

## QUALIFICATION FILE - Material Handling Equipment (MHE) Operator

Short Term Training (STT)  Long Term Training (LTT)  Apprenticeship

Upskilling  Dual/Flexi Qualification  For ToT  For ToA

General  Multi-skill (MS)  Cross Sectoral (CS)  Future Skills

NCrF/NSQF Level: 4

**Submitted By:**

**Logistics Sector Skill Council**

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

**Submitting Body Contact Details:**

Name: Ms. Reena Murray

Position in the Organization: Head - Standards & Quality Assurance

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NSQC Approved

## Section 1: Basic Details

1.	<b>Qualification Name</b>	Material Handling Equipment (MHE) Operator	
2.	<b>Sector/s</b>	Logistics	
3.	<b>Type of Qualification</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input checked="" type="checkbox"/> Has Electives/Options	<b>NQR Code &amp; version of the existing /previous qualification:</b> QG-04-TW-00236-2023-V1-LSC & V1.0	<b>Qualification Name of the existing version:</b> Material Handling Equipment (MHE) Operator & Technician
4.	<b>a. OEM Name</b> <b>b. Qualification Name</b> (wherever applicable)	Material Handling Equipment (MHE) Operator	
5.	<b>National Qualification Register (NQR) Code &amp; Version</b> (Will be issued after NSQC approval)	QG-04-TLW-04953-2026-V1-LSSC	<b>6. NCrF/NSQF Level:</b> 4
7.	<b>Award (Certificate/Diploma/ Advanced Diploma/Any Other)</b> (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate	
8.	<b>Brief Description of the Qualification</b>	The MHE Operator is responsible for the operation and basic maintenance of material handling equipment such as forklifts, pallet stackers, reach trucks, electric/manual pallet jacks, tow trucks, and scissor lifts inside the warehouse. The role includes ensuring the safe and efficient handling of goods, including moving, loading and unloading cargo in the warehouse, maintaining the operational condition of the MHE, preparing the performance report and adhering to safety, maintenance, and warehouse protocols.	
9.	<b>Eligibility Criteria for Entry for Student/Trainee/Learner/Employee</b>	<b>a. Entry Qualification &amp; Relevant Experience:</b>	
		<b>S. No.</b>	<b>Academic/Skill Qualification (with Specialization - if applicable)</b>
			<b>Relevant Experience (with Specialization - if applicable)</b>
		1.	12th grade pass or equivalent
			1 Year of relevant experience in warehousing
		2.	10th grade pass or equivalent
			3 Years of relevant experience in warehousing

		3.	Previous relevant Qualification of NSQF Level 3.5	1.5 Years of relevant experience in warehousing																		
		4.	Previous relevant Qualification of NSQF Level 3	3 Years of relevant experience in warehousing																		
		<b>b. Age:</b> 18 years																				
<b>10.</b>	<b>Credits Assigned to this Qualification</b> (as per National Credit Framework (NCrF))	<b>Min Credits:</b> 16; <b>Max Credits:</b> 24		<b>11. Common Cost Norm Category:</b> I																		
<b>12.</b>	<b>Any Licensing Requirements for Undertaking Training on This Qualification</b> (wherever applicable)	Valid permanent LMV driving license (as applicable to the type of MHE operated)																				
<b>13.</b>	<b>Training Duration by Modes of Training Delivery</b> (Specify <b>Total Duration</b> as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> <b>Offline Only</b> <input type="checkbox"/> <b>Online Only</b> <input type="checkbox"/> <b>Blended</b> <b>Min Hrs = 420+60 (1 elective) = 480 hours</b> <b>Max Hrs = 720 hours</b>																				
		<table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>150</td> <td>240</td> <td>30</td> <td></td> <td>420</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	150	240	30		420	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																	
Classroom (offline)	150	240	30		420																	
Online																						
		(Refer Blended Learning Annexure for details)																				
<b>14.</b>	<b>Aligned to NCO/ISCO Code/s</b> (if code is not available, then mention the same)	NCO-2015/8334 and ISCO-88/8334																				
<b>15.</b>	<b>Progression Path After Attaining the Qualification</b> (Please show Professional and Academic progression) (wherever applicable)	MHE Supervisor																				
<b>16.</b>	<b>Other Indian Languages in which the Qualification &amp; Model Curriculum are being Submitted</b>	Hindi																				
<b>17.</b>	<b>Is similar Qualification(s) available on NQR-if yes, justification for this qualification</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																				

18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If “Yes”, specify applicable type of Disability:	
19.	How participation of women will be encouraged?	The Job Role is gender neutral and can be performed by women.	
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it), wherever applicable	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Ms. Reena Murray Email: reena@lsc-india.com Contact No.: 044 4851 4607 Website: www.lsc-india.com	
23.	Final Approval Date by NSQC: 06-02-2026	24. Validity Duration: 3 Years	25. Next Review Date: 06-02-2029

## Section 2: Module Summary

### NOS/s of Qualifications

(In exceptional cases these could be described as components)

### Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Introduction to Material Handling Equipment (MHE) Operator	Bridge Module	Non-Core	4	1	20	10	-	-	30	0	0	0	0	0	0

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks						
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)	
2.	Understand Warehouse Layout and signage	LSC/N0424 & V1.0	Core	4	3	20	60	10	-	90	30	60	0	10	100	20	
3.	Conduct pre-operative checks	LSC/N8901 & V3.0	Core	4	2	20	30	10	-	60	30	60	0	10	100	20	
4.	Perform material handling inside warehouse	LSC/N0401 & V3.0	Core	4	2	20	30	10	-	60	30	60	0	10	100	20	
5.	Coordinate with the manufacturer for preventive maintenance	LSC/N0425 & V1.0	Core	4	2	20	40	-	-	60	30	60	0	10	100	10	
6.	Follow health, safety, security procedures and maintain integrity, ethics at workplace	LSC/N9911 & V1.0	Non-Core	4	2	20	40	-	-	60	30	60	0	10	100	10	
7.	Employability Skills	DGT/VSQ/N 0102 & V1.0	Non-Core	4	2	30	30	-	-	60	20	30	0	0	50	10	
<b>Duration (in Hours) / Total Marks</b>						<b>14</b>	<b>150</b>	<b>240</b>	<b>30</b>	<b>-</b>	<b>420</b>	<b>170</b>	<b>330</b>	<b>-</b>	<b>50</b>	<b>550</b>	<b>90</b>

**Elective NOS 1: Operate Battery Operated Pallet Truck**

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Operate Battery Operated Pallet Truck	LSC/N0403 & V3.0	Core	4	2	30	30	-	-	60	30	60	-	10	100	10

**Elective NOS 2: Operate Reach Truck**

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Operate Reach Truck	LSC/N0404 & V3.0	Core	4	2	30	30	-	-	60	30	60	-	10	100	10

**Elective NOS 3: Operate Forklift**

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Operate Forklift	LSC/N0405 & V3.0	Core	4	2	30	30	-	-	60	30	60	-	10	100	10

**Elective NOS 4: Operate Order Picker**

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Operate Order Picker	LSC/N0406 & V3.0	Core	4	2	30	30	-	-	60	30	60	-	10	100	10

**Elective NOS 5: Utilise special MHE attachments for special goods**

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Utilise special MHE attachment for special goods	LSC/N0426 & V3.0	Core	4	2	30	30	-	-	60	30	60	-	10	100	10

**Assessment - Minimum Qualifying Percentage**

Please specify any one of the following:

**Minimum Pass Percentage – Aggregate at qualification level:** 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

**Minimum Pass Percentage – NOS/Module-wise:** 50 % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

**Section 3: Training Related**

1.	<b>Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)</b>	<p>Any degree + 2 years of relevant industrial experience</p> <p>Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0". Minimum accepted score is 80%</p>
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2.	<b>Master Trainer’s Qualification and experience in the relevant sector (in years)</b> <i>(as per NCVET guidelines)</i>	Any degree + minimum 5 years of experience in the logistics industry, specifically in Warehousing.  Certified for Job Role: “Material Handling Equipment (MHE) Operator” mapped to QP: “LSC/Q0401, V3.0”. Minimum accepted score is 80%
3.	<b>Tools and Equipment Required for the Training</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(If “Yes”, details to be provided in Annexure)</i>
4.	<b>In Case of Revised Qualification, Details of Any Upskilling Required for Trainer</b>	NA

## Section 4: Assessment Related

1.	<b>Assessor’s Qualification and experience in relevant sector (in years)</b> <i>(as per NCVET guidelines)</i>	Any degree + 2 years of relevant industrial experience  Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701”. Minimum accepted score is 80%
2.	<b>Proctor’s Qualification and experience in relevant sector (in years)</b> <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 2 years of relevant industrial experience  Certified for Job Role: “Material Handling Equipment (MHE) Operator “mapped to QP: “LSC/Q0401, V3.0”. Minimum accepted score is 80%
3.	<b>Lead Assessor’s/Proctor’s Qualification and experience in relevant sector (in years)</b> <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 5 years of relevant industrial experience + 1 year assessment experience  Recommended that the Assessor is certified for the Job Role: “Lead Assessor”, mapped to the Qualification Pack: “MEP/Q2701, V2.0”. Minimum accepted score is 80%
4.	<b>Assessment Mode</b> <i>(Specify the assessment mode)</i>	Online and Offline
5.	<b>Tools and Equipment Required for Assessment</b>	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

## Section 5: Evidence of Need for the Qualification

Provide Annexure/Supporting documents name.

1.	<b>Latest Skill Gap Study (not older than 2 years) (Yes/No):</b> Yes
2.	<b>Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):</b> No
3.	<b>Government /Industry initiatives/ requirement (Yes/No):</b> No
4.	<b>Number of Industry validations provided:</b> 21
5.	<b>Estimated nos. of persons to be trained and employed:</b> As per Annexure: Training and Employment Details
6.	<b>Evidence of Concurrence/Consultation with Line Ministry/State Departments:</b> Yes

## Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	<b>Annexure:</b> NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	Yes
2.	<b>Annexure:</b> List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	Yes
3.	<b>Annexure:</b> Detailed Assessment Criteria <i>(Mandatory)</i>	<p>Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs.</p> <p>1) Guidelines on affiliation of assessment agencies: As per NSDC guidelines on affiliation of assessment agency, we are adhering the following:</p> <p>a) Application evaluation</p>

		<p>b) Affiliation certificate                  c) SME profile validation                  d) Question bank validation                  e) TOA process                  f) Link through SIP                  2) Assessment process:                  1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval.                  2) AB submits Assessor’s details, their experience and credentials to LSC for approval.                  3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters.</p> <ul style="list-style-type: none"> <li>i. Quality of the assessors submitted by the assessment agency.</li> <li>ii. Certification of the assessor by LSC basis the training of assessor’s program conducted by LSC.</li> <li>iii. Adherence to schedule of assessments by the assessment agencies.</li> <li>iv. Integrity of the assessor in conducting quality assessments.</li> <li>v. Quality of the question papers submitted by the assessment agencies to LSC.</li> <li>vi. Submission of quality documents of the assessments conducted as insisted by LSC.</li> <li>vii. Time of submission of the required assessment related documents to LSC for approval</li> <li>viii. Time of submission of results in SDMS system post approval by LSC</li> </ul> <p>Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot. This has in turn also helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening.</p>
4.	<b>Annexure:</b> Assessment Strategy (Mandatory)	<p>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</p>

		<p>2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.</p> <p>3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)</p> <p>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria</p> <p>5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 &amp; above job roles and 50% for NSQF level 1 to 3 job roles.</p> <p>6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack.</p>
5.	<b>Annexure:</b> Blended Learning ( <i>Mandatory, in case selected Mode of delivery is Blended Learning</i> )	No
6.	<b>Annexure:</b> Multiple Entry-Exit Details ( <i>Mandatory, in case qualification has multiple Entry-Exit</i> )	No
7.	<b>Annexure:</b> Acronym and Glossary ( <i>Optional</i> )	Yes
8.	<b>Supporting Document:</b> Model Curriculum ( <i>Mandatory - Public view</i> )	Yes
9.	<b>Supporting Document:</b> Career Progression ( <i>Mandatory - Public view</i> )	Yes
10.	<b>Supporting Document:</b> Occupational Map ( <i>Mandatory</i> )	Yes
11.	<b>Supporting Document:</b> Assessment SOP ( <i>Mandatory</i> )	<a href="https://drive.google.com/file/d/1G3IXYAbONyUNjTb6nHRY6fuK3HQkEsLu/view?usp=sharing">https://drive.google.com/file/d/1G3IXYAbONyUNjTb6nHRY6fuK3HQkEsLu/view?usp=sharing</a>
12.	<b>Any other document you wish to submit:</b>	NA

## Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
<b>Professional Theoretical Knowledge/Process</b>	<p>The individual in the job should possess:</p> <ul style="list-style-type: none"> <li>● Possesses specialized operational knowledge of and understanding of the work</li> <li>● Has complete knowledge of concept of time required for delivery and quality for a range of issue</li> <li>● Has knowledge of collecting and interpreting the available information, drawing conclusions &amp; communicating the same</li> </ul>	<p>The Job holder must possess knowledge of operations, inspections, and basic maintenance of equipment. The person should acquire skills about automated systems used in warehouses or logistics hubs. The person should have knowledge of safety protocols and operational standards related to MHE usage and equipment-specific safety checklists. The individuals must know basic mechanical and electrical systems to identify minor issues.</p> <p>Hence the job role qualifies to be pegged at Level 4.</p>	4
<b>Professional and Technical Skills/ Expertise/ Professional Knowledge</b>	<p>The individual will be able to:</p> <ul style="list-style-type: none"> <li>● Apply the required knowledge for successfully implementing or applying techniques/ processes.</li> <li>● The ability to gain and where relevant apply a range of knowledge skills and understanding</li> <li>● Possesses the required operational skills for the work/ job.</li> </ul>	<p>The job holder must acquire technical skills to maintain various types of material handling equipment used in warehousing and logistics operations. She/he will be responsible for conducting routine safety checks and performing basic preventive maintenance to ensure optimal equipment performance. She/he should be skilled in documenting operational data.</p> <p>Hence the job role qualifies to be pegged at Level 4.</p>	4
<b>Employment Readiness &amp; Entrepreneurship Skills &amp; Mind-set/Professional Skill</b>	<ul style="list-style-type: none"> <li>● Good Communication skills, both oral and written.</li> <li>● Good understanding of constitutional values and citizenship inclusion and diversity</li> <li>● Good understanding of social political and work environment.</li> </ul>	<p>The job holder must be able to effectively coordinate with warehouse supervisor to ensure smooth and safe operations of material handling equipment. The individual must demonstrate discipline, alertness, and a proactive attitude to identify potential issues and take preventive action. She/he must possess the ability to follow instructions accurately and adapt to changing work conditions. A strong sense of responsibility, punctuality, and attention to detail is essential to maintain accurate records.</p>	4

		Hence the job role is qualified to be in level 4.	
<b>Broad Learning Outcomes/Core Skill</b>	<ul style="list-style-type: none"> <li>• The candidate must be able to carry out a specialized job/ work/ tasks in a familiar/ unfamiliar, predictable/ unpredictable, routine/ non routine, situation of multiple options/ choices.</li> <li>• Apply related occupational safety &amp; general hygiene norms and environmental aspects.</li> <li>• Has knowledge and is able to continuously improve processes which the individual uses for concerned job roles</li> </ul>	<p>The candidate should perform the task of operating, inspecting, and maintaining material handling equipment in a safe and efficient manner. The person must be able to follow standard operating procedures, conduct pre-use safety checks, and assist in basic preventive maintenance of equipment. She/he must be able to record equipment performance data. She/he must possess a safety-first mindset, attention to detail, good communication skills, and ability to work effectively.</p> <p>Hence the job role is qualified to be classified under level 4.</p>	4
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>• Takes complete responsibility for delivery and quality of own work and output as also the subordinates.</li> <li>• Individually accountable for the tasks.</li> </ul>	<p>The individual must undertake complete responsibility for the safe and efficient operation of material handling equipment in alignment with organizational standards. She/he is also responsible for performing routine inspections, basic maintenance, and ensuring that equipment is operated in compliance with safety protocols. She/he is expected to accurately maintain operational logs and inspection records. The individual must ensure adherence to eco-friendly handling and storage practices.</p> <p>Hence the job role qualifies to be pegged at level 4.</p>	4

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## Annexure: Tools and Equipment (Lab Set-Up)

### List of Tools and Equipment

**Batch Size: 30**

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	PPE (Gloves, Safety Shoes, goggles, ear plugs, boiler suit)	Standard Make	5
2.	Computers with MS office	Standard Make	15
3.	Scanners, printers and system tools	Standard Make	2
4.	Tire Pressure Gauge, Multimeter, Hydrometer, Torque Wrench	Standard Make	1 each
5.	Forklifts, Pallet Jacks, Conveyor Belts, Reach Trucks, Order Pickers, Stackers	Standard Make	1 each
6.	Battery Tester, Sound Level Meter, Brake Fluid Tester	Standard Make	1 each
7.	Fire extinguishers, First Aid kits	Standard Make	1 each
8.	Safety signs, SOP Charts on safety norms and drills, Charts of Do's and Don'ts in work area, reporting forms, Sample documents, worksheets	Standard Make	15
9.	BOPT, bins, crates, pallets, barcode scanner	Standard Make	1 each
10.	Packaging symbols & standards, Shrink wrap, Stretch wrap, Strapping machine, Wrapping machine, Straps, Tape gun, Tape, Cling Film, Cleaning Cloths	Standard Make	1 each
11.	LLMS (Learning version)	LLMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council.	15 Logins per centre

### Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Training Kit (Trainer Guide, Presentations)
2. Charts, Models, Video presentation, Flip Chart
3. Whiteboard/Smart Board, Marker, Board eraser

### Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	AAA Global Enterprise	J. Anusthiya	Proprietor	Kancheepuram			
2.	ABT Logistics	Karthic Subramanian	HR-Manager	Chennai			
3.	Aeris Dynamics Packaging India Pvt Ltd	Nigel Dsouza	Business Head- Indian sub-continent and middle east	Mumbai			
4.	DTDC Express Limited,	S N Dhanabal	General Manager- Head HR Operations	Bengaluru			
5.	Federal Transport Pvt Ltd	Meena Nandhagopal	Accounting Manager	Chennai			
6.	Grossnet Express Pvt Ltd	Josimus Raja	Director	Chennai			
7.	INDELOX SERVICES PVT. LTD.	Swetha N	HR Manager	Bengaluru			

8.	JBS Jeena Logistics	Samir J Shah	Director	Ahmedabad			
9.	Sri Ramdoss Motor Transport	PJP Prasad	Manager-HR and Admin	Chennai			
10.	Flyjac Logistics Pvt Ltd	Pradeep Warriar	Senior GM-HR	Chennai			
11.	MGX-24 Logistics Pvt Ltd	M. Magesh	Founder and Business Head	Chennai			
12.	Om Logistics Supply Chain Pvt	Chirag Sehgal	BDM_HRD	Delhi			
13.	PDP International Pvt Ltd	Avishkar Srivatsava	Chief Innovation Officer	Kolkatta			
14.	Polkart Logistics India PVT Ltd	E.Nithyashree	Ass.Manager	Chennai			
15.	Pro Connect Supply chain solutions limited	Rakesh K	AVP-HR	Chennai			
16.	Rhenus Logistics	Akhilesh Kushawaha	Head Solution Design	Gurugram			
17.	Sattva Hitech and Conware Pvt Ltd	S.Padmanabhan	Director	Chennai			
18.	Shreepa Logistics	M. Ruthwik	Manager	Hyderabad			
19.	Star Express Cargo	K. Santhosh Kumar	Marketing Manager	Chennai			
20.	Ruba Engineering PVT Ltd	Shyam Anandh	Director	Chennai			

21.	KSS Engineering	K.Shakthi	Partner	Banglore			
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## Annexure: Training & Employment Details

### Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2025-26	833	0	0	0	0	0
2026-27	965	0	0	0	0	0
2027-28	1062	0	0	0	0	0

*Data to be provided year-wise for next 3 years.*

### Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
3.0	2024-2025	1229	658	656	0	41	0	0	0	0	0	0	0
3.0	2023-2024	678	590	588	0	38	0	0	0	0	0	0	0
3.0	2022-2023	1220	705	703	0	45	4	4	0	0	0	0	0

*Applicable for revised qualifications only, data to be provided for past 3 years.*

### List Schemes in which the previous version of Qualification was implemented:

1. PMKVY
2. NON PMKVY

### Content availability for previous versions of qualifications:

Participant Handbook  Facilitator Guide  Digital Content  Qualification Handbook  Any Other:

**Languages in which Content is available:**

1. Hindi
2. English

## Annexure: Blended Learning

**Blended Learning Estimated Ratio & Recommended Tools:**

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

## Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Understand Warehouse Layout and Signage	<b>PC1.</b> Read and interpret warehouse layout maps or plans provided by the supervisor or displayed at site.	2	4	-	0.5
	<b>PC2.</b> Identify key zones such as receiving, put-away, picking, dispatch, quarantine, returns, and replenishment areas	2	4	-	1
	<b>PC3.</b> Recognize designated storage types (e.g., bulk, bin, rack, high-bay, temperature-controlled).	2	4	-	2
	<b>PC4.</b> Understand the location and function of equipment parking areas, battery charging zones, and maintenance bays.	2	4	-	0.5
	<b>PC5.</b> Identify emergency exits, fire extinguishers, and assembly points as per layout and floor markings.	2	4	-	0.5
	<b>PC6.</b> Follow direction signs, aisle indicators, and color-coded zones for navigation inside the warehouse.	2	4	-	0.5
	<b>PC7.</b> Recognize height clearance warnings, pedestrian-only pathways, and restricted areas.	2	4	-	0.5
	<b>PC8.</b> Adhere to right-of-way rules indicated by signage (e.g., give way to pedestrian zones, stop at intersections).	2	4	-	0.5
	<b>PC9.</b> Observe and comply with load-bearing instructions and signage at specific storage locations.	2	4	-	0.5
	<b>PC10.</b> Detect and respond to safety signage such as hazard symbols, warning boards, and no-entry zones	2	4	-	0.5
	<b>PC11.</b> Report missing, damaged, or obscured signage to the supervisor .	2	4	-	0.5
	<b>PC12.</b> Inform supervisor of any observed layout obstruction (e.g., spills, misplaced pallets, damaged racks).	2	4	-	0.5
	<b>PC13.</b> Avoid shortcuts or unsafe routes not indicated in the layout plan	2	4	-	0.5
	<b>PC14.</b> Participate in periodic safety briefings or warehouse walkthroughs to update knowledge of layout changes.	2	4	-	1
	<b>PC15.</b> Ensure daily navigation practices align with company SOPs and safety norms	2	4	-	0.5
<b>NOS Total</b>		<b>30</b>	<b>60</b>		<b>10</b>
Conduct pre-operative checks	<b>PC1.</b> Inspect the equipment for any signs of damage and verify that previous log entries have been reviewed before operating the equipment	2	3	-	1
	<b>PC2.</b> Check wheels, tires, or tracks for excessive wear or damage.	1	2	-	-
	<b>PC3.</b> Ensure forks or lifting mechanisms are free from bends, cracks, or other visible defects.	1	3	-	1
	<b>PC4.</b> Verify for fluid leaks and check for loose or missing parts, bolts or guards.	2	2	-	1

	<b>PC5.</b> Ensure horns, alarms, reverse buzzers, and indicator lights are functional.	2	2	-	1
	<b>PC6.</b> Inspect mirrors, cameras, or other visibility aids for clarity and secure mounting.	1	3	-	-
	<b>PC7.</b> Verify the availability and condition of safety reflectors.	2	3	-	1
	<b>PC8.</b> Check engine oil level and ensure it is within the recommended range.	1	2	-	1
	<b>PC9.</b> Inspect hydraulic fluid levels and top up if below the specified minimum.	1	3	-	-
	<b>PC10.</b> Ensure brake fluid is at the appropriate level and free from visible contaminants.	1	3	-	-
	<b>PC11.</b> Inspect the battery for charge level and clean the battery terminals for a battery-operated vehicle.	2	3	-	-
	<b>PC12.</b> Verify electrolyte levels in lead-acid batteries and top up with distilled water as needed.	2	3	-	-
	<b>PC13.</b> Test the battery charger for correct functioning and proper disconnection after charging.	1	3	-	-
	<b>PC14.</b> Ensure operational controls such as steering, brakes and throttle are responds accurately and smoothly.	1	2	-	1
	<b>PC15.</b> Confirm that control levers return to neutral position when released and operate the horn, lights, and indicators to ensure they are working properly.	2	3	-	-
	<b>PC16.</b> Assess the responsiveness of emergency stop controls and ensure accessibility.	1	3	-	1
	<b>PC17.</b> Verify the tilting mechanism and functionality of lifting and lowering controls.	1	3	-	-
	<b>PC18.</b> Verify that loads can be lifted, moved, and placed safely without instability.	1	2	-	1
	<b>PC19.</b> Record and report any irregularities in control performance or load handling mechanisms.	1	2	-	-
	<b>PC20.</b> Accurately record daily pre-operation inspection results.	1	3	-	1
	<b>PC21.</b> Maintain entries for device safety condition.	1	2	-	-
	<b>PC22.</b> Document any identified faults or abnormalities with clear descriptions.	1	2	-	-
	<b>PC23.</b> In case of urgent defects or safety concerns immediately report to supervisor.	1	3	-	-
	<b>NOS Total</b>	<b>30</b>	<b>60</b>		<b>10</b>
Perform material handling inside warehouse	<b>PC1.</b> Obtain the work schedule, daily targets and priorities from the supervisor.	2	4	-	1
	<b>PC2.</b> Obtain the list of goods to be put away or picked, along with their quantities and respective locations.	2	4	-	-
	<b>PC3.</b> Check with the supervisor if any assistance is required for other activities, such as daily stock counting and quality inspection	2	4	-	1
	<b>PC4.</b> Plan the sequence in which the operation would be carried out to optimise time and travel distance	2	4	-	-
	<b>PC5.</b> Perform a basic check of the vehicle's condition as per the checklist before starting the work.	2	4	-	1
	<b>PC6.</b> Collect the necessary PPE, inspect its fitness and wear throughout the work schedule.	2	4	-	-
	<b>PC7.</b> Identify goods to be moved and their location in terms of aisle number, rack number and bin number from the put-away list during receiving and dispatch	2	4	-	1

	<b>PC8.</b> Assess the tooling requirement and collect the necessary tools from the tool crib/storage racks.	2	4	-	-
	<b>PC9.</b> Lift or move the pallet using the MHE and place it correctly into the specified location.	2	4	-	1
	<b>PC10.</b> Check for damaged goods and transport them to quarantine area for further action.	2	3	-	1
	<b>PC11.</b> Ensure the movement of goods are as per standard operating procedures (SOP) with safe and error-free loading and unloading	2	4	-	1
	<b>PC12.</b> Park the MHE in the specified location after completing the job	1	3	-	-
	<b>PC13.</b> Report to the supervisor if there are any issues, such as count mismatch or breakage/ damage of goods/ packaging during.	2	4	-	1
	<b>PC14.</b> Report any delays, damages, accidents and other incidents to the supervisor.	1	3	-	1
	<b>PC15.</b> Report on the condition of the MHE and any maintenance activity or replacement that needs to be reported to the supervisor.	2	4	-	1
	<b>PC16.</b> Fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required and log any maintenance activity undertaken	2	3	-	-
	<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>
Coordinate with manufacturers for preventive maintenance	<b>PC1.</b> Collect preventive maintenance calendar from supervisor or service contract agreement	3	5	-	1
	<b>PC2.</b> Contact manufacturer/service personnel for scheduling preventive maintenance as per usage hours or calendar dates	2	5	-	1
	<b>PC3.</b> Ensure MHE is available, clean, and not in use during the scheduled time	3	5	-	1
	<b>PC4.</b> Record the scheduled appointment and communicate it to relevant warehouse staff	2	5	-	0.5
	<b>PC5.</b> Ensure access to the MHE for service personnel and secure the surrounding area	2	5	-	0.5
	<b>PC6.</b> Provide logbooks or last service reports to manufacturer representative.	2	5	-	1
	<b>PC7.</b> Assist the technician with basic information such as equipment performance, recent issues faced, or unusual sounds/symptoms	3	5	-	1
	<b>PC8.</b> Confirm that the maintenance checklist has been completed by the manufacturer's personnel before equipment is returned to service	3	5	-	1
	<b>PC9.</b> Record maintenance activity details in equipment logbook or software, including service date, next due date, and service agency details	3	5	-	0.5

	<b>PC10.</b> Inform supervisor about any critical issues identified during maintenance	3	5	-	0.5
	<b>PC11.</b> Collect service invoice or report and verify that it has been submitted for recordkeeping.	2	5	-	1
	<b>PC12.</b> Escalate delays or repeated issues to the supervisor	2	5	-	1
	<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>
Follow health, safety, security procedures and maintain integrity, ethics at workplace	<b>PC1.</b> Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	2	4	-	1
	<b>PC2.</b> Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	1	2	-	
	<b>PC3.</b> Follow organization procedures concerning documentation.	2	4	-	1
	<b>PC4.</b> Recognize unsafe workplace conditions and safety practices and report them to concerned authorities.	1	2	-	-
	<b>PC5.</b> Ensure that the work area and supplies are organized and cleaned regularly.	1	2	-	-
	<b>PC6.</b> Comply with data safety regulations of the organization and follow clear worktable area policy.	2	4	-	-
	<b>PC7.</b> Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	
	<b>PC8.</b> Undertake periodical preventive health checkups.	1	2	-	
	<b>PC9.</b> Participate in fire drills and follow 5S at workplace.	2	4	-	1
	<b>PC10.</b> Act immediately during emergencies and move to safety.	1	2	-	
	<b>PC11.</b> Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning	1	2	-	1
	<b>PC12.</b> In case of fire, follow fire safety practices taught during fire drills.	1	2	-	
	<b>PC13.</b> Follow procedures to rescue victims of fire without endangering self.	2	4	-	1
	<b>PC14.</b> Refrain from indulging in corrupt practices.	1	2	-	-
	<b>PC15.</b> Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
	<b>PC16.</b> Protect data and information related to business or commercial decisions.	1	2	-	-
	<b>PC17.</b> Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	2	4	-	-
	<b>PC18.</b> Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	1	2	-	-
	<b>PC19.</b> Consult senior management when in an ethical dilemma.	2	4	-	1
	<b>PC20.</b> Check that documentation concerning operations is up to date and in accordance with the regulations.	1	2	-	-
	<b>PC21.</b> Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1

	PC22. Report any issues with regulatory compliance.	1	2	-	1
	<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>
Employability Skills (60 Hours)	Introduction to Employability Skills	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals	-	-	-	-
	Constitutional values – Citizenship	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	-	-	-	-
	Becoming a Professional in the 21st Century	2	4	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. practice the 21st Century Skills such as Self-Awareness, Behavioral 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	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	-	-	-	-
	Career Development & Goal setting	1	2	-	-
	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	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	-	-	-	-	
Diversity & Inclusion	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	-	-	-	-	

	Financial and Legal Literacy	<b>2</b>	<b>3</b>	-	-
	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	<b>3</b>	<b>4</b>	-	-
	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	<b>2</b>	<b>3</b>	-	-
	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	<b>1</b>	<b>2</b>	-	-
	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	-	-	-	-
	Getting ready for apprenticeship & Jobs	<b>2</b>	<b>3</b>	-	-
	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	-	-	-	-
	<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

Operate Battery Operated Pallet Truck	<b>PC1.</b> Perform pre operative checks such as battery charge level; forks, wheels, and tiller arm for visible damage; the emergency stop button is working; hydraulic oil leaks or any loose connections; horn, brakes, and forward/reverse functions.	3	6	-	1
	<b>PC2.</b> Fasten the seatbelt and wear other PPE like a hard hat as per OSHA .	3	5	-	-
	<b>PC3.</b> Ensure the load is stable, within the capacity limit (typically marked on the machine), and does not exceed the rated load capacity.	3	5	-	1
	<b>PC4.</b> Use the lift button or lever on the handle to raise the forks and lift the pallet slightly off the ground (just enough for safe movement).	2	5	-	1
	<b>PC5.</b> Use the tiller arm or control handle to steer and move forward or reverse using the directional control button/switch.	2	5	-	1
	<b>PC6.</b> Load/ unload shipments using the pallet truck and move them to the designated storage location.	3	6	-	1
	<b>PC7.</b> Measure travel speed under loaded and unloaded conditions to ensure efficiency targets are met.	3	5	-	1
	<b>PC8.</b> Ensure smooth acceleration and deceleration to prevent load shifting.	3	5	-	1
	<b>PC9.</b> Count the number of items as per the pick list and ensure that any damaged items are isolated and reported to the supervisor immediately.	3	8	-	1
	<b>PC10.</b> Ensure the lifting and lowering speeds meet operational requirements for productivity and perform safe and error-free loading and unloading of the goods.	3	5	-	1
	<b>PC11.</b> Park the pallet truck in the specified location after completing the job.	2	5	-	1
	<b>Total Marks</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>
Operate Reach Truck	<b>PC1.</b> Obtain the list of goods to be put away or picked, along with their quantities and respective locations.	1	2	-	1
	<b>PC2.</b> Visually check the condition of the reach truck and the cage and carry out a detailed inspection as per the daily inspection/ pre operative checklist.	1	2	-	-
	<b>PC3.</b> Test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly.	1	3	-	1
	<b>PC4.</b> Ensure the forks are level and correctly positioned before lifting or moving a load.	1	2	-	1
	<b>PC5.</b> Fasten the seatbelt and wear other PPE like a hard hat as per OSHA.	1	2	-	-
	<b>PC6.</b> Align the forks with the pallet openings and use the lift control to raise forks slightly above ground level.	1	2	-	1
	<b>PC7.</b> Check that the load is stable, centred, and within the rated capacity before lifting.	1	2	-	-

	<b>PC8.</b> Drive at a slow, controlled speed and use the horn at intersections and blind corners.	1	2	-	1
	<b>PC9.</b> Transport the pallets to the respective storage locations and store them in the space allocated.	1	2	-	-
	<b>PC10.</b> Ensure proper visibility when travelling in forward and reverse, especially in high-rack aisles and check for clear, unobstructed pathways before driving, especially around corners and intersections	2	2	-	-
	<b>PC11.</b> To retrieve goods, lift the pallet using the reach truck and bring it down so that the picker can collect the required number of goods.	1	2	-	-
	<b>PC12.</b> Ensure goods loaded/ unloaded are within the reach truck's weight and size, load-bearing capacity.	1	2	-	-
	<b>PC13.</b> Park the reach truck in the appropriate location.	1	2	-	-
	<b>PC14.</b> Confirm assigned stacker is suitable for the height, weight, and racking layout of the task	1	2	-	-
	<b>PC15.</b> Check operational status of tiller arm, steering controls, brake lever, horn, and key safety features before use	1	2	-	-
	<b>PC16.</b> Start the stacker using the master switch or key, following manufacturer instructions	1	2	-	-
	<b>PC17.</b> Lift and lower forks using the control lever or buttons with smooth, steady motions	1	2	-	1
	<b>PC18.</b> Steer the stacker using the tiller arm or handlebar controls, maintaining a safe turning radius in tight spaces	1	3	-	1
	<b>PC19.</b> Maintain full visibility of the load path, especially while reversing or entering storage aisles	1	2	-	-
	<b>PC20.</b> Secure palletized loads on forks before initiating lifting or movement	1	2	-	-
	<b>PC21.</b> Operate stacker at controlled speed, especially when maneuvering near personnel or shelving	2	2	-	1
	<b>PC22.</b> Avoid overloading or exceeding stacking height limits as per equipment rating plate	1	2	-	-
	<b>PC23.</b> Use stacker only on level surfaces free of obstacles, ramps, or gradients	1	2	-	1
	<b>PC24.</b> Park the stacker in the designated safe zone after operation, with forks lowered to ground level	1	2	-	-
	<b>PC25.</b> Switch off the stacker and disconnect or recharge battery if required, as per SOP	1	3	-	1
	<b>PC26.</b> Escalate equipment issues, abnormal noise, brake failure, or motor overheating to supervisor or technician immediately	1	3	-	-
	<b>PC27.</b> Avoid using stacker to push/pull loads or for purposes other than lifting and placing pallets	1	2	-	-
	<b>PC28.</b> Ensure no part of the body is placed under raised forks or load during operation or pause	1	2	-	-
	<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>
Operate Forklift	<b>PC1.</b> Obtain the day's work schedule from the supervisor and conduct preoperative checks on the forklift.	2	4	-	1
	<b>PC2.</b> Check if the forks are not bent or cracked, the positioning latches are in good working	2	4	-	0.5

	condition, the carriage teeth are not broken, chipped, or worn, and the capacity plate is present and legible.				
	<b>PC3.</b> Fasten the seatbelt and wear other PPE like a hard hat as per OSHA .	2	4	-	1
	<b>PC4.</b> Make sure that the throttle control or accelerator pedal is pushed past any constriction that may be fitted and is in the low idle position.	2	4	-	0.5
	<b>PC5.</b> Start the engine as per the specified instructions and ensure that the area is clear and that it is safe to move the forklift.	2	4	-	0.5
	<b>PC6.</b> While moving the forklift without any load, ensure that the mast is upright and that the forks lowered.	2	4	-	1
	<b>PC7.</b> Adjust the fork as wide as possible to fit the load and ensure that it is balanced, stable, evenly distributed, and safely secured before movement.	2	4	-	0.5
	<b>PC8.</b> Check visibility and use spotters or mirrors when handling loads at height and ensure proper stopping distances are maintained, especially when loaded.	2	4	-	1
	<b>PC9.</b> Ensure goods loaded/unloaded are within the weight and size of the forklift, load bearing capacity.	2	4	-	0.5
	<b>PC10.</b> Align the fork before inserting it into the pallet and insert the fork all the way under the material.	2	4	-	1
	<b>PC11.</b> Adjust the fork as wide as possible to fit the load and to provide a more even distribution of weight.	2	4	-	0.5
	<b>PC12.</b> Travel with forks as low as possible from the floor, tilted back, and match the speed of driving with the load and workplace conditions.	2	4	-	0.5
	<b>PC13.</b> Drive to the designated location through the specified aisles/bins/location as per safety norms.	2	4	-	0.5
	<b>PC14.</b> Move the pallets/bins to the respective storage locations and store them in the space allocated.	2	4	-	0.5
	<b>PC15.</b> Park the forklift truck in the appropriate location and place all attachment control levers in the neutral or hold position.	2	4	-	0.5
	<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>
Operate Order Picker	<b>PC1.</b> Receive task schedule from supervisor and pick list from supervisor.	3	4	-	0.5
	<b>PC2.</b> Obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked.	3	4	-	0.5
	<b>PC3.</b> Verify if all labels received match with the items on the pick list and inform supervisor of any errors/change.	3	5	-	1

	<b>PC4.</b> Inspect the order picker for suitability for work in terms of greasing, availability of fuel, tyre pressure, etc.	3	5	-	1
	<b>PC5.</b> Wear all safety equipment including protective gear, helmets etc.	2	5	-	0.5
	<b>PC6.</b> Ensure the picker is wearing the necessary PPE and his/her harness is firmly attached to the order picker.	2	5	-	1
	<b>PC7.</b> Locate the appropriate storage bays for items on pick list.	2	4	-	0.5
	<b>PC8.</b> Operate the order picker as per the SOP and instructions provided considering the type of goods and volume of goods to be picked.	2	5	-	1
	<b>PC9.</b> Pick goods from the appropriate shelves, storage space into containers or pallets to prepare for loading.	2	5	-	1
	<b>PC10.</b> Verify all items are labelled and packed appropriately.	2	5	-	0.5
	<b>PC11.</b> Notify the supervisor of any damages for potential fixes.	2	4	-	0.5
	<b>PC12.</b> Verify all items on the pick list are picked and are in deliverable condition.	2	5	-	1
	<b>PC13.</b> Fill out appropriate administrative forms as required by the company in case of accidents, damages, errors, etc.	2	4	-	1
	<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>
Utilize Special MHE Attachments for Special Goods	<b>PC1.</b> Evaluate the type, weight, shape, and nature of the load including hazardous, fragile, or liquid goods.	1	3	-	1
	<b>PC2.</b> Identify load handling instructions based on hazard markings, labels, or documentation such as MSDS.	2	3	-	1
	<b>PC3.</b> Select the appropriate MHE attachment such as drum clamps, rotators, slip sheets, or carton clamps depending on the load characteristics.	2	4	-	1
	<b>PC4.</b> Confirm that the attachment is compatible with the MHE assigned and is rated for the load weight and dimensions.	2	4	-	1
	<b>PC5.</b> Inspect the attachment visually for any structural damage, wear, corrosion, or hydraulic leakage before installation.	1	3	-	-
	<b>PC6.</b> Install or connect the selected attachment securely as per manufacturer instructions and verify its functionality.	2	3	-	1
	<b>PC7.</b> Perform a test operation to ensure that the attachment is operating correctly and that the load is secured.	2	3	-	1
	<b>PC8.</b> Use the MHE to lift, move, or place the goods using smooth and controlled movements	2	3	-	-

<b>PC9.</b> Ensure that movement speed, tilt, and grip are adjusted to minimize risk while handling hazardous or liquid goods.	2	4	-	1
<b>PC10.</b> Follow designated routes and comply with signage and floor markings specific to sensitive or restricted materials.	1	3	-	-
<b>PC11.</b> Monitor the load and attachment during operation for signs of instability or malfunction.	2	3	-	-
<b>PC12.</b> Park the MHE with attachment in the assigned zone and switch off or disconnect the attachment as per SOP.	1	4	-	-
<b>PC13.</b> Wear appropriate PPE including gloves, helmets, and chemical-resistant clothing when handling hazardous or liquid materials.	2	4	-	1
<b>PC14.</b> Follow spill prevention and control procedures as per safety guidelines.	1	3	-	-
<b>PC15.</b> Report any leaks, spills, mechanical faults, or unusual observations immediately to the supervisor.	1	3	-	-
<b>PC16.</b> Clean the attachment after use, especially if used for corrosive or sticky materials, using suitable cleaning tools and fluids.	2	3	-	1
<b>PC17.</b> Record usage, inspections, and maintenance activities related to the attachment in logbooks or digital systems.	2	4	-	1
<b>PC18.</b> Store the attachment in designated areas to prevent damage or contamination.	2	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

### 1. Assessment System Overview:

- SSC will receive batches through SIP or email to schedule assessment.

- Batches will be assigned to the NCVET affiliated assessment agencies for conducting the assessment.
- Assessment agencies send the assessment confirmation and procedure to TP/TC looping SSC.
- Assessment agency deploys the ToA certified Assessor for executing the assessment.
- SSC will monitor the assessment process & records.

2. Testing Environment:

- Check the Assessment location, date and time is same as SIP data.
- Specified equipment must be available to facilitate assessment.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) and are verified by the other SME of LSC.
- Questions are mapped to the specified assessment criteria.
- Assessor must be ToA certified.
- Mock test/Self-assessment will be conducted during training through LSC software.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- 21 points check list must be adhered to by both AA and assessor.

5. Method of verification or validation:

- LSC will validate the evidence and results through LSC portal.
- Validation will be candidate wise scrutiny.

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored by AA for certain years.
- Soft copies of evidence will be stored in LSC portal.

**On the Job (OJT assessment applicable):**

1. The candidate must score 60% to successfully complete the OJT.

2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
  - Videos of Trainees during OJT
3. Assessment of each Module will ensure that the candidate is able to:
  - Effective engagement with the customers
  - Understand the working of various tools and equipment.

## Annexure: Acronym and Glossary

### Acronym

Acronym	Description
<b>AA</b>	Assessment Agency
<b>AB</b>	Awarding Body
<b>ISCO</b>	International Standard Classification of Occupations
<b>NCO</b>	National Classification of Occupations
<b>NCrF</b>	National Credit Framework
<b>NOS</b>	National Occupational Standard(s)
<b>NQR</b>	National Qualification Register
<b>NSQF</b>	National Skills Qualifications Framework
<b>OJT</b>	On the Job Training

### Glossary

Term	Description
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<b>National Occupational Standards (NOS)</b>	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
<b>Qualification</b>	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
<b>Qualification File</b>	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
<b>Sector</b>	A grouping of professional activities on the basis of their main economic function, product, service or technology.
<b>Long Term Training</b>	Long-term skilling means any vocational training program undertaken for a year and above. <a href="https://ncvet.gov.in/sites/default/files/NCVET.pdf">https://ncvet.gov.in/sites/default/files/NCVET.pdf</a>

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