GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP
Qualification Pack

Loader/Unloader

QP Code: LSC/Q1110

Version: 3.0

NSQF Level: 2

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam Chennai - 600035 || email:ravikanth.yamarthy@lsc-india.com

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GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

LSC/Q1110: Loader/Unloader

Brief Job Description

Loader/ Unloader in the Logistics industry is also known as Loader, Transport Associate. Individuals in this role need to identify goods based on the product code, unload them from the truck onto the inbound area and move them to the staging area. A similar sequence is done for loading. Their responsibilities include identifying damaged goods and moving goods safely.

Personal Attributes

This job requires the individual to concentrate on the job at hand and complete it without any errors. The individual should also be skilled in identifying goods based on their labels and in arranging goods in the truck. The individual must be able to follow instructions provided by supervisor

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N1104: Preparing to unload

2. LSC/N1105: Perform unloading

3. LSC/N1106: Perform post unloading activities

4. LSC/N1107: Preparing to load

5. LSC/N1108: Moving goods

6. LSC/N1109: Perform post loading activities

7. DGT/VSQ/N0101: Employability Skills (30 Hours)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Storage
Country	India
NSQF Level	2

Credits	9
Aligned to NCO/ISCO/ISIC Code	NCO-2004/933.00
Minimum Educational Qualification & Experience	Not Applicable (("No education may be prescribed. Ability to read and write wherever required"))
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Understand the coding scheme being followed for labelling of different items. Most organizations have made this training mandatory.
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06865
NQR Version	1.0

LSC/N1104: Preparing to unload

Description

This OS unit is about preparing to unload inbound items.

Scope

The scope covers the following :

- Obtaining information required for unloading.
- Gather required equipment, make space for unloading, inspection.

Elements and Performance Criteria

Obtaining information required for unloading

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

PC1. obtain count sheet of inbound items from supervisor

PC2. understand the daily schedule, number of trucks to be unloaded and unloading targets from the supervisor.

PC3. find out when the trucks are expected to come in.

PC4. determine which gate or dock the required truck to unload from is to be parked at

Gather required equipment, make space for unloading, inspection.

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

PC5. assess Material Handling Equipment (MHE) needed for unloading

PC6. assess Personal Protective Equipment (PPE) required based on the goods being unloaded and the environment

PC7. collect and wear all the necessary PPE

PC8. move any remaining inbound items into the staging area to make space for incoming shipment in the inbound area.

PC9. move aside any goods yet to be loaded to make space for incoming goods in the inbound area

PC10. get any MHE required for unloading and keep it ready

PC11. perform a basic safety inspection of areas and MHE

PC12. ensure that the staging and inbound areas are clean. clean up any spills or breakages

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. role and responsibilities of colleagues on the shop floor

KU3. procedures for dealing with loss or damage to goods

KU4. risk and impact of not following defined procedures/work instructions

KU5. nature and characteristics of goods being loaded

KU6. knowledge of client and products handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of transport logistics service providers used by the company

KU9. knowledge of entire shop floor activities and persons in charge of each function

KU10. knowledge of coding system followed to label goods.

KU11. knowledge of types of goods being handled

KU12. knowledge of loading methods that can be used for different types of goods

KU13. ability to read labels and understand special handling requirements of goods.

KU14. types of workplace hazards that one can encounter on the job and safe operating practices.

KU15. knowledge of MHE used to load larger and heavier items.

KU16. arranging goods to maximize truck space.

Generic Skills (GS)

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

GS1. write down notes about goods unloaded, methods used and special handling characteristics.

GS2. ability to read and understand product labels

GS3. ability to read and understand what is required from count sheet.

GS4. ability to read instructions/training directions in english

GS5. communicate clearly in local language or english with supervisors and peers

GS6. provide advice and guidance to peers & juniors

GS7. communicate with team members for sharing work, delays in loading/unloading.

GS8. balance loading and unloading work

GS9. ability to prioritize and execute tasks in an efficient manner.

GS10. flexibility to stretch and meet unloading targets.

GS11. coordinate work with team and supervisor

GS12. understand the customer timelines and ensure that they are met.

GS13. rapid identification and rectification of errors

GS14. ability to identify type of equipment required for unloading and moving goods.

GS15. ability to identify and group items based on product code.

GS16. ability to cross check items against count sheet

GS17. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Obtaining information required for unloading	**9**	**31**	**-**	**-**
PC1. obtain count sheet of inbound items from supervisor	2	8	-	-
PC2. understand the daily schedule, number of trucks to be unloaded and unloading targets from the supervisor.	3	7	-	-
PC3. find out when the trucks are expected to come in.	2	8	-	-
PC4. determine which gate or dock the required truck to unload from is to be parked at	2	8	-	-
Gather required equipment, make space for unloading, inspection.	**16**	**44**	**-**	**-**
PC5. assess Material Handling Equipment (MHE) needed for unloading	2	3	-	-
PC6. assess Personal Protective Equipment (PPE) required based on the goods being unloaded and the environment	2	3	-	-
PC7. collect and wear all the necessary PPE	2	8	-	-
PC8. move any remaining inbound items into the staging area to make space for incoming shipment in the inbound area.	2	8	-	-
PC9. move aside any goods yet to be loaded to make space for incoming goods in the inbound area	2	8	-	-
PC10. get any MHE required for unloading and keep it ready	2	3	-	-
PC11. perform a basic safety inspection of areas and MHE	2	3	-	-
PC12. ensure that the staging and inbound areas are clean. clean up any spills or breakages	2	8	-	-
NOS Total	**25**	**75**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1104
NOS Name	Preparing to unload
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Storage
NSQF Level	2
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N1105: Perform unloading

Description

This OS unit is about performing unloading of inbound items.

Scope

The scope covers the following :

- Select, unload goods and segregate them.
- Tally, verify and deliver goods.

Elements and Performance Criteria

Select, unload goods and segregate them.

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

PC1. have the dispatcher check the driver's papers to confirm it is the right truck to unload

PC2. read labels and identify goods in the truck based on product codes.

PC3. unload goods of the same category carefully onto inbound area

PC4. check the condition of goods unloaded.

PC5. keep damaged goods aside

Tally, verify and deliver goods

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

PC6. tally segregated with the numbers of each item in the count sheet

PC7. have the goods unloaded verified and any forms required by driver to be filled out by dispatcher

PC8. load goods onto MHE.

PC9. move goods into the staging area specified by supervisor

PC10. unload goods from the MHE onto the staging area.

PC11. keep similar goods together for easy GRN and put away.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. role and responsibilities of colleagues on the shop floor

KU3. procedures for dealing with loss or damage to goods

KU4. risk and impact of not following defined procedures/work instructions

KU5. nature and characteristics of goods being loaded

KU6. knowledge of client and products handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of transport logistics service providers used by the company

KU9. knowledge of entire shop floor activities and persons in charge of each function

KU10. knowledge of coding system followed to label goods.

KU11. knowledge of types of goods being handled

KU12. knowledge of loading methods that can be used for different types of goods

KU13. ability to read labels and understand special handling requirements of goods.

KU14. types of workplace hazards that one can encounter on the job and safe operating practices.

KU15. MHE used to load larger and heavier items

KU16. arranging goods to maximize truck space.

Generic Skills (GS)

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

GS1. write down notes about goods unloaded, methods used and special handling characteristics.

GS2. ability to read and understand product labels.

GS3. ability to read and understand what is required from count sheet.

GS4. ability to read instructions/training directions in english.

GS5. communicate clearly in local language or english with supervisors and peers.

GS6. provide advice and guidance to peers & juniors.

GS7. communicate with team members for sharing work, delays in loading/unloading

GS8. balance loading and unloading work

GS9. ability to prioritize and execute tasks in an efficient manner.

GS10. flexibility to stretch and meet unloading targets.

GS11. coordinate work with team and supervisor

GS12. understand the customer timelines and ensure that they are met.

GS13. rapid identification and rectification of errors.

GS14. ability to identify type of equipment required for unloading and moving goods.

GS15. ability to identify and group items based on product code.

GS16. ability to cross check items against count sheet

GS17. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Select, unload goods and segregate them.	**9**	**36**	**-**	**-**
PC1. have the dispatcher check the driver's papers to confirm it is the right truck to unload	2	8	-	-
PC2. read labels and identify goods in the truck based on product codes.	2	8	-	-
PC3. unload goods of the same category carefully onto inbound area	2	8	-	-
PC4. check the condition of goods unloaded.	1	4	-	-
PC5. keep damaged goods aside	2	8	-	-
Tally, verify and deliver goods	**11**	**44**	**-**	**-**
PC6. tally segregated with the numbers of each item in the count sheet	2	8	-	-
PC7. have the goods unloaded verified and any forms required by driver to be filled out by dispatcher	1	4	-	-
PC8. load goods onto MHE.	2	8	-	-
PC9. move goods into the staging area specified by supervisor	2	8	-	-
PC10. unload goods from the MHE onto the staging area.	2	8	-	-
PC11. keep similar goods together for easy GRN and put away.	2	8	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1105
NOS Name	Perform unloading
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Storage
NSQF Level	2
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N1106: Perform post unloading activities

Description

This OS unit is about post unloading activities for inbound items

Scope

The scope covers the following :

- Carrying out Housekeeping.
- Reporting to management.

Elements and Performance Criteria

Carrying out Housekeeping

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

PC1. move all the damaged goods to the quarantine area.

PC2. perform a quick safety inspection of the staging and inbound areas

PC3. clean up any spillage to ensure that the staging and inbound areas are clean

PC4. return any PPE used to the storage rack

PC5. store any MHE used in storage area.

Reporting to Management

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

PC6. notify supervisor on the number of quarantined items and the number of replacement items required.

PC7. report on the condition of PPE and MHE

PC8. provide feedback regarding damage if any, delays in inbound, orders which hadn't arrived, etc

PC9. complete any forms as required by management

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. role and responsibilities of colleagues on the shop floor

KU3. procedures for dealing with loss or damage to goods

KU4. risk and impact of not following defined procedures/work instructions

KU5. nature and characteristics of goods being loaded

KU6. knowledge of client and products handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of transport logistics service providers used by the company

KU9. knowledge of entire shop floor activities and persons in charge of each function

KU10. knowledge of coding system followed to label goods

KU11. knowledge of types of goods being handled

KU12. knowledge of loading methods that can be used for different types of goods

KU13. ability to read labels and understand special handling requirements of goods

KU14. types of workplace hazards that one can encounter on the job and safe operating practices

KU15. MHE used to load larger and heavier items

KU16. arranging goods to maximize truck space.

Generic Skills (GS)

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

GS1. write down notes about goods unloaded, methods used and special handling characteristics

GS2. ability to read and understand product labels

GS3. ability to read and understand what is required from the count sheet

GS4. ability to read instructions/training directions in English.

GS5. communicate clearly in local language or English with supervisors and peers

GS6. provide advice and guidance to peers & juniors

GS7. communicate with team members for sharing work, delays in loading/unloading

GS8. balance loading and unloading work

GS9. ability to prioritize and execute tasks in an efficient manner.

GS10. flexibility to stretch and meet unloading targets.

GS11. coordinate work with team and supervisor.

GS12. understand the customer timelines and ensure that they are met

GS13. rapid identification and rectification of errors.

GS14. ability to identify type of equipment required for unloading and moving goods.

GS15. ability to identify and group items based on product code.

GS16. ability to cross check items against count sheet.

GS17. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carrying out Housekeeping	**11**	**44**	**-**	**-**
PC1. move all the damaged goods to the quarantine area.	2	8	-	-
PC2. perform a quick safety inspection of the staging and inbound areas	3	12	-	-
PC3. clean up any spillage to ensure that the staging and inbound areas are clean	2	8	-	-
PC4. return any PPE used to the storage rack	2	8	-	-
PC5. store any MHE used in storage area.	2	8	-	-
Reporting to Management	**9**	**36**	**-**	**-**
PC6. notify supervisor on the number of quarantined items and the number of replacement items required.	3	12	-	-
PC7. report on the condition of PPE and MHE	2	8	-	-
PC8. provide feedback regarding damage if any, delays in inbound, orders which hadn't arrived, etc	2	8	-	-
PC9. complete any forms as required by management	2	8	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1106
NOS Name	Perform post unloading activities
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Storage
NSQF Level	2
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N1107: Preparing to load

Description

This OS unit is about preparing to load outbound items.

Scope

The scope covers the following :

- Obtain information required for loading.
- Gather equipment, make space for loading, inspection

Elements and Performance Criteria

Obtain information required for loading

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

PC1. obtain pick list and order sheet for outbound items from supervisor.

PC2. understand the schedule and number of trucks to be loaded and loading targets from the supervisor.

PC3. find out when the trucks are expected to come in.

PC4. determine which gate or dock the required truck to load into is parked at.

Gather equipment, make space for loading, inspection.

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

PC5. assess Material Handling Equipment (MHE) needed for loading

PC6. assess Personal Protective Equipment (PPE) required based on the goods being loaded and the environment.

PC7. collect and wear all the necessary PPE

PC8. complete loading of any goods remaining in the outbound area.

PC9. move any delayed goods aside to make space for outgoing goods.

PC10. get any MHE required for loading and keep it ready.

PC11. perform a basic safety inspection of the areas and loading equipment

PC12. ensure that the staging and outbound areas are clean. clean up any spills or breakages.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. role and responsibilities of colleagues on the shop floor

KU3. procedures for dealing with loss or damage to goods

KU4. risk and impact of not following defined procedures/work instructions

KU5. nature and characteristics of goods being loaded

KU6. knowledge of client and products handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of transport logistics service providers used by the company.

KU9. knowledge of entire shop floor activities and persons in charge of each function

KU10. knowledge of coding system followed to label goods

KU11. knowledge of types of goods being handled

KU12. knowledge of loading methods that can be used for different types of goods

KU13. ability to read labels and understand special handling requirements of goods

KU14. types of workplace hazards that one can encounter on the job and safe operating practices

KU15. MHE used to load larger and heavier items

KU16. arranging goods to maximize truck space.

Generic Skills (GS)

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

GS1. write down notes about goods loaded, methods used and special handling characteristics

GS2. ability to read and understand product labels

GS3. ability to read and understand what is required from the pick list and order sheet

GS4. ability to read instructions/training directions in english

GS5. communicate clearly in local language or english with supervisors and peers

GS6. provide advice and guidance to peers & juniors

GS7. communicate with team members for sharing work, delays in loading/unloading.

GS8. balance loading and unloading work

GS9. ability to prioritize and execute tasks in an efficient manner.

GS10. flexibility to stretch and meet unloading targets.

GS11. coordinate work with team and supervisor.

GS12. understand the customer timelines and ensure that they are met

GS13. rapid identification and rectification of errors.

GS14. ability to identify type of equipment required for unloading and moving goods.

GS15. ability to identify and group items based on product code.

GS16. ability to cross check items against count sheet.

GS17. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Obtain information required for loading	**10**	**30**	-	-
PC1. obtain pick list and order sheet for outbound items from supervisor.	2	8	-	-
PC2. understand the schedule and number of trucks to be loaded and loading targets from the supervisor.	3	7	-	-
PC3. find out when the trucks are expected to come in.	2	8	-	-
PC4. determine which gate or dock the required truck to load into is parked at.	3	7	-	-
Gather equipment, make space for loading, inspection.	**20**	**40**	-	-
PC5. assess Material Handling Equipment (MHE) needed for loading	2	3	-	-
PC6. assess Personal Protective Equipment (PPE) required based on the goods being loaded and the environment.	2	3	-	-
PC7. collect and wear all the necessary PPE	3	7	-	-
PC8. complete loading of any goods remaining in the outbound area.	3	7	-	-
PC9. move any delayed goods aside to make space for outgoing goods.	3	7	-	-
PC10. get any MHE required for loading and keep it ready.	2	3	-	-
PC11. perform a basic safety inspection of the areas and loading equipment	2	3	-	-
PC12. ensure that the staging and outbound areas are clean. clean up any spills or breakages.	3	7	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1107
NOS Name	Preparing to load
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Storage
NSQF Level	2
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N1108: Moving goods

Description

This OS unit is about inspecting, grouping, verifying and loading outbound items.

Scope

The scope covers the following :

- Perform Primary inspection.
- Group, move and verify items.
- Sort, load truck, arrange and perform final count.

Elements and Performance Criteria

Perform primary inspection

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

PC1. check the condition of goods and tally items present with the numbers of each item in the pick list.

PC2. report to supervisor on damages, excess or shortage of required numbers.

PC3. receive replacement or missing goods and keep extra goods aside.

Group, Move and verify Items

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

PC4. group items into orders based on order sheet

PC5. get supervisor's sign off on quantity and condition to move goods

PC6. load items onto MHE.

PC7. move goods from staging area to outbound area near the truck.

PC8. unload goods from MHE.

PC9. have goods verified by dispatcher.

PC10. have the driver's papers checked by the dispatcher and confirm that it is the right truck to load into.

Sort, load truck, arrange and perform final count

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

PC11. sort all items based on size of packing case.

PC12. load goods into truck as per the shift schedule specified by management.

PC13. arrange goods in the truck to maximize truck space

PC14. perform final count with driver and get his signature, acknowledging receipt of goods.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. role and responsibilities of colleagues on the shop floor

KU3. procedures for dealing with loss or damage to goods

KU4. risk and impact of not following defined procedures/work instructions

KU5. nature and characteristics of goods being loaded

KU6. knowledge of client and products handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of transport logistics service providers used by the company

KU9. knowledge of entire shop floor activities and persons in charge of each function

KU10. knowledge of coding system followed to label goods.

KU11. knowledge of types of goods being handled

KU12. knowledge of loading methods that can be used for different types of goods

KU13. ability to read labels and understand special handling requirements of goods.

KU14. types of workplace hazards that one can encounter on the job and safe operating practices.

KU15. MHE used to load larger and heavier items

KU16. arranging goods to maximize truck space.

Generic Skills (GS)

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

GS1. write down notes about goods loaded, methods used and special handling characteristics

GS2. ability to read and understand product labels

GS3. ability to read and understand what is required from pick list and order sheet

GS4. ability to read instructions/training directions in english

GS5. communicate clearly in local language or english with supervisors and peers

GS6. provide advice and guidance to peers & juniors

GS7. communicate with team members for sharing work, delays in loading/unloading

GS8. balance loading and unloading work

GS9. ability to prioritize and execute tasks in an efficient manner.

GS10. flexibility to stretch and meet unloading targets.

GS11. coordinate work with team and supervisor.

GS12. understand the customer timelines and ensure that they are met

GS13. rapid identification and rectification of errors.

GS14. ability to identify type of equipment required for unloading and moving goods.

GS15. ability to identify and group items based on product code.

GS16. ability to cross check items against count sheet.

GS17. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform primary inspection	**7**	**13**	**-**	**-**
PC1. check the condition of goods and tally items present with the numbers of each item in the pick list.	3	7	-	-
PC2. report to supervisor on damages, excess or shortage of required numbers.	2	3	-	-
PC3. receive replacement or missing goods and keep extra goods aside.	2	3	-	-
Group, Move and verify Items	**15**	**36**	**-**	**-**
PC4. group items into orders based on order sheet	2	8	-	-
PC5. get supervisor's sign off on quantity and condition to move goods	2	3	-	-
PC6. load items onto MHE.	2	3	-	-
PC7. move goods from staging area to outbound area near the truck.	3	7	-	-
PC8. unload goods from MHE.	2	7	-	-
PC9. have goods verified by dispatcher.	2	3	-	-
PC10. have the driver's papers checked by the dispatcher and confirm that it is the right truck to load into.	2	5	-	-
Sort, load truck, arrange and perform final count	**8**	**21**	**-**	**-**
PC11. sort all items based on size of packing case.	2	3	-	-
PC12. load goods into truck as per the shift schedule specified by management.	2	7	-	-
PC13. arrange goods in the truck to maximize truck space	2	3	-	-
PC14. perform final count with driver and get his signature, acknowledging receipt of goods.	2	8	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1108
NOS Name	Moving goods
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Storage
NSQF Level	2
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N1109: Perform post loading activities

Description

This OS unit is about post loading activities for outbound items.

Scope

The scope covers the following :

- Carrying out Housekeeping.
- Reporting to management.

Elements and Performance Criteria

Carrying out Housekeeping

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

PC1. move items to quarantine area or staging area based on condition of remaining goods

PC2. perform a quick safety inspection of the staging and outbound areas

PC3. clean up any spillage or breakage to ensure staging and outbound areas are clean

PC4. return any PPE used to the storage rack.

PC5. store any MHE used in storage area.

Reporting to management

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

PC6. notify supervisor on the number of quarantined items and the number of replacement items required.

PC7. provide feedback regarding damage if any, delays in outbound, inability to meet an order, etc.

PC8. complete any forms as required by management.

PC9. report on the condition of PPE and MHE

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. role and responsibilities of colleagues on the shop floor

KU3. procedures for dealing with loss or damage to goods

KU4. risk and impact of not following defined procedures/work instructions

KU5. nature and characteristics of goods being loaded

KU6. knowledge of client and products handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of transport logistics service providers used by the company

KU9. knowledge of entire shop floor activities and persons in charge of each function

KU10. knowledge of coding system followed to label goods.

KU11. knowledge of types of goods being handled including weight limits, truck capacit

KU12. knowledge of loading methods that can be used for different types of goods

KU13. ability to read labels and understand special handling requirements of goods.

KU14. types of workplace hazards that one can encounter on the job and safe operating practices

KU15. MHE used to load larger and heavier items.

KU16. arranging goods to maximize truck space

KU17. knowledge of products and labels for different types of products

Generic Skills (GS)

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

GS1. write down notes about goods loaded, methods used and special handling characteristics.

GS2. ability to read and understand product labels

GS3. ability to read and understand what is required from pick list and order sheet

GS4. ability to read instructions/training directions in english

GS5. communicate clearly in local language or english with supervisors and peers

GS6. provide advice and guidance to peers & juniors

GS7. communicate with team members for sharing work, delays in loading/unloading

GS8. balance loading and unloading work

GS9. ability to prioritize and execute tasks in an efficient manner.

GS10. flexibility to stretch and meet unloading targets.

GS11. coordinate work with team and supervisor.

GS12. understand the customer timelines and ensure that they are met

GS13. rapid identification and rectification of errors.

GS14. ability to identify type of equipment required for unloading and moving goods.

GS15. ability to identify and group items based on product code.

GS16. ability to cross check items against count sheet.

GS17. ability to concentrate on task at hand and complete it without errors

GS18. Ability to crosscheck items loaded against order sheet

GS19. Ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carrying out Housekeeping	**16**	**39**	**-**	**-**
PC1. move items to quarantine area or staging area based on condition of remaining goods	3	7	-	-
PC2. perform a quick safety inspection of the staging and outbound areas	4	11	-	-
PC3. clean up any spillage or breakage to ensure staging and outbound areas are clean	3	7	-	-
PC4. return any PPE used to the storage rack.	3	7	-	-
PC5. store any MHE used in storage area.	3	7	-	-
Reporting to management	**14**	**31**	**-**	**-**
PC6. notify supervisor on the number of quarantined items and the number of replacement items required.	5	10	-	-
PC7. provide feedback regarding damage if any, delays in outbound, inability to meet an order, etc.	3	7	-	-
PC8. complete any forms as required by management.	3	7	-	-
PC9. report on the condition of PPE and MHE	3	7	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1109
NOS Name	Perform post loading activities
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Storage
NSQF Level	2
Credits	1
Version	3.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1.   understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Communication Skills

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

PC5.   follow good manners while communicating with others

PC6.   work with others in a team

Diversity & Inclusion

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

PC7.   communicate and behave appropriately with all genders and PwD

PC8.   report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9.   use various financial products and services safely and securely

PC10.   calculate income, expenses, savings etc.

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

Essential Digital Skills

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

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

PC13.   use internet and social media platforms securely and safely

Entrepreneurship

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

PC14.   identify and assess opportunities for potential business

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

Customer Service

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

PC16.   identify different types of customers

PC17.   identify customer needs and address them appropriately

PC18.   follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19.   create a basic biodata

PC20.   search for suitable jobs and apply

PC21.   identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   need for employability skills

KU2.   various constitutional and personal values

KU3.   different environmentally sustainable practices and their importance

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

KU5.   how to use basic spoken English language

KU6.   Do and dont of effective communication

KU7.   inclusivity and its importance

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

KU9.   different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

KU12. different legal rights and laws

KU13. how to operate digital devices and applications safely and securely

KU14. ways to identify business opportunities

KU15. types of customers and their needs

KU16. how to apply for a job and prepare for an interview

KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. communicate effectively using appropriate language

GS2. behave politely and appropriately with all

GS3. perform basic calculations

GS4. solve problems effectively

GS5. be careful and attentive at work

GS6. use time effectively

GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	25/06/2023
NSQC Clearance Date	25/06/2020

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. 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.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1104.Preparing to unload	25	75	-	-	100	20
LSC/N1105.Perform unloading	20	80	-	-	100	20
LSC/N1106.Perform post unloading activities	20	80	-	-	100	10
LSC/N1107.Preparing to load	30	70	-	-	100	20
LSC/N1108.Moving goods	30	70	-	-	100	10
LSC/N1109.Perform post loading activities	30	70	-	-	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**175**	**475**	**-**	**-**	**650**	**100**

Acronyms

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

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.

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.