

Qualification Pack



Receiving Assistant

QP Code: LSC/Q2112

Version: 3.0

NSQF Level: 3

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LSC/Q2112: Receiving Assistant

Brief Job Description

Receiving Assistants are also known as receiving clerks. Individuals in this role are responsible for completing the paperwork and receiving inbound consignments, checking them against invoices, identifying missing or defective items and processing returns with the distributor. They also help with cross docking, entering information regarding goods received and their storage location in the computer system and forwarding invoices to accounts payable.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2112: Prepare For receiving consignments](#)
2. [LSC/N2113: Receive inbound consignments](#)
3. [LSC/N2114: Complete end of day activities](#)
4. [LSC/N2124: Maintain health, safety and security measures in receiving consignments](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

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

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Aligned to NCO/ISCO/ISIC Code	NCO-2004/4131.90
Minimum Educational Qualification & Experience	9th Class OR 8th Class (with one year of (NTC/ NAC) after 8th) OR 8th Class (and pursuing continuous schooling in regular school with vocational subject) OR 8th Class with 1 Year of experience relevant experience OR 5th Class with 4 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Training in counting and inspecting inbound goods.
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06868
NQR Version	1.0

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LSC/N2112: Prepare For receiving consignments

Description

This unit is about preparing for receiving consignments

Scope

The scope covers the following :

- Obtain all the necessary information
- Get required equipment and perform visual inspection

Elements and Performance Criteria

Obtain all the necessary information

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

- PC1.** obtain the work schedule for the day along with the expected times of inbound trucks from the transport manager
- PC2.** obtain the list of inbound consignments, details of number and type of goods in each consignment and inspection checklists from the warehouse manager
- PC3.** find out where each truck would be parked and where each consignment would be unloaded.
- PC4.** understand priorities or special conditions (if any) among the consignments.

Get required equipment and perform visual inspection

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

- PC5.** collect and wear all the required personal protective equipment (ppe)
- PC6.** make sure any stationery required like pens, paper, etc. are available for use during the work day.
- PC7.** collect any receiving equipment to be used like bar code scanners, densimeters, etc. and check to ensure that they are in good working condition
- PC8.** inspect the receiving area to ensure that it is clean and in safe condition before starting work.
- PC9.** have any issues/problems solved before starting work.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** knowledge of computer systems used for documentation of inbound goods in the organization
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of standard operating procedures (sops) and how to react in emergencies.

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- KU7.** knowledge of inspection methods and consignment routing policies followed in the organization
- KU8.** knowledge of transport companies the organization works with and their processes
- KU9.** knowledge of forms to be received along with inbound consignments.
- KU10.** knowledge of desired specifications for each product
- KU11.** knowledge of inspection and testing methods
- KU12.** knowledge to use the computer for electronic documentation of information
- KU13.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU14.** knowledge of possible difficulties in receiving inbound consignments

Generic Skills (GS)

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

- GS1.** note down details regarding inspection of each inbound consignment.
- GS2.** fill out forms, inspection checklists pertaining to the inbound consignments
- GS3.** prepare detailed reports for management
- GS4.** read and follow instructions in the checklists
- GS5.** read and understand details required in the forms.
- GS6.** communicate clearly with managers and peers
- GS7.** regularly communicate with all employees to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether the product meets the required specification or not.
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** understand the customer requirements and ensure that they are met.
- GS17.** identify trends/common causes for errors and suggest possible solutions to the warehouse manager
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline receiving of inbound consignments
- GS20.** ability to estimate the value of the consignment
- GS21.** ability to assess whether the product meets the required specification.
- GS22.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain all the necessary information</i>	10	39	-	-
PC1. obtain the work schedule for the day along with the expected times of inbound trucks from the transport manager	3	7	-	-
PC2. obtain the list of inbound consignments, details of number and type of goods in each consignment and inspection checklists from the warehouse manager	3	12	-	-
PC3. find out where each truck would be parked and where each consignment would be unloaded.	2	10	-	-
PC4. understand priorities or special conditions (if any) among the consignments.	2	10	-	-
<i>Get required equipment and perform visual inspection</i>	10	41	-	-
PC5. collect and wear all the required personal protective equipment (ppe)	2	9	-	-
PC6. make sure any stationery required like pens, paper, etc. are available for use during the work day.	2	8	-	-
PC7. collect any receiving equipment to be used like bar code scanners, densimeters, etc. and check to ensure that they are in good working condition	2	8	-	-
PC8. inspect the receiving area to ensure that it is clean and in safe condition before starting work.	2	8	-	-
PC9. have any issues/problems solved before starting work.	2	8	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2112
NOS Name	Prepare For receiving consignments
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Receiving Assistant
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

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LSC/N2113: Receive inbound consignments

Description

This OS unit is about receiving inbound consignments.

Scope

The scope covers the following :

- Receive inbound consignments
- Segregate goods for transfer or storage
- Resolve discrepancies with distributor

Elements and Performance Criteria

Receive inbound consignments

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

- PC1.** start up the computer system, log in using company credentials and ensure that the system is working well
- PC2.** collect the agreement sheet from the truck driver
- PC3.** request driver to unseal consignment in their presence
- PC4.** in case of damage, take necessary precautions including quarantining the goods, obtaining drivers' signature, taking notes/snapshots etc.
- PC5.** visually inspect the consignment, sign the agreement sheet and give it to the documentation assistant to prepare the arrival report
- PC6.** in case of discrepancy in consignments against the agreement sheet, report to supervisor
- PC7.** prepare unloading slip. ensure the document packs are matching with the physical receipt
- PC8.** have the consignment unloaded and moved into the receiving area by the unloader.
- PC9.** ensure proper acknowledgements are endorsed by the driver as well as the receiving clerk.

Segregate goods for transfer or storage

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

- PC10.** based on the labels, identify the final destination, what goods are contained and the quantity contained in the package.
- PC11.** keep aside packages which are headed for a different final destination i.e.. not being stored in the warehouse
- PC12.** have the loader move the packages and keep them along with other packages headed for the same destination
- PC13.** if bar codes are used, scan the goods and also the package so that the information gets updated in the system
- PC14.** for goods being stored (warehouse as its final destination), open the packages, use the testing equipment to check conformity with desired specification and count all the inbound goods
- PC15.** segregate and keep aside damaged goods. put the other goods back into the packages and note down the shortage

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- PC16.** if bar codes are used, scan the bar codes so that each good received (in good or bad condition) gets recorded in the system
- PC17.** note down the results of inspection for each consignment, with specific details about condition of packaging, damaged goods and value of incoming consignment as per guidelines provided. report on non-conformance. tick off steps completed with the inspection checklist. ensure that all steps have been done.
- PC18.** move the packages with goods to be stored in the warehouse into the staging area to be put away by the binner

Resolve discrepancies with distributor

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

- PC19.** discuss damages or shortages with the distributor.
- PC20.** arrange to have the compensatory goods sent at the earliest and negotiate the terms
- PC21.** escalate any issues in negotiation to the warehouse manager.
- PC22.** fill out damage claim forms, missing goods form as required and give them to the documentation assistant for subsequent processing.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** knowledge of computer systems used for documentation of inbound goods in the organization
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of standard operating procedures (sops) and how to react in emergencies.
- KU7.** knowledge of inspection methods and consignment routing policies followed in the organization
- KU8.** knowledge of transport companies the organization works with and their processes
- KU9.** knowledge of processes involved in inbound and outbound transport.
- KU10.** knowledge of forms to be received along with inbound consignments
- KU11.** knowledge of desired specifications for each product
- KU12.** knowledge of inspection and testing methods.
- KU13.** knowledge to use the computer for electronic documentation of information
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU15.** knowledge of possible difficulties in receiving inbound consignments.

Generic Skills (GS)

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

- GS1.** note down details regarding inspection of each inbound consignment.

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- GS2.** fill out forms, inspection checklists pertaining to the inbound consignments
- GS3.** prepare detailed reports for management.
- GS4.** read and follow instructions in the checklists
- GS5.** read and understand details required in the forms
- GS6.** communicate clearly with managers and peers
- GS7.** regularly communicate with all employees to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether the product meets the required specification or not.
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism.
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** understand the customer requirements and ensure that they are met.
- GS17.** identify trends/common causes for errors and suggest possible solutions to the warehouse manager.
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline receiving of inbound consignments
- GS20.** ability to estimate the value of the consignment.
- GS21.** ability to assess whether the product meets the required specification.
- GS22.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive inbound consignments</i>	8	23	-	-
PC1. start up the computer system, log in using company credentials and ensure that the system is working well	1	2	-	-
PC2. collect the agreement sheet from the truck driver	2	2	-	-
PC3. request driver to unseal consignment in their presence	-	3	-	-
PC4. in case of damage, take necessary precautions including quarantining the goods, obtaining drivers' signature, taking notes/snapshots etc.	-	3	-	-
PC5. visually inspect the consignment, sign the agreement sheet and give it to the documentation assistant to prepare the arrival report	1	3	-	-
PC6. in case of discrepancy in consignments against the agreement sheet, report to supervisor	-	3	-	-
PC7. prepare unloading slip. ensure the document packs are matching with the physical receipt	2	3	-	-
PC8. have the consignment unloaded and moved into the receiving area by the unloader.	1	2	-	-
PC9. ensure proper acknowledgements are endorsed by the driver as well as the receiving clerk.	1	2	-	-
<i>Segregate goods for transfer or storage</i>	14	32	-	-
PC10. based on the labels, identify the final destination, what goods are contained and the quantity contained in the package.	2	3	-	-
PC11. keep aside packages which are headed for a different final destination i.e.. not being stored in the warehouse	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. have the loader move the packages and keep them along with other packages headed for the same destination	1	4	-	-
PC13. if bar codes are used, scan the goods and also the package so that the information gets updated in the system	1	4	-	-
PC14. for goods being stored (warehouse as its final destination), open the packages, use the testing equipment to check conformity with desired specification and count all the inbound goods	2	2	-	-
PC15. segregate and keep aside damaged goods. put the other goods back into the packages and note down the shortage	2	4	-	-
PC16. if bar codes are used, scan the bar codes so that each good received (in good or bad condition) gets recorded in the system	1	4	-	-
PC17. note down the results of inspection for each consignment, with specific details about condition of packaging, damaged goods and value of incoming consignment as per guidelines provided. report on non-conformance. tick off steps completed with the inspection checklist. ensure that all steps have been done.	2	4	-	-
PC18. move the packages with goods to be stored in the warehouse into the staging area to be put away by the binner	1	4	-	-
<i>Resolve discrepancies with distributor</i>	8	15	-	-
PC19. discuss damages or shortages with the distributor.	2	3	-	-
PC20. arrange to have the compensatory goods sent at the earliest and negotiate the terms	2	4	-	-
PC21. escalate any issues in negotiation to the warehouse manager.	2	4	-	-
PC22. fill out damage claim forms, missing goods form as required and give them to the documentation assistant for subsequent processing.	2	4	-	-



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

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2113
NOS Name	Receive inbound consignments
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Receiving Assistant
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

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LSC/N2114: Complete end of day activities

Description

This unit is about completing end of day activities.

Scope

The scope covers the following :

- Update information in the system
- Report to management
- Log off computer and clean up

Elements and Performance Criteria

Update information in the system

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

- PC1.** input the details noted down into the system
- PC2.** if bar codes are used, check to see that the information in the system matches the information noted down.
- PC3.** ensure that actions taken/agreed upon for damaged or missing items are also entered in the system
- PC4.** provide information in the system for the documentation assistant to prepare invoices

Report to management

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

- PC5.** inform the warehouse manager about any delays in inbound consignments or missed deliveries
- PC6.** report any issues faced in negotiation with distributors regarding replacement for damaged or missing goods.
- PC7.** prepare reports on the quality of inbound goods, number of damaged or missing goods, etc.

Log off computer and clean up

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

- PC8.** save all data, safely log off and switch off the computer.
- PC9.** return any PPE and testing equipment used to their respective storage racks.
- PC10.** have any spillages or breakages in the unloading and receiving areas cleaned up by the loader
- PC11.** check to ensure that the computer is off, the work area is clean and ready for the next work day

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures

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- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** knowledge of computer systems used for documentation of inbound goods in the organization
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of standard operating procedures (SOPs) and how to react in emergencies
- KU7.** knowledge of inspection methods and consignment routing policies followed in the organization
- KU8.** knowledge of transport companies the organization works with and their processes
- KU9.** knowledge of processes involved in inbound and outbound transport
- KU10.** knowledge of forms to be received along with inbound consignments
- KU11.** knowledge of desired specifications for each product
- KU12.** knowledge of inspection and testing methods.
- KU13.** knowledge to use the computer for electronic documentation of information
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU15.** knowledge of possible difficulties in receiving inbound consignments

Generic Skills (GS)

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

- GS1.** note down details regarding inspection of each inbound consignment.
- GS2.** fill out forms, inspection checklists pertaining to the inbound consignments.
- GS3.** prepare detailed reports for management.
- GS4.** read and follow instructions in the checklists
- GS5.** read and understand details required in the forms
- GS6.** communicate clearly with managers and peers
- GS7.** regularly communicate with all employees to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether the product meets the required specification or not
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** understand the customer requirements and ensure that they are met
- GS17.** identify trends/common causes for errors and suggest possible solutions to the warehouse manager
- GS18.** suggest methods to streamline receiving of inbound consignments
- GS19.** ability to estimate the value of the consignment



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- GS20.** ability to assess whether the product meets the required specification
- GS21.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Update information in the system</i>	13	31	-	-
PC1. input the details noted down into the system	4	6	-	-
PC2. if bar codes are used, check to see that the information in the system matches the information noted down.	3	7	-	-
PC3. ensure that actions taken/agreed upon for damaged or missing items are also entered in the system	3	9	-	-
PC4. provide information in the system for the documentation assistant to prepare invoices	3	9	-	-
<i>Report to management</i>	7	24	-	-
PC5. inform the warehouse manager about any delays in inbound consignments or missed deliveries	2	8	-	-
PC6. report any issues faced in negotiation with distributors regarding replacement for damaged or missing goods.	2	8	-	-
PC7. prepare reports on the quality of inbound goods, number of damaged or missing goods, etc.	3	8	-	-
<i>Log off computer and clean up</i>	5	20	-	-
PC8. save all data, safely log off and switch off the computer.	2	6	-	-
PC9. return any PPE and testing equipment used to their respective storage racks.	2	4	-	-
PC10. have any spillages or breakages in the unloading and receiving areas cleaned up by the loader	-	5	-	-
PC11. check to ensure that the computer is off, the work area is clean and ready for the next work day	1	5	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2114
NOS Name	Complete end of day activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Receiving Assistant
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

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LSC/N2124: Maintain health, safety and security measures in receiving consignments

Description

This unit is about maintaining health, safety and security measures

Scope

The scope covers the following :

- Maintain health,safety and security measures

Elements and Performance Criteria

Maintain health, safety and security measures

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

- PC1.** comply with safety regulations and procedures in case of fire hazards, biohazards, etc.
- PC2.** understand the use of all protective personal equipment (ppe) required for work
- PC3.** wear all safety equipment including protective gear, helmets etc. when checking inbound consignments
- PC4.** follow organization procedures with respect to documentation.
- PC5.** recognize and report unsafe conditions and practices.
- PC6.** adhere to security regulations of the company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/ work instructions
- KU4.** knowledge of computer systems used for documentation of inbound goods in the organization
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies
- KU7.** knowledge of inspection methods and consignment routing policies followed in the organization
- KU8.** knowledge of transport companies the organization works with and their processes
- KU9.** knowledge of processes involved in inbound and outbound transport
- KU10.** knowledge of forms to be received along with inbound consignments.
- KU11.** knowledge of desired specifications for each product.
- KU12.** knowledge of inspection and testing methods.

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- KU13.** knowledge to use the computer for electronic documentation of information
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU15.** knowledge of possible difficulties in receiving inbound consignments

Generic Skills (GS)

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

- GS1.** note down details regarding inspection of each inbound consignment.
- GS2.** fill out forms, inspection checklists pertaining to the inbound consignments
- GS3.** prepare detailed reports for management
- GS4.** read and follow instructions in the checklists
- GS5.** read and understand details required in the forms.
- GS6.** communicate clearly with managers and peers
- GS7.** regularly communicate with all employees to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether the product meets the required specification or not
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** understand the customer requirements and ensure that they are met.
- GS17.** identify trends/common causes for errors and suggest possible solutions to the warehouse manager
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline receiving of inbound consignments
- GS20.** ability to estimate the value of the consignment.
- GS21.** ability to assess whether the product meets the required specification
- GS22.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security measures</i>	30	70	-	-
PC1. comply with safety regulations and procedures in case of fire hazards, biohazards, etc.	5	10	-	-
PC2. understand the use of all protective personal equipment (ppe) required for work	5	10	-	-
PC3. wear all safety equipment including protective gear, helmets etc. when checking inbound consignments	5	15	-	-
PC4. follow organization procedures with respect to documentation.	5	15	-	-
PC5. recognize and report unsafe conditions and practices.	5	10	-	-
PC6. adhere to security regulations of the company	5	10	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2124
NOS Name	Maintain health, safety and security measures in receiving consignments
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Receiving Assistant
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

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

Essential Digital Skills

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

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

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

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

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

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

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 50

Qualification Pack

(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/N2112.Prepare For receiving consignments	20	80	-	-	100	20
LSC/N2113.Receive inbound consignments	30	70	-	-	100	20
LSC/N2114.Complete end of day activities	25	75	-	-	100	20
LSC/N2124.Maintain health, safety and security measures in receiving consignments	30	70	-	-	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	125	325	-	-	450	100



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.