

Qualification Pack



Material Handling Equipment (MHE) Operator and Technician

Electives: Battery Operated Pallet Truck/ Reach truck/ Forklift/ Order picker

Options: Supervise Receiving & Dispatch

QP Code: LSC/Q0401

Version: 2.0

NSQF Level: 4



Qualification Pack

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LSC/Q0401: Material Handling Equipment (MHE) Operator and Technician

Brief Job Description

The individual operates MHE to move, load and unload cargo in a warehouse, undertakes basic maintenance activities for MHE and prepares performance reports.

Personal Attributes

The job holder should be physically fit, judge distance and should have good eye-hand-foot coordination to drive MHE continuously for long hours. She/He must be able to prioritize and execute tasks within scheduled time limits. She/he should have English and Vernacular language proficiency, demonstrable in all written and oral communication.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N0401: Perform material handling activities](#)
2. [LSC/N0402: Perform preventive and breakdown maintenance checks](#)
3. [LSC/N9904: Maintain integrity and ethics in operation](#)
4. [LSC/N9905: Follow health, safety and security procedures.](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

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

Elective 1: Battery Operated Pallet Truck

The unit is about operating Battery operated Pallet truck (BOPT) in a warehouse or industrial environment to move cargo

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

Elective 2: Reach truck

The unit is about operating Reach truck in a warehouse or industrial environment to move cargo

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

Elective 3: Forklift

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The unit is about operating Fork lift in a warehouse or industrial environment to move cargo

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

Elective 4: Order picker

The unit is about receiving pick list, inspect and operate order picker, perform maintenance and reporting in a warehouse or industrial environment to move cargo

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

Options(Not mandatory):

Option : Supervise Receiving & Dispatch

The unit is about supervising goods receiving and dispatch activities in a warehouse

1. [LSC/N0120: Supervise receiving and dispatch activities](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Engineering/maintenance
Country	India
NSQF Level	4
Credits	23
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8334 and ISCO-88/8334

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Minimum Educational Qualification & Experience	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass and pursuing continuous schooling OR 10th Class + I.T.I (2 years after Class 10th) OR 10th grade pass with 2 Years of experience relevant experience OR Certificate-NSQF (Level 3 - Warehouse Associate/ Warehouse Binner/ Warehouse Picker/ Warehouse Packer) with minimum education as 8th Grade pass) with 3 Years of experience relevant experience in warehouse
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Should have Light Motor Vehicle (LMV) license for four-wheeler driving. Should be proficient and cleared Level 3
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	28/02/2026
NSQC Approval Date	28/02/2023
Version	2.0
Reference code on NQR	QG-04-TW-00236-2023-V1-LSC
NQR Version	1.0

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LSC/N0401: Perform material handling activities

Description

This unit is about preparing and performing material handling activities

Scope

The scope covers the following :

- Obtain work schedule and plan
- Inspect and operate the Material Handling Equipment (MHE)
- Report and document of MHE Range: Personal Protective Equipment (PPEs), Forklift, Reach stacker, pallet truck, pallet jacks, hand trucks, side loader, order picker, walkie, stacker, etc.

Elements and Performance Criteria

Perform material handling activities

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

- PC1.** obtain the work schedule, daily targets and priorities (if any) from the supervisor.
- PC2.** obtain the list of goods to be put away or picked along with the quantities and their respective locations.
- PC3.** check with the supervisor the assistance required for other activities such as daily stock counting, quality inspection etc.
- PC4.** plan the sequence in which the operation would be carried out so as to optimize time and travel distance
- PC5.** inspect if the battery/fuel levels of the MHE is adequate for operation before moving it from the dock
- PC6.** perform basic check of the vehicle condition as per the Preventive Maintenance checklist before starting the work
- PC7.** Collect the necessary PPE, inspect its fitness and wear throughout the work schedule
- PC8.** identify goods to be moved and their location in terms of aisle number, rack number and bin number from the putaway list during receiving and dispatch
- PC9.** assess the tooling requirement and collect the necessary tools from the tool crib/storage racks
- PC10.** lift or move the pallet using the MHE and place correctly into specified location
- PC11.** check for damaged/spills transport goods to quarantine area and unload them for further action
- PC12.** report supervisor if there are any issues such as count mismatch, breakage/ damage of goods/ packaging during
- PC13.** check that movement of goods should be carried out as per standard operating procedures (SOP)
- PC14.** check for safe and error free loading and unloading of the goods
- PC15.** park the MHE in specified location after completing the job

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- PC16.** check for minor issues, technical issues, cleaning etc. w.r.t. MHE and inform supervisor accordingly
- PC17.** report any delays, damages, accidents and other incidents to the supervisor
- PC18.** report on the condition of the MHE and any maintenance activity or replacement that may be required to the supervisor
- PC19.** fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required
- PC20.** log any maintenance activity undertaken

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of documentation used in organization and importance of the same
- KU2.** risk and impact of not following defined procedures/work instructions
- KU3.** records to be maintained and implications of non-maintenance of the same
- KU4.** knowledge of security procedures e.g. secure storage of inventory
- KU5.** rules and regulations of shop floor as per SOP
- KU6.** risk and impact of not following safety procedures
- KU7.** escalation matrix for reporting identified problems
- KU8.** cost of equipment and loss for the company that results from damage of equipment
- KU9.** implications of delays in process to the company
- KU10.** controls and switches used to operate the MHE properly
- KU11.** basic technicalities associated with the MHE
- KU12.** road signs, factory signs and other safety and emergency signals
- KU13.** hazardous labels for the supplies being used
- KU14.** correct maintenance procedures for MHE
- KU15.** response to emergencies e.g. fire
- KU16.** safety regulations while operating the MHE
- KU17.** optimal working condition of MHE and their components.
- KU18.** optimal levels of fluids and lubricants and greasing
- KU19.** MHE components and their functions
- KU20.** how to handle MHE such as forklifts, pallet trucks, cages and lifts.
- KU21.** how to test and safely carry out maintenance tasks on the MHE.
- KU22.** how to identify deviations from normal operations, diagnose and repair MHE

Generic Skills (GS)

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

- GS1.** Labels and codes as per company procedures
- GS2.** handling instructions/company log books and records

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- GS3.** safety manuals and safety signs on the warehouse floor
- GS4.** fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS5.** prepare detailed technical reports
- GS6.** note down condition of MHE and any maintenance or repair that was carried out on a daily basis.
- GS7.** fill out any complaint/ insurance related forms for damaged goods
- GS8.** communicate clearly with supervisors and peers
- GS9.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS10.** provide advice and guidance to peers and juniors
- GS11.** decide if a certain MHE is the best fit for the identified use
- GS12.** make judgment as to whether the MHE are in good condition or not.
- GS13.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS14.** prioritize and execute tasks within the scheduled time limits
- GS15.** maintain schedules and punctuality
- GS16.** avoid absenteeism
- GS17.** be a team player and achieve joint goals.
- GS18.** adhere to the timelines and ensure that they are met
- GS19.** handle the shipments with proper care so as to avoid damage while transportation
- GS20.** suggest ways to handle difficult material handling situations that require complex situations
- GS21.** resolve basic technical issues with the equipment through preventive and basic maintenance
- GS22.** suggest methods to streamline the maintenance process.
- GS23.** assess the condition of each MHE
- GS24.** concentrate at the task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform material handling activities</i>	40	60	-	-
PC1. obtain the work schedule, daily targets and priorities (if any) from the supervisor.	2	3	-	-
PC2. obtain the list of goods to be put away or picked along with the quantities and their respective locations.	2	3	-	-
PC3. check with the supervisor the assistance required for other activities such as daily stock counting, quality inspection etc.	2	3	-	-
PC4. plan the sequence in which the operation would be carried out so as to optimize time and travel distance	2	3	-	-
PC5. inspect if the battery/fuel levels of the MHE is adequate for operation before moving it from the dock	2	3	-	-
PC6. perform basic check of the vehicle condition as per the Preventive Maintenance checklist before starting the work	2	3	-	-
PC7. Collect the necessary PPE, inspect its fitness and wear throughout the work schedule	2	3	-	-
PC8. identify goods to be moved and their location in terms of aisle number, rack number and bin number from the putaway list during receiving and dispatch	2	3	-	-
PC9. assess the tooling requirement and collect the necessary tools from the tool crib/storage racks	2	3	-	-
PC10. lift or move the pallet using the MHE and place correctly into specified location	2	3	-	-
PC11. check for damaged/spills transport goods to quarantine area and unload them for further action	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. report supervisor if there are any issues such as count mismatch, breakage/ damage of goods/ packaging during	2	3	-	-
PC13. check that movement of goods should be carried out as per standard operating procedures (SOP)	2	3	-	-
PC14. check for safe and error free loading and unloading of the goods	2	3	-	-
PC15. park the MHE in specified location after completing the job	2	3	-	-
PC16. check for minor issues, technical issues, cleaning etc. w.r.t. MHE and inform supervisor accordingly	2	3	-	-
PC17. report any delays, damages, accidents and other incidents to the supervisor	2	3	-	-
PC18. report on the condition of the MHE and any maintenance activity or replacement that may be required to the supervisor	2	3	-	-
PC19. fill out forms such as damage to goods, insurance claims in accordance with company procedures, if required	2	3	-	-
PC20. log any maintenance activity undertaken	2	3	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0401
NOS Name	Perform material handling activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Engineering/maintenance
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

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LSC/N0402: Perform preventive and breakdown maintenance checks

Description

This unit is about performing preventive and breakdown maintenance checks of MHE

Scope

The scope covers the following :

- Carry out preventive maintenance
- Carry out first-line repair and maintenance
- Report maintenance activitiesRange: Personal protective equipment (PPEs), forklift, reach stacker, reach truck, battery operated pallet truck, pallet jacks, hand trucks, order picker, tools and tackles, maintenance kit etc.

Elements and Performance Criteria

Perform preventive and first line maintenance check

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

- PC1.** collect the preventive maintenance checklist and maintenance log book for the MHE concerned
- PC2.** collect necessary tools and PPE necessary for conducting the preventive maintenance
- PC3.** understand the complaints noted in the log book, if any
- PC4.** observe the overall functioning of the MHE to identify problems if any
- PC5.** adjust in settings or operating parameters if required
- PC6.** check for damage in tyres, parking break, main horn, reverse horn, warning lamp, etc.
- PC7.** check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required
- PC8.** assess the MHE and escalate to supervisor if there is a likelihood of future problems or replacement is required.
- PC9.** identify any parts that have worn out or nearing their end of life cycle as specified by the manufacturer and put in request to obtain the required parts from the store (if available) or inform inventory clerk to place orders.
- PC10.** make replacement of part and test for its safety and smooth operation
- PC11.** in case of a machine overhaul, plan well in advance and perform it during holidays or non-peak hours.
- PC12.** test the MHE to ensure that it is fully functional and safe for use.
- PC13.** regularly maintain spare batteries and ensure they are fully charged
- PC14.** prepare and update maintenance card for every MHE
- PC15.** understand the type of breakdown reported/ witnessed during operation
- PC16.** identify and examine MHE to determine the source of the problem
- PC17.** determine if the problem could be resolved using existing skills or if it requires the attention of a specialized technician from the manufacturing company

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- PC18.** if the problem could be resolved, determine whether the part could be repaired and carry out repairs using available spare parts/ machine shop equipment, or else put in part replacement request
- PC19.** receive required parts and change the parts as per manufacturer's guidelines.
- PC20.** complete and check all the line items in the first-line maintenance checklist
- PC21.** post first line repair, test the MHE to ensure that it is fully functional and safe for use
- PC22.** escalate to supervisor in case of delays or if a specialized technician from the manufacturing company is required to solve the problem
- PC23.** report to supervisor for replacement of MHE parts
- PC24.** provide daily report to manager regarding condition of equipment, damage if any, etc.
- PC25.** update MHE condition in the appropriate health card and the next review dates in the maintenance schedules
- PC26.** prepare a detailed report explaining the cause for the problem, solution, expected lifespan and suggested replacement dates

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** occupational health and safety standards
- KU3.** procedures for dealing with loss or damage to goods
- KU4.** value of items handled and implications of damage/loss of the same
- KU5.** organisation structure of the company
- KU6.** risk and impact of not following defined work, safety and security procedures
- KU7.** chain of command for reporting problems and status of work
- KU8.** types of documentation used in organization
- KU9.** records to be maintained and implications of non-maintenance of the same
- KU10.** security procedures e.g. secure storage of inventory
- KU11.** Rules and regulations of shop floor as per company's standard operating procedure (SOP)
- KU12.** risk and impact of not following safety procedures
- KU13.** escalation matrix for reporting identified problems
- KU14.** cost of equipment and loss for the company that results from damage of equipment
- KU15.** controls and switches used to operate MHE
- KU16.** basic technicalities associated with the MHE
- KU17.** road signs, factory signs and other safety and emergency signals
- KU18.** hazardous labels for the supplies being used.
- KU19.** correct maintenance procedures for MHE
- KU20.** response to emergencies e.g. fire
- KU21.** safety regulations while operating the MHE
- KU22.** optimal levels of fluids and lubricants.
- KU23.** MHE Components and particular areas that require greasing.

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- KU24.** all the MHE components and their functions
- KU25.** to test and safely carry out maintenance tasks on the MHE.
- KU26.** to identify deviations from normal operations, diagnose and repair MHE

Generic Skills (GS)

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

- GS1.** labels to identify product and its associated hazard.
- GS2.** instructions from checklists /company log books and records
- GS3.** safety manuals and safety signs on the warehouse floor
- GS4.** fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS5.** prepare detailed technical reports
- 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.** make a judgment as to whether the MHE are in good condition or not
- GS10.** make judgment if a certain task can be best performed by the selected MHE
- GS11.** decide if the MHE requires any additional servicing by company technicians
- GS12.** decide if there is a requirement for change of parts
- GS13.** decide if the MHE can be put back into use or not
- GS14.** prioritize and execute tasks within the scheduled time limits
- GS15.** maintain schedules and punctuality
- GS16.** avoid absenteeism
- GS17.** look on internal customer requirements and ensure that they are met
- GS18.** understand the urgency and priority maintenance requests and accordingly take action
- GS19.** resolve basic problems of MHE based on preventive and basic maintenance
- GS20.** analyze and identify the estimated future life for the MHE
- GS21.** analyze and estimate if the problem would be recurring and estimated costs for repair in future
- GS22.** assess the condition of each MHE
- GS23.** 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>Perform preventive and first line maintenance check</i>	30	70	-	-
PC1. collect the preventive maintenance checklist and maintenance log book for the MHE concerned	1	3	-	-
PC2. collect necessary tools and PPE necessary for conducting the preventive maintenance	1	3	-	-
PC3. understand the complaints noted in the log book, if any	1	3	-	-
PC4. observe the overall functioning of the MHE to identify problems if any	1	3	-	-
PC5. adjust in settings or operating parameters if required	1	3	-	-
PC6. check for damage in tyres, parking break, main horn, reverse horn, warning lamp, etc.	1	3	-	-
PC7. check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required	1	3	-	-
PC8. assess the MHE and escalate to supervisor if there is a likelihood of future problems or replacement is required.	1	3	-	-
PC9. identify any parts that have worn out or nearing their end of life cycle as specified by the manufacturer and put in request to obtain the required parts from the store (if available) or inform inventory clerk to place orders.	1	3	-	-
PC10. make replacement of part and test for its safety and smooth operation	1	3	-	-
PC11. in case of a machine overhaul, plan well in advance and perform it during holidays or non-peak hours.	1	3	-	-
PC12. test the MHE to ensure that it is fully functional and safe for use.	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. regularly maintain spare batteries and ensure they are fully charged	1	3	-	-
PC14. prepare and update maintenance card for every MHE	1	3	-	-
PC15. understand the type of breakdown reported/ witnessed during operation	1	3	-	-
PC16. identify and examine MHE to determine the source of the problem	1	3	-	-
PC17. determine if the problem could be resolved using existing skills or if it requires the attention of a specialized technician from the manufacturing company	1	3	-	-
PC18. if the problem could be resolved, determine whether the part could be repaired and carry out repairs using available spare parts/ machine shop equipment, or else put in part replacement request	1	3	-	-
PC19. receive required parts and change the parts as per manufacturer's guidelines.	2	2	-	-
PC20. complete and check all the line items in the first-line maintenance checklist	2	2	-	-
PC21. post first line repair, test the MHE to ensure that it is fully functional and safe for use	2	2	-	-
PC22. escalate to supervisor in case of delays or if a specialized technician from the manufacturing company is required to solve the problem	2	2	-	-
PC23. report to supervisor for replacement of MHE parts	1	2	-	-
PC24. provide daily report to manager regarding condition of equipment, damage if any, etc.	1	2	-	-
PC25. update MHE condition in the appropriate health card and the next review dates in the maintenance schedules	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. prepare a detailed report explaining the cause for the problem, solution, expected lifespan and suggested replacement dates	1	2	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0402
NOS Name	Perform preventive and breakdown maintenance checks
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Engineering/maintenance
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N9904: Maintain integrity and ethics in operation

Description

This unit is about maintaining integrity, ensuring data security, and professional and ethical practices

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practices
- Ensure regulatory compliance

Elements and Performance Criteria

Maintain integrity ensuring data security

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

- PC1.** refrain from indulging in corrupt practices.
- PC2.** avoid using company's funds, property or resources for undertaking personal activities
- PC3.** protect customer's information and ensure it is not misused
- PC4.** protect data and information related to business or commercial decisions
- PC5.** avoid acceptance of cash or kind from vendors for support or contract negotiations
- PC6.** demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues
- PC7.** avoid nepotism
- PC8.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC9.** report promptly all violations of code of ethics
- PC10.** dress up and conduct in a professional manner
- PC11.** communicate with clients and stakeholders in a soft and polite manner
- PC12.** follow etiquettes in accordance to the place
- PC13.** check for regulatory documentation and compliances for the shop floor as per information from the supervisor
- PC14.** perform activities considering the regulatory requirements
- PC15.** use Personal Protective Equipment (PPEs) in accordance to regulatory requirements
- PC16.** identify the different types of dangerous goods and handling methodologies
- PC17.** follow the SOP for handling of different types of dangerous goods
- PC18.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC19.** promptly report all regulatory violations

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** company's policies on use of language
- KU2.** company's Human Resources policies
- KU3.** company's code of ethics
- KU4.** company's whistle blower policy
- KU5.** company's rules related to sexual harassment
- KU6.** company's reporting structure
- KU7.** company's documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** various regulatory requirements
- KU10.** documentary compliance for various regulations
- KU11.** different dangerous shipment
- KU12.** regulations with regard to w.r.t dangerous shipment

Generic Skills (GS)

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

- GS1.** read company policy documents and work related documents
- GS2.** read emails and written instructions
- GS3.** fill documentation pertaining to ethics and regulatory requirement
- GS4.** communicate with team members to work efficiently
- GS5.** communicate with peers and subordinates about information security and building trust
- GS6.** identify a shipment as dangerous goods
- GS7.** assess if the situation needs to be reported regarding regulations
- GS8.** plan and organise actions as per companys guidelines
- GS9.** prevent company and customer information leakage
- GS10.** advise colleagues regarding sensitive issues pertaining to conduct and regulations
- GS11.** provide professional services diligently and with integrity
- GS12.** avoid defaming companys name by indulging into pilferage or fiddling with quality or quantity of shipment
- GS13.** be fair and reasonable in profession and disclose conflict of interests

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	40	60	-	-
PC1. refrain from indulging in corrupt practices.	3	3	-	-
PC2. avoid using company's funds, property or resources for undertaking personal activities	3	3	-	-
PC3. protect customer's information and ensure it is not misused	2	4	-	-
PC4. protect data and information related to business or commercial decisions	2	4	-	-
PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations	2	4	-	-
PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues	2	3	-	-
PC7. avoid nepotism	2	3	-	-
PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC9. report promptly all violations of code of ethics	2	3	-	-
PC10. dress up and conduct in a professional manner	2	3	-	-
PC11. communicate with clients and stakeholders in a soft and polite manner	2	3	-	-
PC12. follow etiquettes in accordance to the place	2	3	-	-
PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor	2	3	-	-
PC14. perform activities considering the regulatory requirements	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements	2	3	-	-
PC16. identify the different types of dangerous goods and handling methodologies	2	3	-	-
PC17. follow the SOP for handling of different types of dangerous goods	2	3	-	-
PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC19. promptly report all regulatory violations	2	3	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9904
NOS Name	Maintain integrity and ethics in operation
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N9905: Follow health, safety and security procedures.

Description

This unit is about ensuring compliance with health, safety and security procedures at the workplace

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

Elements and Performance Criteria

Follow health, safety and security procedures

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

- PC1.** make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area
- PC3.** follow standard driving practice to ensure safety of life and material
- PC4.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC5.** undertake periodical preventive health check ups
- PC6.** follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods
- PC7.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC8.** comply with data safety regulations of the organisation
- PC9.** follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway

Ensure compliance to health, safety and security

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

- PC10.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC11.** inspect the activity area and equipment for appropriate and safe condition
- PC12.** check if stacking is done at defined height and is not on the walk way
- PC13.** check if walk way is free from grease/ oil
- PC14.** check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
- PC15.** participate in fire drills
- PC16.** check if standard material handling procedure are being followed
- PC17.** check if hold ladders, platforms and hand rails to be in a sound and safe condition
- PC18.** check if all the safety and security related tags, labels and signage are placed in the cargo

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- PC19.** check if loading instrument is certified and operational
- PC20.** implement 5S at workplace
- PC21.** check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** health, safety and security policies and procedures
- KU2.** special instructions for hazardous cargo handling
- KU3.** defined standard operating procedures
- KU4.** risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
- KU5.** escalation matrix for reporting identified problem
- KU6.** basics of Occupational Safety and Health Administration (OSHA)
- KU7.** 5S implementation and practice
- KU8.** necessary security procedures for airport, customs area, etc.
- KU9.** tools and equipment for material handling
- KU10.** standard material handling procedures while handling cargo
- KU11.** safety and security signage and their functions
- KU12.** different security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous shipment
- KU15.** different PPE, their usage and purpose
- KU16.** safe driving techniques

Generic Skills (GS)

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

- GS1.** read SOP's and safety precautions for different ground operations and handling cargo
- GS2.** read different documents related to security and movement of cargo
- GS3.** fill forms related to health, safety and security procedures
- GS4.** communicate clearly with colleagues regarding safety procedures
- GS5.** share experience and guide peers
- GS6.** decide how to avoid any damage / accident to personal health / cargo handled, whenever required
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits



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- GS10.** plan and drive based on traffic and road condition using radio links/navigation aids wherever available
- GS11.** ensure safe and secure movement of shipments, cargos etc.
- GS12.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS13.** identify risks at the workplace and address them
- GS14.** analyse past mistakes and address them to avoid mishap in the future
- GS15.** check that right safety measures and procedures are in place

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	19	33	-	-
PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	3	4	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area	3	4	-	-
PC3. follow standard driving practice to ensure safety of life and material	3	4	-	-
PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	4	-	-
PC5. undertake periodical preventive health check ups	2	4	-	-
PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods	2	4	-	-
PC7. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC8. comply with data safety regulations of the organisation	1	3	-	-
PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway	1	3	-	-
<i>Ensure compliance to health, safety and security</i>	21	27	-	-
PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. check if stacking is done at defined height and is not on the walk way	1	3	-	-
PC13. check if walk way is free from grease/ oil	2	2	-	-
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	2	-	-
PC15. participate in fire drills	2	2	-	-
PC16. check if standard material handling procedure are being followed	2	2	-	-
PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition	2	2	-	-
PC18. check if all the safety and security related tags, labels and signage are placed in the cargo	2	2	-	-
PC19. check if loading instrument is certified and operational	2	2	-	-
PC20. implement 5S at workplace	2	2	-	-
PC21. check if cargo has passed security checks and report in case of any violation	2	2	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9905
NOS Name	Follow health, safety and security procedures.
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

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

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N0403: Operate Battery Operated Pallet Truck

Description

This unit is about performing battery operated pallet truck operations

Scope

The scope covers the following :

- Operate battery operated pallet truck Range: BOPT, pallet jacks, Standard operating procedures (SOP), reporting forms, Personal protective equipment (PPE), bins, crates, pallets, etc.

Elements and Performance Criteria

Operate battery operated pallet truck

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

- PC1.** perform pre checks on battery operated pallet jacks to ensure that they are in proper working order
- PC2.** unload inbound shipments using pallet truck and move it to designated storage location
- PC3.** count quantity of items as per pick list and ensure that any damaged items are isolated and reported to the supervisor immediately
- PC4.** make sure that any unusual incidents or accidents are reported to the supervisor immediately
- PC5.** perform safe and error free loading and unloading of the goods
- PC6.** park the pallet truck in specified location after completing the job
- PC7.** submit end of operation reports as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys documentation policy
- KU4.** occupational health and safety standards
- KU5.** procedures for dealing with loss or damage to goods
- KU6.** value of items handled and implications of damage/loss of the same
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** chain of command for reporting problems and status of work
- KU9.** types of documentation used in organization e.g. daily maintenance checklist and importance of the same
- KU10.** records to be maintained and implications of non-maintenance of the same
- KU11.** security procedures e.g. secure storage of inventory
- KU12.** rules and regulations of shop floor as per companys SOP

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- KU13.** cost of equipment and loss for the company that results from damage of equipment
- KU14.** controls and switches used to operate Material Handling Equipment (MHE)
- KU15.** basic technicalities associated with the MHE
- KU16.** road signs, factory signs and other safety and emergency signals
- KU17.** hazard labels for the supplies being used.
- KU18.** response to emergencies e.g. fire
- KU19.** safety regulations while operating the MHE
- KU20.** optimal working condition of MHE and their components.
- KU21.** optimal levels of fluids and lubricants.
- KU22.** MHE Components, their functions and maintenance procedures.
- KU23.** how to identify deviations from normal operations, diagnose and basic trouble shooting of MHE

Generic Skills (GS)

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

- GS1.** labels to identify product and its associated hazard.
- GS2.** instructions from checklists /company log books, operating instructions, SOPs and records
- GS3.** safety manuals and safety signs on the warehouse floor
- GS4.** fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS5.** prepare detailed technical reports
- GS6.** write daily task reports
- GS7.** provide advice and guidance to peers
- GS8.** communicate clearly with supervisors and peers
- GS9.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS10.** make judgment if a certain task can be best performed by BOPT
- GS11.** decide if BOPT is facing technical issues
- GS12.** decide if there is a maintenance check required by the technician
- GS13.** avoid absenteeism
- GS14.** prioritize and execute tasks within the scheduled time limits
- GS15.** maintain schedules and punctuality
- GS16.** requirement and urgency of assigned tasks
- GS17.** resolve basic problems of BOPT based on preventive and basic maintenance
- GS18.** suggest methods to streamline the maintenance process.
- GS19.** assess the condition of MHE
- GS20.** perform a task in an error free and damage free manner
- GS21.** identify issues by identifying operational noise, malfunctions, etc.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operate battery operated pallet truck</i>	30	70	-	-
PC1. perform pre checks on battery operated pallet jacks to ensure that they are in proper working order	6	10	-	-
PC2. unload inbound shipments using pallet truck and move it to designated storage location	4	10	-	-
PC3. count quantity of items as per pick list and ensure that any damaged items are isolated and reported to the supervisor immediately	4	10	-	-
PC4. make sure that any unusual incidents or accidents are reported to the supervisor immediately	4	10	-	-
PC5. perform safe and error free loading and unloading of the goods	4	10	-	-
PC6. park the pallet truck in specified location after completing the job	4	10	-	-
PC7. submit end of operation reports as per requirement	4	10	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0403
NOS Name	Operate Battery Operated Pallet Truck
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Engineering/maintenance
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0404: Operate Reach Truck

Description

This unit is about carrying out reach truck operations

Scope

The scope covers the following :

- Operate reach truck Range: Personal protective equipment (PPEs), Reach truck, pallets, SOP, sample goods, documentation, bins, crates, pallets, etc.

Elements and Performance Criteria

Operate reach truck

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

- PC1.** obtain the list of goods to be put away or picked along with the quantities and their respective locations
- PC2.** visually check the condition of the reach truck and the cage and carry out detailed inspection as per the daily inspection checklist
- PC3.** test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly
- PC4.** place goods/cargo on the pallet or assist binner with placing the goods on the pallet, if required
- PC5.** lift the pallets with care and ensure they are stable
- PC6.** transport the pallets to the respective storage locations and store them in the space allocated
- PC7.** 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
- PC8.** ensure goods loaded/ unloaded are within the reach trucks weight and size, load bearing capacity
- PC9.** park reach truck in appropriate location
- PC10.** perform any minor repairs and inform supervisor accordingly
- PC11.** check for technical issues and inform technician if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys documentation policy
- KU4.** occupational health and safety standards
- KU5.** procedures for dealing with loss or damage to goods

Qualification Pack

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

Generic Skills (GS)

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

- GS1.** labels to identify product and its associated hazard.
- GS2.** instructions from checklists /company log books, operating instructions, SOPs and records
- GS3.** safety manuals and safety signs on the warehouse floor
- GS4.** fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS5.** prepare detailed technical reports
- GS6.** write daily task reports
- GS7.** provide advice and guidance to peers
- GS8.** communicate clearly with supervisors and peers
- GS9.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS10.** make judgment if a certain task can be best performed by reach truck
- GS11.** decide if reach truck is facing technical issues
- GS12.** decide if there is a maintenance check required by the technician
- GS13.** avoid absenteeism
- GS14.** prioritize and execute tasks within the scheduled time limits
- GS15.** maintain schedules and punctuality
- GS16.** requirement and urgency of assigned tasks
- GS17.** resolve basic problems with reach truck based on preventive and basic maintenance
- GS18.** suggest methods to streamline the maintenance process.
- GS19.** assess the condition of reach truck



Qualification Pack

- GS20.** perform a task in an error free and damage free manner
- GS21.** identify issues by identifying operational noise, malfunctions, etc.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operate reach truck</i>	30	70	-	-
PC1. obtain the list of goods to be put away or picked along with the quantities and their respective locations	2	8	-	-
PC2. visually check the condition of the reach truck and the cage and carry out detailed inspection as per the daily inspection checklist	2	7	-	-
PC3. test all the hydraulic/mechanical/electrical systems of the reach truck and the information gauges to ensure that they are functioning properly	2	7	-	-
PC4. place goods/cargo on the pallet or assist biner with placing the goods on the pallet, if required	3	6	-	-
PC5. lift the pallets with care and ensure they are stable	3	6	-	-
PC6. transport the pallets to the respective storage locations and store them in the space allocated	3	6	-	-
PC7. 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	3	6	-	-
PC8. ensure goods loaded/ unloaded are within the reach trucks weight and size, load bearing capacity	3	6	-	-
PC9. park reach truck in appropriate location	3	6	-	-
PC10. perform any minor repairs and inform supervisor accordingly	3	6	-	-
PC11. check for technical issues and inform technician if required	3	6	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0404
NOS Name	Operate Reach Truck
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Engineering /maintenance
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0405: Operate Forklift

Description

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

Scope

The scope covers the following :

- Operate forklift Range: PPEs, Forklift, SOP, sample goods, documentation, bins, crates, pallets, etc.

Elements and Performance Criteria

Operate forklift

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

- PC1.** obtain work schedule from the supervisor
- PC2.** visually check if battery is fully charged; check cables for exposed wires, fluid leak, battery plug connections not loose, worn or dirty; vent caps not clogged
- PC3.** check bolts, nuts, guards, chains, or hydraulic hose reels are not damaged, missing or loose
- PC4.** check if forks are not bent, no cracks present; positioning latches are in good working condition; carriage teeth not broken, chipped or worn
- PC5.** check for damage in tyres, head light, warning light, parking break, main horn, reverse horn, warning lamp, etc.
- PC6.** check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required
- PC7.** check the lift mechanism, tilt mechanism, foot brake, clutch, gearshift operate smoothly
- PC8.** while moving the forklift without any load, ensure that the mast in upright condition, forks lowered are kept at the
- PC9.** adjust the fork as wide as possible to fit the load and ensure that the load is balanced
- PC10.** ensure goods loaded/unloaded are within the forklifts weight and size, load bearing capacity
- PC11.** move the pallets/bins to the respective storage locations and store them in the space allocated
- PC12.** park the forklift truck in appropriate location
- PC13.** perform any minor repairs and inform supervisor accordingly
- PC14.** check for technical issues and inform technician if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

- GS1.** labels to identify product and its associated hazard
- GS2.** safety manuals and safety signs on the warehouse floor
- GS3.** instructions from checklists /company log books and records
- GS4.** write daily task reports
- GS5.** fill out checklists, maintenance logbooks detailing maintenance activities conducted
- GS6.** prepare detailed technical reports
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peer
- GS9.** communicate clearly with supervisors and peers
- GS10.** make judgment if a certain task can be best performed by forklift
- GS11.** decide if forklift is in good working condition or not
- GS12.** decide if a maintenance check is required by the technician
- GS13.** avoid absenteeism
- GS14.** prioritize and execute tasks within the scheduled time limits
- GS15.** maintain schedules and punctuality
- GS16.** attend customer requirement and urgency of assigned activity



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- GS17.** handle transports with care to avoid any damages
- GS18.** resolve basic problems of forklift based on preventive and basic maintenance
- GS19.** suggest methods to streamline the maintenance process.
- GS20.** assess the condition of each forklift
- GS21.** perform a task in an error free and damage free manner
- GS22.** check from the operation, noise, etc. if the forklift is facing any troubles and highlight the same for repair

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operate forklift</i>	30	70	-	-
PC1. obtain work schedule from the supervisor	2	6	-	-
PC2. visually check if battery is fully charged; check cables for exposed wires, fluid leak, battery plug connections not loose, worn or dirty; vent caps not clogged	2	6	-	-
PC3. check bolts, nuts, guards, chains, or hydraulic hose reels are not damaged, missing or loose	2	5	-	-
PC4. check if forks are not bent, no cracks present; positioning latches are in good working condition; carriage teeth not broken, chipped or worn	2	5	-	-
PC5. check for damage in tyres, head light, warning light, parking break, main horn, reverse horn, warning lamp, etc.	2	5	-	-
PC6. check fluid levels of engine, transmission, differential, hydraulic, radiator coolant and brake oil and top up any fluids as required	2	5	-	-
PC7. check the lift mechanism, tilt mechanism, foot brake, clutch, gearshift operate smoothly	2	5	-	-
PC8. while moving the forklift without any load, ensure that the mast in upright condition, forks lowered are kept at the	2	5	-	-
PC9. adjust the fork as wide as possible to fit the load and ensure that the load is balanced	2	5	-	-
PC10. ensure goods loaded/unloaded are within the forklifts weight and size, load bearing capacity	2	5	-	-
PC11. move the pallets/bins to the respective storage locations and store them in the space allocated	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. park the forklift truck in appropriate location	2	5	-	-
PC13. perform any minor repairs and inform supervisor accordingly	3	4	-	-
PC14. check for technical issues and inform technician if required	3	4	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0405
NOS Name	Operate Forklift
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Engineering/maintenance
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0406: Operate Order Picker

Description

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

Scope

The scope covers the following :

- Operate order pickerRange: Order picker, Personal protective equipment (PPE), Standard operating procedures (SOP), reporting formats, bins, crates, pallets, bar code scanner, etc.

Elements and Performance Criteria

Operate order picker

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

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

Generic Skills (GS)

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

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



Qualification Pack

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operate order picker</i>	30	70	-	-
PC1. receive task schedule from supervisor and pick list from supervisor	3	6	-	-
PC2. obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked	3	6	-	-
PC3. Verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes	3	6	-	-
PC4. inspect the order picker for suitability for work in terms of greasing, availability of fuel, tyre pressure, etc.	3	6	-	-
PC5. wear all safety equipment including protective gear, helmets etc.	2	6	-	-
PC6. ensure the picker is wearing the necessary PPE and his/her harness is firmly attached to the order picker	2	5	-	-
PC7. locate the appropriate storage bays for items on pick list	2	5	-	-
PC8. 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	-	-
PC9. pick goods from the appropriate shelves, storage space into containers or pallets to prepare for loading	2	5	-	-
PC10. verify all items are labeled and packed appropriately	2	5	-	-
PC11. notify the supervisor of any damages for potential fixes	2	5	-	-
PC12. verify all items on the pick list are picked and are in deliverable condition	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. fill out appropriate administrative forms as required by the company in case of accidents, damages, errors, etc.	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0406
NOS Name	Operate Order Picker
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Engineering/maintenance
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0120: Supervise receiving and dispatch activities

Description

This unit is about overseeing loading and unloading activities

Scope

The scope covers the following :

- Supervise loading and unloading activities
- Supervise receiving operations
- Supervise dispatch operations
- Monitor inventory stored in the warehouse
- Prepare and submit reportsRange: Barcode scanner, packing devices, packing material, markers and stationery, computer, printer, Management Information Systems (MIS) software, etc.

Elements and Performance Criteria

Supervise receiving and dispatch activities

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

- PC1.** inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays
- PC2.** assign spaces in the staging area for loader/unloader for loading and unloading goods
- PC3.** ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading
- PC4.** monitor and report productivity and adherence to timelines during loading and unloading
- PC5.** inspect manual loading/unloading of goods and record spillages, breakages etc
- PC6.** inspect and record damage to goods while handling them using MHE
- PC7.** constantly monitor shape of the day based on work load of different tasks and re-deploy resources as per demand
- PC8.** perform visual inspection of inbound and outbound goods
- PC9.** check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation
- PC10.** inform executive if there is a difference in quantity received and review entries made in the system
- PC11.** inspect safe movement of goods to put-away area and to storage area
- PC12.** perform visual inspection of goods for and check for damages and barcoding errors
- PC13.** quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken
- PC14.** undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager
- PC15.** allocate storage space in the dispatch area and monitor collection of goods from store
- PC16.** check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched

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- PC17.** receive stowage plan from transport coordinator and ensure stacking as per stowage plan
- PC18.** monitor loading and dispatch of stock in accordance to the run sheet
- PC19.** inspect safe loading of goods and record any damages
- PC20.** quarantine damaged goods and act based on inputs from manager and client
- PC21.** follow-up with vendors and update the status of the dispatch in the system
- PC22.** ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.
- PC23.** identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it
- PC24.** perform wall to wall inventory count and generate report
- PC25.** cross verify inventory report submitted against physical vs system entry
- PC26.** identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager
- PC27.** ensure availability of inventory as per order requirements
- PC28.** check if replacement parts are sent to the required functions to full fill customer orders
- PC29.** supervise segregation of damaged goods and act as per SOP and in consultation with manager
- PC30.** ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts
- PC31.** update information on stock receipts and dispatches
- PC32.** prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP
- PC33.** state reasons for non-dispatch, product damage, inventory discrepancies etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** documentation and reporting as per organization's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** IT system and Enterprise Resource Planning (ERP) system of the organization
- KU6.** procedure for dealing with loss or damage of goods
- KU7.** use of computer and associated equipment
- KU8.** different material handling equipment and their uses
- KU9.** use of stationery and equipment like scanners, bar code tagging devices, etc.
- KU10.** ERP handling
- KU11.** different types of report such as - incident report, damage report, spillage reports, labour report, inventory on hand, empty bin report, cycle counts, items in quarantine, scrap report, inventory ageing etc.
- KU12.** receipt and dispatch documentation

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- KU13.** MS Office or similar program for analyzing, documenting and presenting data
- KU14.** inventory counting techniques
- KU15.** quick fixes for minor issues
- KU16.** how to read labels instructions
- KU17.** various escalations regarding resolving and catering to the customer query
- KU18.** overall process in warehouse operations

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** product instructions as per the invoicing label and shipment labels
- GS3.** product tags and labels
- GS4.** management directions
- GS5.** damage reports and daily output reports
- GS6.** end of the day reports
- GS7.** down notes about accidents, damage to goods
- GS8.** communicate clearly in local language or English with and co-workers
- GS9.** communicate and collect information from co-workers
- GS10.** identify the item as damaged or not
- GS11.** check if a problem can be resolved quickly internally or needs to be escalated
- GS12.** identify activities or orders that need to be prioritised as per instructions
- GS13.** plan and estimate the time for each activity.
- GS14.** maintain punctuality and avoid absenteeism
- GS15.** translate plans into targets for each activity
- GS16.** importance of timelines for activities
- GS17.** identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same
- GS18.** identify and correct errors
- GS19.** verify the authenticity of the product by looking at the logo, box packaging, etc.
- GS20.** suggest methods to improve warehousing activities

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise receiving and dispatch activities</i>	33	67	-	-
PC1. inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays	1	2	-	-
PC2. assign spaces in the staging area for loader/unloader for loading and unloading goods	1	2	-	-
PC3. ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading	1	2	-	-
PC4. monitor and report productivity and adherence to timelines during loading and unloading	1	2	-	-
PC5. inspect manual loading/unloading of goods and record spillages, breakages etc	1	2	-	-
PC6. inspect and record damage to goods while handling them using MHE	1	2	-	-
PC7. constantly monitor shape of the day based on work load of different tasks and re-deploy resources as per demand	1	2	-	-
PC8. perform visual inspection of inbound and outbound goods	1	2	-	-
PC9. check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation	1	2	-	-
PC10. inform executive if there is a difference in quantity received and review entries made in the system	1	2	-	-
PC11. inspect safe movement of goods to put-away area and to storage area	1	2	-	-
PC12. perform visual inspection of goods for and check for damages and barcoding errors	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. quarantine damaged goods and communicate to client the details of damaged goods and receive action to be taken	1	2	-	-
PC14. undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager	1	2	-	-
PC15. allocate storage space in the dispatch area and monitor collection of goods from store	1	2	-	-
PC16. check the delivery manifest with the pick list to ensure the correct products and quantity are being despatched	1	2	-	-
PC17. receive stowage plan from transport coordinator and ensure stacking as per stowage plan	1	2	-	-
PC18. monitor loading and dispatch of stock in accordance to the run sheet	1	2	-	-
PC19. inspect safe loading of goods and record any damages	1	2	-	-
PC20. quarantine damaged goods and act based on inputs from manager and client	1	2	-	-
PC21. follow-up with vendors and update the status of the dispatch in the system	1	2	-	-
PC22. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.	1	2	-	-
PC23. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it	1	2	-	-
PC24. perform wall to wall inventory count and generate report	1	2	-	-
PC25. cross verify inventory report submitted against physical vs system entry	1	2	-	-
PC26. identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. ensure availability of inventory as per order requirements	1	2	-	-
PC28. check if replacement parts are sent to the required functions to full fill customer orders	1	2	-	-
PC29. supervise segregation of damaged goods and act as per SOP and in consultation with manager	1	2	-	-
PC30. ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts	1	2	-	-
PC31. update information on stock receipts and dispatches	1	2	-	-
PC32. prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP	1	2	-	-
PC33. state reasons for non-dispatch, product damage, inventory discrepancies etc	1	3	-	-
NOS Total	33	67	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0120
NOS Name	Supervise receiving and dispatch activities
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Operations, Packaging, Documentation and Reporting
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0401.Perform material handling activities	40	60	-	-	100	20
LSC/N0402.Perform preventive and breakdown maintenance checks	30	70	-	-	100	20
LSC/N9904.Maintain integrity and ethics in operation	40	60	-	-	100	20
LSC/N9905.Follow health, safety and security procedures.	40	60	-	-	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	170	280	-	-	450	90

Elective: 1 Battery Operated Pallet Truck

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0403.Operate Battery Operated Pallet Truck	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 2 Reach truck

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0404.Operate Reach Truck	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 3 Forklift

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0405.Operate Forklift	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 4 Order picker

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0406.Operate Order Picker	30	70	-	-	100	10
Total	30	70	-	-	100	10

Optional: 1 Supervise Receiving & Dispatch

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0120.Supervise receiving and dispatch activities	33	67	-	-	100	10
Total	33	67	-	-	100	10



Qualification Pack



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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.