedures</i>	18	37	-	4
PC14. maintain appropriate ventilation in the cold rooms to avoid unacceptable accumulation of heat, condensation or odours	0.5	1	-	-
PC15. check and review the cold storage areas frequently	0.5	2	-	-
PC16. stack items in an organized way and use safe lifting techniques to reduce risk of injuries from handling procedures at the storage areas	1	2	-	-
PC17. ensure no sign of pest infestation and install rodent traps, fly glues and insectocutors wherever needed	1	2	-	1
PC18. follow hygiene & sanitation standards of Government bodies like FSSAI, APEDA and /or EIA or importing countries like FAO, EU standards	1	2	-	-
PC19. use effective loading and unloading systems	1	2	-	-
PC20. proper stock rotation (First in First out) to be practiced	1	2	-	-
PC21. segregate damaged/non-conforming products from other products to designate area for appropriate disposition	1	2	-	1
PC22. fumigate containers depending upon product and contamination or as per customers requirement	1	2	-	-
PC23. avoid smoking, spitting, eating etc near food storage area	1	2	-	-
PC24. ensure reefers are covered, clean, free from pest infestation & other contaminants	1	2	-	1
PC25. dispose cold storage plant waste in the designated areas safely as per companys policies and rules	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. ensure to be safe while handling machines (generator, compressor, condenser etc.), gas (ammonia) and chemicals (ethylene, refrigerants etc.)	1	2	-	1
PC27. keep the floors free from oil, water and grease to avoid slippery surface	1	2	-	-
PC28. cut nails regularly and avoid applying nail paint. Avoid wearing bangles, rings, and chains in cold storage	1	2	-	-
PC29. wash hands with soap solution and dry under a dryer as they enter for duty or after using wash room	1	2	-	-
PC30. periodic examination of protective devices, pressure vessels and pipelines, and parts of pipework by a competent person to prevent defect that may give rise to danger	1	2	-	-
PC31. ensure workers suffering from abscess, boils etc. should be relieved from food handling	1	2	-	-
PC32. develop personal hygiene habits like brushing teeth, taking shower every day, wearing clean and tidy clothes after ironing etc.	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9901
NOS Name	Maintain food and personnel safety, health and hygiene in cold storage plant
Sector	Logistics
Sub-Sector	Cold Chain Logistics Solutions
Occupation	Cold Chain Operations
NSQF Level	5.5
Credits	1
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N3314: Supervise outbound transportation planning

Description

This unit is about supervising outbound transportation planning

Scope

The scope covers the following :

- Supervise outbound transportation
- Coordinate with custom officials
- Prepare and submit reports

Elements and Performance Criteria

Supervise outbound transportation

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

- PC1. Prepare the release/dispatch order for confirmed orders
- PC2. Ensure that the payments for commodities are received
- PC3. Decide the size of the vehicle according to the quantity to be transferred
- PC4. Decide the modes of transshipment according to the distance of transportation
- PC5. Obtain the approval on modes of transshipment from the customer in advance
- PC6. Plan for road transportation according to customer demands and customers feasibility
- PC7. Arrange the produce to be sent as per quantity in FTL or LTL
- PC8. Contact the transportation agency to book either FTL or LTL
- PC9. Arrange for appropriate transportation (refrigerated trucks) for fresh produce
- PC10. Choose the 3PL that provides end to end delivery service for consumable goods.
- PC11. Choose Freight trains for delivery of distant orders which include private service providers, and Kisan Rail
- PC12. Use proper packaging for safe delivery.
- PC13. Ensure that spoilt fruits and vegetables are discarded in an appropriate way
- PC14. Check and confirm the client's packaging and labelling requirement
- PC15. Examine packaging, labelling and tagging of items as per Standard Operating Procedures (SOP)
- PC16. Ensure compliance to packaging and labelling requirements as per the customs requirement of different countries and regulations set by the e-NAM portal
- PC17. Verify the product details and labels with products and rectify errors if any
- PC18. Train subordinates on packaging and labelling process for the different product as per e-NAM regulations for clients and country requirements

Coordinate with custom officials

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

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- PC19. Coordinate with customs officials, custom brokers, transport brokers, International Air Transport Association (IATA) agents, etc., to assist in custom clearance
- PC20. Coordinate with customs officers for timely shipment clearance based on documents for clearance
- PC21. Coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.

Prepare and submit reports

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

- PC22. Maintain the produce-wise and variety-wise specific record of the quantity received and quantity forwarded for dispatch/transportation
- PC23. Continuously monitor 'shape of the day' based on workload of different tasks and re-deploy resources as per demand
- PC24. Perform wall to wall inventory count and generate report
- PC25. Cross verify inventory report submitted against system count.
- PC26. Generate run-sheets for different tasks and distribute to workers and associates
- PC27. Update information on stock receipts and dispatches
- PC28. Prepare and submit daily/weekly/monthly produce-wise reports on quantity being dispatched, worker productivity etc. as per SOP
- PC29. Ensure dispatch information is updated in the ERP concurrently based on transactions and inventory counts
- PC30. Record the time of communication with every supplier and time of dispatch, transit information and delivery status of the produce in tabular format
- PC31. Communicate the daily quantity of produce-wise turnover, disposal and workforce attached for operations to the upper management
- PC32. Support in planning and executing the preventive measures for waste reduction
- PC33. Support manager in planning for newer order-execution methods

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. vision, mission and values of the organization
- KU2. business and performance of the organization
- KU3. organization structure to have better understanding of various departments and skills set present in the company
- KU4. knowledge repository and various projects done by the organization
- KU5. reporting structure to support and expedite project activities
- KU6. organization's policy and work instructions on quality standards
- KU7. organization's policy on transportation, vehicle routing and delivery
- KU8. organization's personnel management and incentives rules
- KU9. importance of the individual's role in the workflow
- KU10. occupational health and safety standards
- KU11. organization's policy on business ethics and code of conduct

Qualification Pack

- KU12. using ERP
- KU13. tools for documentation: MS excel and MS Word
- KU14. use of spreadsheets to tabulate and analyze the data
- KU15. supply chain management
- KU16. inventory management process
- KU17. Modes of transportation and delivery management
- KU18. Procedures related to dispatch
- KU19. Just In Time (JIT) mode of inventory management
- KU20. First-in-first out (FIFO), First-in-last-out (FILO)
- KU21. quality check standards
- KU22. general traffic rules for goods transportation

Generic Skills (GS)

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

- GS1. read company policy and standard work related documents
- GS2. read emails and letters
- GS3. read data entries in the system
- GS4. prepare reports on quality check and packaging
- GS5. write mails
- GS6. interact with team members to work efficiently
- GS7. communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8. communicate quality standards
- GS9. listen to queries patiently and answer them aptly
- GS10. decide on actions to be taken on any issues identified for not following Turn Around Time (TAT)
- GS11. decide on delay in transportation and take appropriate action to avoid delays
- GS12. plan and organise items before transportation and shelf-life assessment
- GS13. plan and organise work schedule to achieve smooth workflow from shelf-life assessment to transportation
- GS14. address issues of pilferage and damage
- GS15. resolve interpersonal issues among employees by communicating in time, in order to achieve smooth workflow
- GS16. contribute to quality of team work and achieve smooth workflow
- GS17. delegate work appropriately
- GS18. identify and resolve issues due to technical or human error
- GS19. analyse reasons of wrong transportation and steps to avoid it
- GS20. improve work processes by adopting best practices
- GS21. identify and resolve recurring inter-personal or system related issue
- GS22. act upon constructively on any problems as pointed by manager



Qualification Pack

GS23. check that products are transported within scheduled time

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise outbound transportation</i>	16	32	-	6
PC1. Prepare the release/dispatch order for confirmed orders	0.5	2	-	0.5
PC2. Ensure that the payments for commodities are received	0.5	2	-	-
PC3. Decide the size of the vehicle according to the quantity to be transferred	1	2	-	0.5
PC4. Decide the modes of transshipment according to the distance of transportation	1	2	-	0.5
PC5. Obtain the approval on modes of transshipment from the customer in advance	1	1	-	-
PC6. Plan for road transportation according to customer demands and customers feasibility	1	2	-	0.5
PC7. Arrange the produce to be sent as per quantity in FTL or LTL	1	2	-	0.5
PC8. Contact the transportation agency to book either FTL or LTL	1	2	-	-
PC9. Arrange for appropriate transportation (refrigerated trucks) for fresh produce	1	2	-	-
PC10. Choose the 3PL that provides end to end delivery service for consumable goods.	1	2	-	0.5
PC11. Choose Freight trains for delivery of distant orders which include private service providers, and Kisan Rail	1	2	-	0.5
PC12. Use proper packaging for safe delivery.	0.5	1	-	-
PC13. Ensure that spoilt fruits and vegetables are discarded in an appropriate way	1	2	-	0.5
PC14. Check and confirm the client's packaging and labelling requirement	1	1	-	-
PC15. Examine packaging, labelling and tagging of items as per Standard Operating Procedures (SOP)	1	2	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC16. Ensure compliance to packaging and labelling requirements as per the customs requirement of different countries and regulations set by the e-NAM portal	1	2	-	0.5
PC17. Verify the product details and labels with products and rectify errors if any	0.5	1	-	0.5
PC18. Train subordinates on packaging and labelling process for the different product as per e-NAM regulations for clients and country requirements	1	2	-	0.5
<i>Coordinate with custom officials</i>	3	6	-	1.5
PC19. Coordinate with customs officials, custom brokers, transport brokers, International Air Transport Association (IATA) agents, etc., to assist in custom clearance	1	2	-	0.5
PC20. Coordinate with customs officers for timely shipment clearance based on documents for clearance	1	2	-	0.5
PC21. Coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.	1	2	-	0.5
<i>Prepare and submit reports</i>	11	22	-	2.5
PC22. Maintain the produce-wise and variety-wise specific record of the quantity received and quantity forwarded for dispatch/transportation	1	3	-	-
PC23. Continuously monitor 'shape of the day' based on workload of different tasks and re-deploy resources as per demand	1	2	-	0.5
PC24. Perform wall to wall inventory count and generate report	0.5	1	-	-
PC25. Cross verify inventory report submitted against system count.	1	2	-	-
PC26. Generate run-sheets for different tasks and distribute to workers and associates	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. Update information on stock receipts and dispatches	0.5	1	-	-
PC28. Prepare and submit daily/weekly/monthly produce-wise reports on quantity being dispatched, worker productivity etc. as per SOP	1	2	-	0.5
PC29. Ensure dispatch information is updated in the ERP concurrently based on and transactions and inventory counts	1	2	-	0.5
PC30. Record the time of communication with every supplier and time of dispatch, transit information and delivery status of the produce in tabular format	1	2	-	-
PC31. Communicate the daily quantity of produce-wise turnover, disposal and workforce attached for operations to the upper management	1	2	-	0.5
PC32. Support in planning and executing the preventive measures for waste reduction	1	2	-	0.5
PC33. Support manager in planning for newer order-execution methods	1	1	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3314
NOS Name	Supervise outbound transportation planning
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Customer relationship management, Distribution Chain Management
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N3322: Manage Compliance and Certification for Agri Commodities

Description

This NOS unit is about identifying, coordinating, and managing the compliance and certification requirements for agri commodities across domestic and export supply chains, including food safety, quality, organic, and regulatory certifications.

Scope

The scope covers the following :

- Identify applicable certifications and compliance requirements
- Coordinate documentation and inspections
- Ensure compliance and audit readiness

Elements and Performance Criteria

Identify applicable certifications and compliance requirements

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

- PC1. Identify required certifications based on product type, market destination (domestic/export), and buyer expectations
- PC2. Differentiate between statutory, regulatory, and voluntary certifications like FSSAI, AGMARK, Organic, APEDA etc.
- PC3. Collect and review applicable guidelines, SOPs, and process documentation from relevant authorities
- PC4. Coordinate with internal teams and external agencies to plan for certification needs in advance

Coordinate documentation and inspections

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

- PC5. Ensure all procurement, grading, packaging, and storage activities are aligned with compliance guidelines
- PC6. Maintain necessary records, traceability logs, and declarations required by certifying authorities
- PC7. Schedule third-party inspections or audits and facilitate access to premises, staff, and records
- PC8. Verify calibration of weighing and measurement equipment where required by standards
- PC9. Liaise with certification bodies for issue, renewal, or update of certificates
- PC10. Assist in product labelling and packaging as per certification norms

Ensure compliance and audit readiness

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

- PC11. Conduct internal checks and spot audits to identify compliance gaps
- PC12. Implement corrective actions in case of non-conformance or warning notices
- PC13. Train team members on hygiene, traceability, and quality control norms related to compliance

Qualification Pack

- PC14. Ensure updated display of licenses and certificates at appropriate facility locations
- PC15. Respond to buyer audits or government inspections with required documentation
- PC16. Ensure traceability from source to sale through batch coding and product tracking
- PC17. Verify hygiene and cleanliness of transport vehicles used for certified commodities
- PC18. Maintain digital and physical records of certification validity and compliance history

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizations standard operating procedures for food safety and certification
- KU2. buyer requirements for certification in domestic and export markets
- KU3. workflow for obtaining approvals, audit readiness, and recordkeeping
- KU4. responsibilities and authority levels for certification coordination
- KU5. internal systems for data storage, traceability, and escalation
- KU6. major certifications in agri commodities (FSSAI, AGMARK, Organic NPOP/NOP, APEDA, ISO 22000)
- KU7. regulatory agencies and certifying bodies relevant to each certification
- KU8. documentation needed for each certification like pesticide reports, hygiene checklists, traceability sheets
- KU9. methods of conducting internal audits, gap assessments, and implementing corrective actions
- KU10. procedures for handling third-party inspections or buyer audits
- KU11. importance of calibration, lab testing, and sampling in compliance processes
- KU12. implications of non-compliance including penalties, loss of business, or decertification
- KU13. processes for certification renewals, export documentation, and lab sampling protocols
- KU14. use of digital traceability platforms and compliance monitoring apps
- KU15. basics of HACCP and its relevance in certified agri operations

Generic Skills (GS)

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

- GS1. maintain checklists, audit records, and compliance registers
- GS2. draft or complete certification applications and declarations
- GS3. prepare corrective action reports and updates for management
- GS4. read government guidelines, certification manuals, and buyer specifications
- GS5. interpret audit reports, lab results, and standard operating procedures
- GS6. communicate compliance requirements clearly to internal teams and vendors
- GS7. respond to auditors, inspectors, and certifiers professionally
- GS8. plan and schedule compliance activities well in advance
- GS9. assess risk of non-compliance and initiate timely corrections



Qualification Pack

- GS10. analyze inspection feedback and identify root causes
- GS11. coordinate across teams and external agencies effectively
- GS12. maintain a high level of integrity, traceability, and accuracy in compliance documentation
- GS13. use digital tools or mobile apps to track certification and inspection updates
- GS14. assess team readiness and effectiveness in adhering to certification protocols

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify applicable certifications and compliance requirements</i>	7	14	-	3
PC1. Identify required certifications based on product type, market destination (domestic/export), and buyer expectations	1	3	-	0.5
PC2. Differentiate between statutory, regulatory, and voluntary certifications like FSSAI, AGMARK, Organic, APEDA etc.	2	4	-	1
PC3. Collect and review applicable guidelines, SOPs, and process documentation from relevant authorities	2	3	-	1
PC4. Coordinate with internal teams and external agencies to plan for certification needs in advance	2	4	-	0.5
<i>Coordinate documentation and inspections</i>	11	18	-	3
PC5. Ensure all procurement, grading, packaging, and storage activities are aligned with compliance guidelines	2	3	-	0.5
PC6. Maintain necessary records, traceability logs, and declarations required by certifying authorities	2	3	-	0.5
PC7. Schedule third-party inspections or audits and facilitate access to premises, staff, and records	2	3	-	0.5
PC8. Verify calibration of weighing and measurement equipment where required by standards	2	3	-	0.5
PC9. Liaise with certification bodies for issue, renewal, or update of certificates	2	3	-	0.5
PC10. Assist in product labelling and packaging as per certification norms	1	3	-	0.5
<i>Ensure compliance and audit readiness</i>	12	28	-	4

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Conduct internal checks and spot audits to identify compliance gaps	1	3	-	0.5
PC12. Implement corrective actions in case of non-conformance or warning notices	2	4	-	0.5
PC13. Train team members on hygiene, traceability, and quality control norms related to compliance	2	4	-	0.5
PC14. Ensure updated display of licenses and certificates at appropriate facility locations	1	3	-	0.5
PC15. Respond to buyer audits or government inspections with required documentation	2	3	-	0.5
PC16. Ensure traceability from source to sale through batch coding and product tracking	1	3	-	0.5
PC17. Verify hygiene and cleanliness of transport vehicles used for certified commodities	2	4	-	0.5
PC18. Maintain digital and physical records of certification validity and compliance history	1	4	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3322
NOS Name	Manage Compliance and Certification for Agri Commodities
Sector	Logistics
Sub-Sector	
Occupation	Supply Chain Operations, Distribution Chain Management, Customer relationship management
NSQF Level	5
Credits	1
Version	1.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

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

Qualification Pack

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

Qualification Pack

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



Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

LSC/N3312: Trading on the e-Nam portal

Description

This unit is about trading on e-NAM portals

Scope

The scope covers the following :

- Trading on e-NAM portals
- Process compliance and invoicing

Elements and Performance Criteria

Trading on e-NAM portals

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

- PC1. Initiate the trading activity for produce from the time of procurement
- PC2. Continue pursuing sales till the produce is sold out online
- PC3. Ensure that the produce is sold out before it goes for storage
- PC4. Negotiate/quote sales price as approved by management after observing the recent market prices.
- PC5. Quote quality-wise pricing (according to quality certification)
- PC6. Quote Shelf-life wise pricing
- PC7. Always quote the upper limits during the first-hand declaration
- PC8. Make a decision to touch lower limits of prices only to clear the inventory
- PC9. Declare the quantity to be traded on the e-NAM portal, well in advance for fresh commodities
- PC10. Ensure to provide every information about the produce in the description along with produce sales advertisement.
- PC11. Keep a record of every produce coming, every produce packaged, discarded and dispatched.
- PC12. Enquire for quotations from transport agencies.
- PC13. Endorse about prospects, benefits and utility of e-NAM portal to everyone around.
- PC14. Encourage the buyers to use the e-NAM portal

Process compliance and invoicing

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

- PC15. Verify and approve daily invoicing
- PC16. Check for errors in calculating taxable value and tax value after applying the applicable rate of GST
- PC17. Check if IGST is chargeable on the invoices raised for export of goods/services

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1. reporting structure to support and expedite project activities
- KU2. company's policy and work instructions on quality standards
- KU3. company's products and services
- KU4. organizational guidelines for dealing with receipts and payments
- KU5. company's policy on the mode of receipts
- KU6. company's policy on processes and methods of collection and payments
- KU7. basic accounting principles and financial concepts such as calculation of interest
- KU8. concept and applicability of GST
- KU9. bifurcation of taxes
- KU10. invoicing including credit and debit note
- KU11. filing of monthly returns
- KU12. reverse charge mechanism
- KU13. refund process
- KU14. use of MS office (excel, word)
- KU15. central Goods and Service Tax (CGST) Act, 2017 (preferable not mandatory)

Generic Skills (GS)

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

- GS1. follow various accounting procedures and updates
- GS2. read forms and policy directives
- GS3. mail and answer auditor's queries
- GS4. coordinate with colleagues and seniors to obtain required information
- GS5. decide on the applicability of taxes
- GS6. decide on the correction required for invoice and other documents
- GS7. plan and organise data for auditing process
- GS8. check that tax deducted is correct
- GS9. inform about any errors or refunds to be sought and extra taxes to be paid
- GS10. resolve tax-related issues
- GS11. analyse tax norms and accounting information
- GS12. check for error in invoice
- GS13. avoid penalties to the organisation for inadequate reporting

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Trading on e-NAM portals</i>	25	48	-	8
PC1. Initiate the trading activity for produce from the time of procurement	2	3	-	-
PC2. Continue pursuing sales till the produce is sold out online	1	4	-	1
PC3. Ensure that the produce is sold out before it goes for storage	2	4	-	0.5
PC4. Negotiate/quote sales price as approved by management after observing the recent market prices.	2	4	-	1
PC5. Quote quality-wise pricing (according to quality certification)	2	3	-	0.5
PC6. Quote Shelf-life wise pricing	2	3	-	0.5
PC7. Always quote the upper limits during the first-hand declaration	1	4	-	0.5
PC8. Make a decision to touch lower limits of prices only to clear the inventory	2	3	-	0.5
PC9. Declare the quantity to be traded on the e-NAM portal, well in advance for fresh commodities	2	3	-	0.5
PC10. Ensure to provide every information about the produce in the description along with produce sales advertisement.	2	3	-	1
PC11. Keep a record of every produce coming, every produce packaged, discarded and dispatched.	2	4	-	0.5
PC12. Enquire for quotations from transport agencies.	1	3	-	0.5
PC13. Endorse about prospects, benefits and utility of e-NAM portal to everyone around.	2	4	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Encourage the buyers to use the e-NAM portal	2	3	-	0.5
<i>Process compliance and invoicing</i>	5	12	-	2
PC15. Verify and approve daily invoicing	1	4	-	0.5
PC16. Check for errors in calculating taxable value and tax value after applying the applicable rate of GST	2	4	-	0.5
PC17. Check if IGST is chargeable on the invoices raised for export of goods/services	2	4	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3312
NOS Name	Trading on the e-Nam portal
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Customer relationship management, Distribution Chain Management
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N3313: Negotiating with buyers (Quoting to buyers)

Description

This unit is about negotiating with buyers (Quoting to buyers) and to cultivate awareness about e-NAM portal among buyers to improve marketability, spoilage reduction and loss at intermediate junctions.

Scope

The scope covers the following :

- Professional practices
- Ethical practices
- Maintain integrity and ensure data security
- Potential aspects

Elements and Performance Criteria

Professional practices

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

- PC1. Track and make contact with every buyer who shows interest on the e-NAM portal
- PC2. Negotiate/quote sales price as approved by management after observing the recent market prices.
- PC3. Quote quality-wise pricing (according to quality certification)
- PC4. Quote Shelf-life wise pricing
- PC5. Always quote the upper limits during the first-hand declaration
- PC6. Decide to touch lower limits of prices only to clear the inventory
- PC7. Prefer the nearer buyers over distant buyers.
- PC8. Select the nearer buyers with appropriate profit margins for fresh produce.
- PC9. Prefer the distant buyer with a reasonable/lucrative profit margin when the produce has a better/longer shelf-life and quality.
- PC10. Give priority/discounts to buyers from nearby places complying with a management decision.
- PC11. Provide the discounts to buyers according to the pre-developed policies for the buyers committing to instant payments
- PC12. Quote compensatory charges to the buyers asking for credit payments/ delayed/postponed payments according to the pre-developed policies by management.
- PC13. Communicate that the transportation costs will be borne by buyers only.
- PC14. Call clients and prospects to seek a live or virtual meeting
- PC15. Meet with the client to offer other produce and take feedback for existing produce
- PC16. Identify client's business need and offer customized and bundled solutions
- PC17. Negotiate on costs, close the deal and collect organizational and payment details of the client
- PC18. Take client's feedback
- PC19. Update information into ERP, inform the relevant departments on sale closure

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Ethical practices

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

- PC20. Dress up and conduct in a professional manner
- PC21. Listen to queries patiently and answer them aptly
- PC22. Communicate with clients and stakeholders in a soft and polite manner
- PC23. Follow etiquettes
- PC24. Record consumer feedback and communicate to management
- PC25. Consult senior management when in an ethical dilemma
- PC26. Report all violations of the code of ethics promptly

Maintain integrity and ensure data security

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

- PC27. Understand the vision, mission and values of the organization
- PC28. Understand the business and performance of the company
- PC29. Refrain from indulging in corrupt practices
- PC30. Protect customer's information and ensure acquired knowledge is not used for personal advantage
- PC31. Protect data and information related to business or commercial decisions

Potential aspects

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

- PC32. Inform Regional supermarkets, wholesale stores and retail stores shall be about the utility of e-NAM portals.
- PC33. Encourage Food processing to procure their input from the e-NAM portal

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. company's policies on the use of language
- KU2. company's Human Resources policies
- KU3. company's code of ethics and business
- KU4. company's whistleblower policy
- KU5. company's rules related to sexual harassment
- KU6. company's reporting structure
- KU7. company's documentation policy
- KU8. principles of code of ethics and business ethics
- KU9. different regulations and acts that are applicable to the sub-sector and logistics sector as a whole
- KU10. understand the documentary compliance required for a different type of products

Generic Skills (GS)

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

Qualification Pack

- GS1. read policy documents and work-related documents
- GS2. read emails letters and communicate
- GS3. follow acts and regulations
- GS4. follow instructions, communicate to internal staff
- GS5. write emails and letters
- GS6. prepare reports
- GS7. interact with internal and external stakeholders
- GS8. communicate with peers and subordinates
- GS9. take appropriate action in a vulnerable situation
- GS10. identify breaches and take necessary actions
- GS11. identify documentary requirement for a specific product or regulation and take necessary action
- GS12. plan and organise steps/ actions as per the company's guidelines, if any violation of code of ethics is noticed in the company
- GS13. plan and manage training sessions, sensitization sessions for colleagues
- GS14. plan review meetings to monitor compliance with ethics and regulations
- GS15. prevent company and customer information leakage
- GS16. provide proper advice or guidance to colleagues to deal with a sensitive issue
- GS17. suggest solutions to managers and workers when in an ethical dilemma
- GS18. identify conflict of interests and take necessary actions
- GS19. review reports identifying common trends of defaults
- GS20. conduct review to analyse the reasons for default
- GS21. check that all regulatory compliances are adhered to
- GS22. check that any unethical behaviour gets captured before damage or negative impact happens

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Professional practices</i>	18	35	-	4
PC1. Track and make contact with every buyer who shows interest on the e-NAM portal	1	2	-	0.5
PC2. Negotiate/quote sales price as approved by management after observing the recent market prices.	1	2	-	0.5
PC3. Quote quality-wise pricing (according to quality certification)	1	1	-	-
PC4. Quote Shelf-life wise pricing	1	1	-	-
PC5. Always quote the upper limits during the first-hand declaration	1	2	-	0.5
PC6. Decide to touch lower limits of prices only to clear the inventory	1	2	-	-
PC7. Prefer the nearer buyers over distant buyers.	1	1	-	0.5
PC8. Select the nearer buyers with appropriate profit margins for fresh produce.	1	2	-	-
PC9. Prefer the distant buyer with a reasonable/lucrative profit margin when the produce has a better/longer shelf-life and quality.	1	2	-	0.5
PC10. Give priority/discounts to buyers from nearby places complying with a management decision.	1	2	-	0.5
PC11. Provide the discounts to buyers according to the pre-developed policies for the buyers committing to instant payments	1	2	-	-
PC12. Quote compensatory charges to the buyers asking for credit payments/ delayed/postponed payments according to the pre-developed policies by management.	1	2	-	-
PC13. Communicate that the transportation costs will be borne by buyers only.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Call clients and prospects to seek a live or virtual meeting	1	2	-	0.5
PC15. Meet with the client to offer other produce and take feedback for existing produce	1	2	-	-
PC16. Identify client's business need and offer customized and bundled solutions	0.5	2	-	-
PC17. Negotiate on costs, close the deal and collect organizational and payment details of the client	1	2	-	0.5
PC18. Take client's feedback	0.5	2	-	-
PC19. Update information into ERP, inform the relevant departments on sale closure	1	2	-	-
<i>Ethical practices</i>	6	14	-	3
PC20. Dress up and conduct in a professional manner	1	2	-	0.5
PC21. Listen to queries patiently and answer them aptly	1	2	-	0.5
PC22. Communicate with clients and stakeholders in a soft and polite manner	1	2	-	1
PC23. Follow etiquettes	0.5	2	-	-
PC24. Record consumer feedback and communicate to management	1	2	-	0.5
PC25. Consult senior management when in an ethical dilemma	0.5	2	-	-
PC26. Report all violations of the code of ethics promptly	1	2	-	0.5
<i>Maintain integrity and ensure data security</i>	4	8	-	2.5
PC27. Understand the vision, mission and values of the organization	1	2	-	0.5
PC28. Understand the business and performance of the company	0.5	1	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. Refrain from indulging in corrupt practices	0.5	1	-	0.5
PC30. Protect customer's information and ensure acquired knowledge is not used for personal advantage	1	2	-	0.5
PC31. Protect data and information related to business or commercial decisions	1	2	-	0.5
<i>Potential aspects</i>	2	3	-	0.5
PC32. Inform Regional supermarkets, wholesale stores and retail stores shall be about the utility of e-NAM portals.	1	2	-	0.5
PC33. Encourage Food processing to procure their input from the e-NAM portal	1	1	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3313
NOS Name	Negotiating with buyers (Quoting to buyers)
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Customer relationship management, Distribution Chain Management
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N9701: Business development and stakeholder relations

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Generate new business prospects

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

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

Maintain customer relations

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

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

Coordinate with government officials, vendors and contractors

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9701
NOS Name	Business development and stakeholder relations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	3.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

Qualification Pack

LSC/N9603: Profit and Loss account management and cost accounting

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Profit and Loss account management

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

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

Analyse and minimise activity-based costs

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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



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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9603
NOS Name	Profit and Loss account management and cost accounting
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	3.0
Last Reviewed Date	06/02/2026
Next Review Date	06/02/2029
NSQC Clearance Date	06/02/2026

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/N3307.Forecasting and Procurement of Agri-products	30	60	0	10	100	10
LSC/N3308.Supervise segregation of Agri-Products	30	60	0	10	100	10
LSC/N3309.Supervise grading and quality check of various agri-products	30	60	0	10	100	10
LSC/N3310.Supervise packaging and storage of agri-products	30	59	0	10	99	10
LSC/N8704.Supervise pre-cooling operations	30	60	0	10	100	10
LSC/N8706.Manage placement of goods in controlled conditions	30	60	0	10	100	10
LSC/N9901.Maintain food and personnel safety, health and hygiene in cold storage plant	30	60	-	10	100	10
LSC/N3314.Supervise outbound transportation planning	30	60	0	10	100	10
LSC/N3322.Manage Compliance and Certification for Agri Commodities	30	60	0	10	100	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	290	569	-	90	949	95

Elective: 1 Trading on the e-NAM portal

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3312.Trading on the e-Nam portal	30	60	0	10	100	5
Total	30	60	-	10	100	5

Elective: 2 Negotiating with buyers (Quoting to buyers)

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3313.Negotiating with buyers (Quoting to buyers)	30	60	0	10	100	5
Total	30	60	-	10	100	5

Optional: 1 Business development and stakeholder relations

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9701.Business development and stakeholder relations	30	60	-	10	100	5
Total	30	60	-	10	100	5



Qualification Pack

Optional: 2 Profit and Loss account management and cost accounting

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9603.Profit and Loss account management and cost accounting	30	60	-	10	100	5
Total	30	60	-	10	100	5



Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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