Qualification Pack

Packing Specialist.

QP Code: LSC/Q0201

Version: 1.0

NSQF Level: 3

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LSC/Q0201: Packing Specialist.

Brief Job Description

Packing Specialist in the Logistics industry is also known as Packer, Floor Staff, Warehouse Associate. Individuals in this role need to pack items that have been picked or require binning. Individuals are responsible for packing items that require additional pre-packing or outbound packaging. Additional responsibilities could at times include loading and unloading cargo, labeling, re-packaging items and documenting cargo that has been moved. The difference in tasks performed under the Packer role thus varies according to the volume of operations, however the core function of the role is to pack items according to the nature of the product either for storage or transportation.

Personal Attributes

This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. High attentional to detail is a critical attribute for this role. The individual should be able to maintain high concentration levels throughout his/her shift.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N2308: Prepare for Packing
2. LSC/N2309: Perform Packing
3. LSC/N2310: Perform post packing activities
4. DGT/VSQ/N0104: Employability Skills (120 Hours)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
Country	India
NSQF Level	3
Credits	7

Aligned to NCO/ISCO/ISIC Code	NCO-2004/413
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 (plus 2-year NTC) OR 10th grade pass (plus 1-year NTC plus 1 year NAC) OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Trained in packing techniques
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	19/07/2023
NSQC Approval Date	19/01/2023
Version	1.0
Reference code on NQR	QG-03-TW-00004-2023-V1-LSC
NQR Version	1.0

LSC/N2308: Prepare for Packing

Description

This OS unit is about preparing for Packing goods

Scope

The scope covers the following :

- Receive all goods requiring packing from the picker/binner
- Check received goods for damages/spills/errors
- Check packaging requirements for each type of product
- Safety, Security and Maintenance aspects

Elements and Performance Criteria

Receive all goods requiring packing from picker/binner

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

PC1. receive list of items that require packing from supervisor and determine schedule based on inbound/outbound timelines

PC2. receive the goods that require pre-packing/ packing from picker or binner

PC3. verify that all the items are listed on the inventory list

PC4. make notes for a report on any variances in quality of load, scheduled time

PC5. handle the items with care to ensure minimal damage to person and good

Check received goods for damages/spills/errors

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

PC6. identify any discrepancies such as physical damage, quantity variance, wrong part number, wrong document, damages etc.

PC7. notify the supervisor of any damaged items that need to be fixed

PC8. notify administration for any additional orders that need to be placed to replace misplaced/irreparable items

PC9. notify administration or supervisor in case of any other variances and errors

Check packaging requirements for each type of product

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

PC10. check packing requirements for each type of product

PC11. ensure packing material required for all products to be packed are available in packing area

PC12. inform supervisor once material is assembled in packing area

PC13. inform supervisor of any additional material required

PC14. clean and prepare any packing boxes or containers before performing packing

PC15. coordinate with picker on timelines for batches of packed goods to be handed over

Safety, Security and Administrative

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

PC16. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.

PC17. wear all safety equipment including protective gear, helmets etc.

PC18. follow organization procedures with respect to security, materials handling and accidents

PC19. maintain distance between moving machinery and stay within designated areas

PC20. park or handover pallet trolleys/carts in case of shift breaks to authorized personnel

PC21. adhere to security regulations of the company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures for stock recording

KU2. all safety and health requirements while handling goods

KU3. organization procedure for handling different types of goods such as fragile, heavy, loose etc.

KU4. roles and responsibilities of different colleagues on the shop floor

KU5. who to reach out to and when to ask for assistance with handling goods

KU6. escalation matrix for reporting identified problems

KU7. how to place goods so they can be easily identified and accessed

KU8. procedures for dealing with loss or damage of goods

KU9. risk and impact of not following defined procedures/work instructions prescribed by the organization

KU10. implications of poor performance

KU11. importance of identifying possible errors upon unloading

KU12. awareness of the nature and value of items being stored

KU13. types of organizational documentation regarding codes followed, process charts, operating procedures etc. and importance of the same

KU14. records to be maintained and implications of non-maintenance of the same

KU15. outbound packaging labelling norms and company/product details

KU16. the nature and characteristics of goods being handled

KU17. the various kinds of packing for items according to their type

KU18. different types of packing material and their use

KU19. application of various methods of pre-packing for goods

KU20. how to identify damages to goods and potential fixes

KU21. types of workplace hazards that one can encounter on the job

KU22. usage of tools such as hand trolleys, carts etc.

KU23. company codes/labels for storage bays and goods

KU24. types of labels for storage items/items scheduled for delivery

Generic Skills (GS)

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

GS1. fill in appropriate forms for inventory received, accidents/damages
GS2. write down observations or notes about items received
GS3. mark items as packed for internal understanding if required
GS4. read inventory/pick list and task schedule and understand the codes as per company manuals/operating procedure
GS5. read list of items that require packing /marking on pick list
GS6. read and understand safety instructions/labels such as fragile or heavy
GS7. communicate clearly with supervisors, administrative staff and peers
GS8. provide advice and guidance to peers and juniors
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. flexibility to re-organize work schedules in case of delays/additional work load
GS12. understand the customer timelines and ensure that they are met.
GS13. identify trends/common causes for errors and suggest possible solutions to supervisor
GS14. perform counting in a systematic manner.
GS15. suggest methods to streamline the packing/pre-packing techniques

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Receive all goods requiring packing from picker/binner	**7**	**15**	**-**	**-**
PC1. receive list of items that require packing from supervisor and determine schedule based on inbound/outbound timelines	2	3	-	-
PC2. receive the goods that require pre-packing/ packing from picker or binner	1	3	-	-
PC3. verify that all the items are listed on the inventory list	1	4	-	-
PC4. make notes for a report on any variances in quality of load, scheduled time	2	3	-	-
PC5. handle the items with care to ensure minimal damage to person and good	1	2	-	-
Check received goods for damages/spills/errors	**5**	**15**	**-**	**-**
PC6. identify any discrepancies such as physical damage, quantity variance, wrong part number, wrong document, damages etc.	2	3	-	-
PC7. notify the supervisor of any damaged items that need to be fixed	1	4	-	-
PC8. notify administration for any additional orders that need to be placed to replace misplaced/irreparable items	1	4	-	-
PC9. notify administration or supervisor in case of any other variances and errors	1	4	-	-
Check packaging requirements for each type of product	**9**	**21**	**-**	**-**
PC10. check packing requirements for each type of product	1	4	-	-
PC11. ensure packing material required for all products to be packed are available in packing area	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. inform supervisor once material is assembled in packing area	1	4	-	-
PC13. inform supervisor of any additional material required	2	3	-	-
PC14. clean and prepare any packing boxes or containers before performing packing	2	3	-	-
PC15. coordinate with picker on timelines for batches of packed goods to be handed over	2	3	-	-
Safety, Security and Administrative	**9**	**19**	**-**	**-**
PC16. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.	2	3	-	-
PC17. wear all safety equipment including protective gear, helmets etc.	1	4	-	-
PC18. follow organization procedures with respect to security, materials handling and accidents	1	4	-	-
PC19. maintain distance between moving machinery and stay within designated areas	2	3	-	-
PC20. park or handover pallet trolleys/carts in case of shift breaks to authorized personnel	1	2	-	-
PC21. adhere to security regulations of the company	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2308
NOS Name	Prepare for Packing
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

LSC/N2309: Perform Packing

Description

This OS unit is about performing Packing of items

Scope

The scope covers the following :

- Pack all goods that require packing
- Ensure goods are ready for storage/delivery
- Safety, Security and Maintenance aspects

Elements and Performance Criteria

Pack all goods that require packing

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

PC1. ensure all items that require packing are at the appropriate packing area

PC2. locate the appropriate bays and bins for the packages unloaded

PC3. assist picker/binner with moving goods to packing area

PC4. if required enlist the assistance of a forklift or pallet truck operator for moving goods

PC5. identify any errors occurring prior to the packing process such as damaged/misplaced goods/wrong labels and report the problems accordingly

PC6. separate goods that require packing and those requiring pre-packing

PC7. apply pre-packing methods specified by the organizational procedure tof rhte type of goods, size of orders

PC8. apply packing methods specified by the organizational procedure for the type of goods and size of orders

PC9. provide additional packing for fragile goods with protective materials, such as bubble wrap and polystyrene chips

Ensure goods are ready for storage/delivery

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

PC10. check to ensure container/packing material is damage free

PC11. measure, weigh, and count products and materials.

PC12. examine and inspect containers, materials, and products in order to ensure that packing specifications are met.

PC13. seal and label each container/package if required

PC14. mark and label containers if required

PC15. seal containers with glue and fasteners.

PC16. tag containers with marking for internal processing, if required by organizational procedure

PC17. remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks. pc18

PC18. verify all items are labeled and packed appropriately

PC19. stack and pile finished goods into containers.

PC20. move completed packages for loading/binning/storage or hand over to relevant picker/binner/loader

Safety, Security and Maintenance

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

PC21. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.

PC22. wear all safety equipment including protective gear, helmets etc.

PC23. follow organization procedures with respect to security, materials handling and accidents

PC24. maintain distance between moving machinery and stay within designated areas

PC25. maintain a clean, neat and orderly working area

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures for stock recording

KU2. all safety and health requirements while handling goods

KU3. organization procedure for handling different types of goods such as fragile, heavy, loose etc.

KU4. roles and responsibilities of different colleagues on the shop floor

KU5. who to reach out to and when to ask for assistance with handling goo

KU6. escalation matrix for reporting identified problems

KU7. how to place goods so they can be easily identified and accessed

KU8. procedures for dealing with loss or damage of goods

KU9. risk and impact of not following defined procedures/work instructions prescribed by the organization

KU10. implications of poor performance

KU11. importance of identifying possible errors upon unloading

KU12. awareness of the nature and value of items being stored

KU13. types of organizational documentation regarding codes followed, process charts, operating procedures etc. and importance of the same

KU14. records to be maintained and implications of non-maintenance of the same

KU15. outbound packaging labelling norms and company/product details

KU16. the nature and characteristics of goods being handled

KU17. the various kinds of packing for items according to their type

KU18. different types of packing material and their use

KU19. application of various methods of pre-packing for goods

KU20. how to identify damages to goods and potential fixes

KU21. types of workplace hazards that one can encounter on the job

KU22. usage of tools such as hand trolleys, carts etc.

KU23. company codes/labels for storage bays and goods

KU24. types of labels for storage items/items scheduled for delivery

Generic Skills (GS)

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

GS1. fill in appropriate forms and documents
GS2. write/re-write labels in case required
GS3. read labels and understand the codes as per company procedures
GS4. read and understand handling instructions/labels such as fragile or heavy
GS5. read and understand companys safety and operating signs on the shop floor
GS6. communicate clearly with supervisors and peers
GS7. provide advice and guidance to peers and juniors
GS8. adjust according to volume, capacity and manpower needs during peak and non-peak hours
GS9. prioritize and execute tasks within the scheduled time limits
GS10. flexibility to re-organize work schedules in case of delays/additional work load
GS11. understand the customer timelines and ensure that they are met.
GS12. identify trends/common causes for errors and suggest possible solutions to supervisor
GS13. perform counting in a systematic manner.
GS14. suggest methods to streamline the packing/pre-packing techniques
GS15. ability to concentrate on the task at hand and complete it without errors
GS16. pay attention to detail

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Pack all goods that require packing	**11**	**25**	**-**	**-**
PC1. ensure all items that require packing are at the appropriate packing area	1	3	-	-
PC2. locate the appropriate bays and bins for the packages unloaded	1	3	-	-
PC3. assist picker/binner with moving goods to packing area	1	3	-	-
PC4. if required enlist the assistance of a forklift or pallet truck operator for moving goods	1	3	-	-
PC5. identify any errors occurring prior to the packing process such as damaged/misplaced goods/wrong labels and report the problems accordingly	2	2	-	-
PC6. separate goods that require packing and those requiring pre-packing	1	3	-	-
PC7. apply pre-packing methods specified by the organizational procedure tof rhte type of goods, size of orders	1	3	-	-
PC8. apply packing methods specified by the organizational procedure for the type of goods and size of orders	2	2	-	-
PC9. provide additional packing for fragile goods with protective materials, such as bubble wrap and polystyrene chips	1	3	-	-
Ensure goods are ready for storage/delivery	**14**	**30**	**-**	**-**
PC10. check to ensure container/packing material is damage free	1	3	-	-
PC11. measure, weigh, and count products and materials.	2	2	-	-
PC12. examine and inspect containers, materials, and products in order to ensure that packing specifications are met.	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. seal and label each container/package if required	1	3	-	-
PC14. mark and label containers if required	2	2	-	-
PC15. seal containers with glue and fasteners.	1	3	-	-
PC16. tag containers with marking for internal processing, if required by organizational procedure	2	2	-	-
PC17. remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks. pc18	1	3	-	-
PC18. verify all items are labeled and packed appropriately	1	3	-	-
PC19. stack and pile finished goods into containers.	1	3	-	-
PC20. move completed packages for loading/binning/storage or hand over to relevant picker/binner/loader	1	3	-	-
Safety, Security and Maintenance	**5**	**15**	**-**	**-**
PC21. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.	1	3	-	-
PC22. wear all safety equipment including protective gear, helmets etc.	1	3	-	-
PC23. follow organization procedures with respect to security, materials handling and accidents	1	3	-	-
PC24. maintain distance between moving machinery and stay within designated areas	1	3	-	-
PC25. maintain a clean, neat and orderly working area	1	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2309
NOS Name	Perform Packing
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

LSC/N2310: Perform post packing activities

Description

This OS unit is about performing post packing activities such as documenting undelivered items

Scope

The scope covers the following :

- Reporting of data/problem/incidents etc.
- Documentation and administrative duties
- Safety, Security and Maintenance aspects

Elements and Performance Criteria

Reporting of data/problem/incide nts etc.

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

PC1. review packing lists to ensure all activities have been complemeted

PC2. report the status of inventory that has been damaged/misplaced

PC3. report the status of inventory that has been successfully packed and stored

PC4. report the status of goods that has been successfully packed and transported

Documentation and administrative duties

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

PC5. assist supervisor with generation of packing slip if required

PC6. inform the supervisor of any difficulties due to task loads or time limits

PC7. fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-packing

PC8. maintain database of packages

PC9. fill in orders for new materials required with supervisors assistance

Safety, Security and Maintenance

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

PC10. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.

PC11. wear all safety equipment including protective gear, helmets, gloves etc.

PC12. follow organization procedures with respect to security, materials handling and accidents

PC13. maintain distance between moving machinery and stay within designated areas

PC14. adhere to security regulations of the company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures for stock recording and packing

KU2. different methods of recording information
KU3. various documents that need to be maintained
KU4. company procedure for filling/maintaining up the documents
KU5. procedures for reporting to the appropriate authority
KU6. procedures for recording damage, breakages etc.
KU7. reporting incidents where standard operating procedures are not followed
KU8. the importance of complete and accurate documentation
KU9. roles and responsibilities of different colleagues on the shop floor
KU10. risk and impact of not following defined procedures/work instructions
KU11. escalation matrix for reporting identified problems
KU12. types of organizational documentation regarding codes followed, process charts, operating procedures etc. and importance of the same

Generic Skills (GS)

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

GS1. fill in appropriate forms for any accidents/damages
GS2. fill appropriate documents for reporting and log in details of inventory
GS3. write up notes/reminders
GS4. read fluently (in english/ vernacular) with few pauses and a constant speed
GS5. read and understand manuals, health and safety instructions, memos, reports etc.
GS6. ability to read from different material sources books, screens in machines etc.
GS7. understand the various color codes, as per company nomenclature
GS8. communicate clearly with supervisors and peers
GS9. provide advice and guidance to peers and juniors
GS10. adjust according to volume, capacity and manpower needs during peak and non-peak hours
GS11. prioritize and execute tasks within the scheduled time limits
GS12. flexibility to re-organize work schedules in case of delays/additional work load
GS13. understand the customer timelines and ensure that they are met.
GS14. identify trends/common causes for errors and suggest possible solutions to supervisor
GS15. perform counting in a systematic manner.
GS16. suggest methods to streamline the packing/pre-packing techniques
GS17. ability to concentrate on the task at hand and complete it without errors
GS18. pay attention to detail

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Reporting of data/problem/incide nts etc.	**8**	**32**	**-**	**-**
PC1. review packing lists to ensure all activities have been complemeted	2	8	-	-
PC2. report the status of inventory that has been damaged/misplaced	2	8	-	-
PC3. report the status of inventory that has been successfully packed and stored	2	8	-	-
PC4. report the status of goods that has been successfully packed and transported	2	8	-	-
Documentation and administrative duties	**9**	**21**	**-**	**-**
PC5. assist supervisor with generation of packing slip if required	3	7	-	-
PC6. inform the supervisor of any difficulties due to task loads or time limits	2	3	-	-
PC7. fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-packing	2	3	-	-
PC8. maintain database of packages	1	4	-	-
PC9. fill in orders for new materials required with supervisors assistance	1	4	-	-
Safety, Security and Maintenance	**13**	**17**	**-**	**-**
PC10. comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.	5	5	-	-
PC11. wear all safety equipment including protective gear, helmets, gloves etc.	2	3	-	-
PC12. follow organization procedures with respect to security, materials handling and accidents	2	3	-	-
PC13. maintain distance between moving machinery and stay within designated areas	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. adhere to security regulations of the company	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2310
NOS Name	Perform post packing activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

DGT/VSQ/N0104: Employability Skills (120 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. understand the significance of employability skills in meeting the current job market requirement and future of work

PC2. identify and explore learning and employability relevant portals

PC3. research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress

PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC6. follow and promote environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC7. recognize the significance of 21st Century Skills for employment

PC8. 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

PC9. adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts

PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front

PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC13. write short messages, notes, letters, e-mails etc., using accurate English

Career Development & Goal Setting

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

PC14. identify career goals based on the skills, interests, knowledge, and personal attributes

PC15. prepare a career development plan with short- and long-term goals

Communication Skills

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

PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC17. use active listening techniques for effective communication

PC18. communicate in writing using appropriate style and format based on formal or informal requirements

PC19. work collaboratively with others in a team

Diversity & Inclusion

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

PC20. • ensure personal behaviour, conduct, and use appropriate communication by taking gender into • consideration

PC21. empathize with a PwD and aid a PwD, if asked

PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act

Financial and Legal Literacy

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

PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC25. identify common components of salary and compute income, expenses, taxes, investments etc

PC26. 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:

PC27. operate digital devices and use their features and applications securely and safely

PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC29. display responsible online behaviour while using various social media platforms

PC30. create a personal email account, send and process received messages as per requirement

PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC32. utilize virtual collaboration tools to work effectively

Entrepreneurship

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

PC33. identify different types of Entrepreneurship and Enterprises

PC34. use research and networking skills to identify and assess opportunities for potential business

PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC36. 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:

PC37. identify different types of customers

PC38. identify and respond to customer requests and needs in a professional manner

PC39. use appropriate tools to collect customer feedback

PC40. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC41. create a professional Curriculum vitae (Résumé)

PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC43. apply to identified job openings using offline /online methods as per requirement

PC44. answer questions politely, with clarity and confidence, during recruitment and selection

PC45. 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

KU2. different learning and employability related portals

KU3. various constitutional and personal values

KU4. different environmentally sustainable practices and their importance

KU5. Twenty first (21st) century skills and their importance

KU6. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU7. importance of career development and setting long- and short-term goals

KU8. Do's and don'ts of effective communication

KU9. POSH Act

KU10. inclusivity and its importance

KU11. different types of disabilities and appropriate verbal and non-verbal communication and behaviour towards PwD

KU12. different types of financial institutes, products, and services

KU13. components of salary and how to compute income and expenditure

KU14. importance of maintaining safety and security in offline and online financial transactions

KU15. different legal rights and laws

KU16. different types of digital devices and the procedure to operate them safely and securely

KU17. how to create and operate an e- mail account

KU18. use applications such as word processors, spreadsheets etc.

KU19. different types of Enterprises and ways to identify business opportunities

KU20. types and needs of customers

KU21. how to apply for a job and prepare for an interview

KU22. 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 in English and other languages

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

GS3. behave politely and appropriately with all to maintain effective work relationship

GS4. how to work in a virtual mode, using various technological platforms

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
Constitutional values – Citizenship	**2**	**1**	**-**	**-**
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC6. follow and promote environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**3**	**-**	**-**
PC7. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC8. 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	-	-	-	-
PC9. adopt a continuous learning mindset for personal and professional development	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front	-	-	-	-
PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC13. write short messages, notes, letters, e-mails etc., using accurate English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC14. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC15. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**3**	**-**	**-**
PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC17. use active listening techniques for effective communication	-	-	-	-
PC18. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC19. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC20. • ensure personal behaviour, conduct, and use appropriate communication by taking gender into • consideration	-	-	-	-
PC21. empathize with a PwD and aid a PwD, if asked	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC25. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC26. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**2**	**3**	**-**	**-**
PC27. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC29. display responsible online behaviour while using various social media platforms	-	-	-	-
PC30. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC32. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	**2**	**3**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. identify different types of Entrepreneurship and Enterprises	-	-	-	-
PC34. use research and networking skills to identify and assess opportunities for potential business	-	-	-	-
PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC37. identify different types of customers	-	-	-	-
PC38. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC39. use appropriate tools to collect customer feedback	-	-	-	-
PC40. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**4**	**-**	**-**
PC41. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC43. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0104
NOS Name	Employability Skills (120 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	6
Credits	4
Version	1.0
Last Reviewed Date	30/06/2022
Next Review Date	19/07/2023
NSQC Clearance Date	21/01/2023

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

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2308.Prepare for Packing	30	70	-	-	100	30
LSC/N2309.Perform Packing	30	70	-	-	100	30
LSC/N2310.Perform post packing activities	30	70	-	-	100	30
DGT/VSQ/N0104.Employability Skills (120 Hours)	20	30	-	-	50	10
Total	**110**	**240**	**-**	**-**	**350**	**100**

Acronyms

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

Glossary

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

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