

Qualification Pack



Loading Supervisor

QP Code: LSC/Q2314

Version: 3.0

NSQF Level: 3

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LSC/Q2314: Loading Supervisor

Brief Job Description

Loading Supervisors are also known as Dispatch Supervisors or Supervisors. Individuals in this role are responsible for checking inbound or outbound goods, recording information regarding the shipment of goods, allocating work and supervising the loading and unloading function. They are typically found in warehouses with large scale operations and may also perform certain activities of the warehouse supervisor role as required.

Personal Attributes

This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2324: Prepare for supervising operations](#)
2. [LSC/N2325: Oversee loading and unloading activities](#)
3. [LSC/N2326: Update Status, Perform Inspection and Reporting](#)
4. [LSC/N2331: Maintain health, safety and security measures in loading/ unloading goods](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Operations (Dispatch)
Country	India
NSQF Level	3
Credits	12

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Aligned to NCO/ISCO/ISIC Code	NCO-2004/1226.50
Minimum Educational Qualification & Experience	9th Class OR 8th Class (with one year of (NTC/ NAC) after 8th) OR 8th Class (and pursuing continuous schooling in regular school with vocational subject) OR 8th Class with 1 Year of experience relevant experience OR 5th Class with 4 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06866
NQR Version	1.0

Qualification Pack

LSC/N2324: Prepare for supervising operations

Description

This unit is about preparing for supervising operations

Scope

The scope covers the following :

- Collect information lists and tracking documents
- Allocate work to loaders/unloaders

Elements and Performance Criteria

Collect information lists and tracking documents

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

- PC1.** obtain the day's work schedule, incoming truck schedules, work orders, checklist and bill of lading from the warehouse supervisor
- PC2.** obtain tracking sheets for outbound goods from the warehouse supervisor.
- PC3.** understand manpower, machine availability, priorities and deadlines (if any) from the warehouse supervisor
- PC4.** coordinate with transport coordinator/consolidator for loading schedules

Allocate work to loaders/unloaders

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

- PC5.** based on the work schedule, assign loaders and unloaders to different loading docks.
- PC6.** briefly explain the nature of the goods to be loaded or unloaded and the work plan along with the targets.
- PC7.** conduct handover meeting when shift change happens to update the new workers on the status of activities.
- PC8.** ensure periodic reviews to maintain productivity

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** role and responsibilities of workers 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 in the warehouse
- KU6.** knowledge of all relevant safety and security procedures
- KU7.** knowledge of coding system being used by the organization for labelling
- KU8.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.

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- KU9.** knowledge of quick fixes for minor issues.
- KU10.** detailed knowledge of all activities being done in a warehouse
- KU11.** knowledge of loading/unloading methods for different types of goods
- KU12.** knowledge of how and when to use each MHE.
- KU13.** knowledge of product labels to be pasted onto each packing case
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU15.** knowledge of technical specifications of inbound/outbound goods.
- KU16.** knowledge of possible difficulties in the loading/unloading function.

Generic Skills (GS)

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

- GS1.** note down in which truck each consignment is loaded into (or unloaded from).
- GS2.** fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation as required.
- GS3.** read labels and understand products contained in the packages.
- GS4.** read labels and understand instructions on loading and unloading different products.
- GS5.** read safety manuals and safety signs on the warehouse floor
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether the goods are in good condition or not.
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** understand the customer requirements and ensure that they are met. problem
- GS17.** identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline the loading/unloading process
- GS20.** ability to cross check goods and quantities against a check list.
- GS21.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect information lists and tracking documents</i>	12	40	-	-
PC1. obtain the day's work schedule, incoming truck schedules, work orders, checklist and bill of lading from the warehouse supervisor	4	10	-	-
PC2. obtain tracking sheets for outbound goods from the warehouse supervisor.	4	10	-	-
PC3. understand manpower, machine availability, priorities and deadlines (if any) from the warehouse supervisor	2	10	-	-
PC4. coordinate with transport coordinator/consolidator for loading schedules	2	10	-	-
<i>Allocate work to loaders/unloaders</i>	8	40	-	-
PC5. based on the work schedule, assign loaders and unloaders to different loading docks.	2	10	-	-
PC6. briefly explain the nature of the goods to be loaded or unloaded and the work plan along with the targets.	2	10	-	-
PC7. conduct handover meeting when shift change happens to update the new workers on the status of activities.	2	10	-	-
PC8. ensure periodic reviews to maintain productivity	2	10	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2324
NOS Name	Prepare for supervising operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Storage
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

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LSC/N2325: Oversee loading and unloading activities

Description

This unit is about overseeing loading and unloading activities

Scope

The scope covers the following :

- Inspect the work areas
- Check inbound and outbound goods
- Monitor loading and unloading activity
- Resolve loading/unloading issues
- Ensure MHEs/PPEs used are maintained as per requirements

Elements and Performance Criteria

Inspect the work areas

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

- PC1.** perform continuous inspections of loading/unloading, staging, inbound and outbound areas
- PC2.** have any spills or breakage cleaned up by the loader before starting any work.
- PC3.** visual inspection of truck to be loaded (particularly during monsoon like leakage from roof, open spaces in the truck platform, through there could be water entry etc.)
- PC4.** identify unsafe conditions or work practices and correct them.

Check inbound and outbound goods

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

- PC5.** check the condition, quantity and quality of all the unloaded goods in the staging area against the bill of lading.
- PC6.** keep aside any extra goods or goods that do not meet the requirements to be quarantined. send the rest for storage in the warehouse.
- PC7.** check the condition, quantity and quality of all the picked goods against work/customer orders.
- PC8.** keep aside any extra goods or goods that do not meet requirements to be quarantined.
- PC9.** request for replacement items from the warehouse supervisor and ensure that the order is ready before loading

Monitor loading and unloading activity

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

- PC10.** ensure all the required Personal Protective Equipment (PPE) are being used by the workers.
- PC11.** inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.
- PC12.** verify that trucks are docked correctly to avoid confusion.
- PC13.** assign spaces (staging area) to dispatcher and loader for loading or unloading goods from each consignment

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- PC14.** note down in which truck each consignment was loaded into (or unloaded from) for tracking purposes.
- PC15.** ensure loading and unloading happens safely and timelines are met and verify goods against checklist.

Resolve loading/unloading issues

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

- PC16.** constantly monitor the loading function and re-assign resources as required.
- PC17.** identify problems and guide workers to solve them.
- PC18.** instruct loaders on how to arrange goods in the truck to maximize truck space.

Ensure MHEs/PPEs used are maintained as per requirements

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

- PC19.** check the condition of material handling equipment (mhe), storage racks and ppe during rounds.
- PC20.** ensure timely maintenance is carried out by the maintenance technician as per company policies

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** role and responsibilities of workers 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 in the warehouse
- KU6.** knowledge of all relevant safety and security procedures
- KU7.** knowledge of coding system being used by the organization for labelling
- KU8.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies
- KU9.** knowledge of quick fixes for minor issues.
- KU10.** detailed knowledge of all activities being done in a warehouse
- KU11.** knowledge of loading/unloading methods for different types of goods.
- KU12.** knowledge of how and when to use each MHE.
- KU13.** knowledge of product labels to be pasted onto each packing case.
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU15.** knowledge of technical specifications of inbound/outbound goods.
- KU16.** knowledge of possible difficulties in the loading/unloading function.

Generic Skills (GS)

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

- GS1.** note down in which truck each consignment is loaded into (or unloaded from).

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- GS2.** fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation as required.
- GS3.** read labels and understand products contained in the packages.
- GS4.** read labels and understand instructions on loading and unloading different products.
- GS5.** read safety manuals and safety signs on the warehouse floor
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether the goods are in good condition or not.
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** understand the customer requirements and ensure that they are met.
- GS17.** identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline the loading/unloading process
- GS20.** ability to cross check goods and quantities against a check list.
- GS21.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect the work areas</i>	3	12	-	-
PC1. perform continuous inspections of loading/unloading, staging, inbound and outbound areas	1	4	-	-
PC2. have any spills or breakage cleaned up by the loader before starting any work.	1	4	-	-
PC3. visual inspection of truck to be loaded (particularly during monsoon like leakage from roof, open spaces in the truck platform, through there could be water entry etc.)	-	-	-	-
PC4. identify unsafe conditions or work practices and correct them.	1	4	-	-
<i>Check inbound and outbound goods</i>	5	20	-	-
PC5. check the condition, quantity and quality of all the unloaded goods in the staging area against the bill of lading.	1	4	-	-
PC6. keep aside any extra goods or goods that do not meet the requirements to be quarantined. send the rest for storage in the warehouse.	1	4	-	-
PC7. check the condition, quantity and quality of all the picked goods against work/customer orders.	1	4	-	-
PC8. keep aside any extra goods or goods that do not meet requirements to be quarantined.	1	4	-	-
PC9. request for replacement items from the warehouse supervisor and ensure that the order is ready before loading	1	4	-	-
<i>Monitor loading and unloading activity</i>	6	24	-	-
PC10. ensure all the required Personal Protective Equipment (PPE) are being used by the workers.	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.	1	4	-	-
PC12. verify that trucks are docked correctly to avoid confusion.	1	4	-	-
PC13. assign spaces (staging area) to dispatcher and loader for loading or unloading goods from each consignment	1	4	-	-
PC14. note down in which truck each consignment was loaded into (or unloaded from) for tracking purposes.	1	4	-	-
PC15. ensure loading and unloading happens safely and timelines are met and verify goods against checklist.	1	4	-	-
<i>Resolve loading/unloading issues</i>	4	16	-	-
PC16. constantly monitor the loading function and re-assign resources as required.	1	4	-	-
PC17. identify problems and guide workers to solve them.	1	4	-	-
PC18. instruct loaders on how to arrange goods in the truck to maximize truck space.	2	8	-	-
<i>Ensure MHEs/PPEs used are maintained as per requirements</i>	2	8	-	-
PC19. check the condition of material handling equipment (mhe), storage racks and ppe during rounds.	1	4	-	-
PC20. ensure timely maintenance is carried out by the maintenance technician as per company policies	1	4	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2325
NOS Name	Oversee loading and unloading activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Storage
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

Qualification Pack

LSC/N2326: Update Status, Perform Inspection and Reporting

Description

This unit is about updating status and performing inspection and reporting

Scope

The scope covers the following :

- Update loading/unloading status
- Inspect work areas and equipment
- Report to management

Elements and Performance Criteria

Update loading/unloading status

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

- PC1.** take note of the pending tasks/shipments that did not arrive during the workday
- PC2.** conduct sun down meeting with workers and explain work to be done for the next day

Inspect work areas and equipment

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

- PC3 .** make sure the quarantined items are moved by the housekeeping staff to the quarantine area for rework or for disposal.
- PC4 .** perform a safety inspection of loading/unloading, staging and inbound/outbound areas in the warehouse
- PC5.** monitor loading equipment shortage (HOPTs, BOPTs, loading conveyor etc.)
- PC6.** check on the condition of equipment and ppe
- PC7.** ensure that all the work areas are clean and equipment is in working order

Report to management

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

- PC8.** report any suspicious looking carton / object to the warehouse supervisor. any repeated excess carton to a particular transporter / customer need to be reported (pilferage angle).
- PC9.** escalate to warehouse supervisor on receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.
- PC10.** notify warehouse supervisor regarding any concerns faced during the day and obtain rescheduled loading plans if required
- PC11.** provide daily report to warehouse supervisor regarding shipments that did not arrive, condition of equipment, damage if any, delays, inability to meet an order, etc
- PC12.** place orders for replacement items with the warehouse supervisor
- PC13.** complete any forms as required by management

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** role and responsibilities of workers 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 in the warehouse
- KU6.** knowledge of all relevant safety and security procedures
- KU7.** knowledge of coding system being used by the organization for labelling
- KU8.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
- KU9.** knowledge of quick fixes for minor issues
- KU10.** detailed knowledge of all activities being done in a warehouse.
- KU11.** knowledge of loading/unloading methods for different types of goods.
- KU12.** knowledge of how and when to use each MHE.
- KU13.** knowledge of product labels to be pasted onto each packing case.
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU15.** knowledge of technical specifications of inbound/outbound goods.
- KU16.** knowledge of possible difficulties in the loading/unloading function.

Generic Skills (GS)

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

- GS1.** note down in which truck each consignment is loaded into (or unloaded from).
- GS2.** fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation as required.
- GS3.** read labels and understand products contained in the packages.
- GS4.** read labels and understand instructions on loading and unloading different products
- GS5.** read safety manuals and safety signs on the warehouse floor
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether the goods are in good condition or not.
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism.
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** understand the customer requirements and ensure that they are met

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- GS17.** identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline the loading/unloading process.
- GS20.** ability to cross check goods and quantities against a check list.
- GS21.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Update loading/unloading status</i>	6	14	-	-
PC1. take note of the pending tasks/shipments that did not arrive during the workday	2	6	-	-
PC2. conduct sun down meeting with workers and explain work to be done for the next day	4	8	-	-
<i>Inspect work areas and equipment</i>	8	28	-	-
PC3 . make sure the quarantined items are moved by the housekeeping staff to the quarantine area for rework or for disposal.	2	6	-	-
PC4 . perform a safety inspection of loading/unloading, staging and inbound/outbound areas in the warehouse	2	10	-	-
PC5. monitor loading equipment shortage (HOPTs, BOPTs, loading conveyor etc.)	-	-	-	-
PC6. check on the condition of equipment and ppe	2	6	-	-
PC7. ensure that all the work areas are clean and equipment is in working order	2	6	-	-
<i>Report to management</i>	16	28	-	-
PC8. report any suspicious looking carton / object to the warehouse supervisor. any repeated excess carton to a particular transporter / customer need to be reported (pilferage angle).	-	-	-	-
PC9. escalate to warehouse supervisor on receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.	2	6	-	-
PC10. notify warehouse supervisor regarding any concerns faced during the day and obtain rescheduled loading plans if required	2	6	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. provide daily report to warehouse supervisor regarding shipments that did not arrive, condition of equipment, damage if any, delays, inability to meet an order, etc	8	4	-	-
PC12. place orders for replacement items with the warehouse supervisor	2	6	-	-
PC13. complete any forms as required by management	2	6	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2326
NOS Name	Update Status, Perform Inspection and Reporting
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Storage
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

Qualification Pack

LSC/N2331: Maintain health, safety and security measures in loading/unloading goods

Description

This unit is about health and safety measures

Scope

The scope covers the following :

- Maintain health, safety and security measures during all activities

Elements and Performance Criteria

Maintain health, safety and security measures during all activities

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

- PC1.** comply with safety regulations and procedures in case of fire hazards, biohazards, etc.
- PC2.** wear all safety equipment including protective gear, helmets etc.
- PC3.** follow organization procedures with respect to security, materials handling and accidents
- PC4.** recognize and report unsafe conditions or activities.
- PC5.** adhere to security regulations of the company
- PC6.** in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action
- PC7.** identify reasons for occurrence of incident
- PC8.** capture reasons and response/action taken into incident report/note to manager
- PC9.** report any deviations from standard protocol along with reasons (if any)
- PC10.** visually inspect the activity area and equipment for appropriate and safe condition.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** role and responsibilities of workers 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 in the warehouse
- KU6.** knowledge of all relevant safety and security procedures
- KU7.** knowledge of coding system being used by the organization for labelling
- KU8.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
- KU9.** knowledge of quick fixes for minor issues
- KU10.** detailed knowledge of all activities being done in a warehouse.

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- KU11.** knowledge of loading/unloading methods for different types of goods.
- KU12.** knowledge of how and when to use each MHE.
- KU13.** knowledge of product labels to be pasted onto each packing case.
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU15.** knowledge of technical specifications of inbound/outbound goods.
- KU16.** knowledge of possible difficulties in the loading/unloading function.

Generic Skills (GS)

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

- GS1.** note down in which truck each consignment is loaded into (or unloaded from).
- GS2.** fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation as required.
- GS3.** read labels and understand products contained in the packages
- GS4.** read labels and understand instructions on loading and unloading different products
- GS5.** read safety manuals and safety signs on the warehouse floor
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether the goods are in good condition or not
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism.
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** understand the customer requirements and ensure that they are met.
- GS17.** identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline the loading/unloading process.
- GS20.** ability to cross check goods and quantities against a check list.
- GS21.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security measures during all activities</i>	30	70	-	-
PC1. comply with safety regulations and procedures in case of fire hazards, biohazards, etc.	3	7	-	-
PC2. wear all safety equipment including protective gear, helmets etc.	3	7	-	-
PC3. follow organization procedures with respect to security, materials handling and accidents	3	7	-	-
PC4. recognize and report unsafe conditions or activities.	3	7	-	-
PC5. adhere to security regulations of the company	3	7	-	-
PC6. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	3	7	-	-
PC7. identify reasons for occurrence of incident	3	7	-	-
PC8. capture reasons and response/action taken into incident report/note to manager	3	7	-	-
PC9. report any deviations from standard protocol along with reasons (if any)	3	7	-	-
PC10. visually inspect the activity area and equipment for appropriate and safe condition.	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2331
NOS Name	Maintain health, safety and security measures in loading/ unloading goods
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Storage
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

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

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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

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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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	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-

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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 validated and approved 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 these criteria.
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 reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

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(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/N2324.Prepare for supervising operations	20	80	-	-	100	20
LSC/N2325.Oversee loading and unloading activities	20	80	-	-	100	20
LSC/N2326.Update Status, Perform Inspection and Reporting	30	70	-	-	100	20
LSC/N2331.Maintain health, safety and security measures in loading/ unloading goods	30	70	-	-	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	120	330	-	-	450	100

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Acronyms

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

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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.