Supply Chain Executive (Sustainability)

QP Code: LSC/Q2902

Version: 1.0

NSQF Level: 4

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Qualification Pack

Contents

Qualification Pack

LSC/Q2902: Supply Chain Executive (Sustainability)

Brief Job Description

The Supply Chain Executive (Sustainability) is responsible for assisting in the implementation of sustainable strategies and initiatives across the organization. This role involves coordinating with various departments to drive sustainable practices. The executive is also responsible for maintaining the data and records pertaining to sustainability.

Personal Attributes

The individual must be attentive and a multi-tasker with problem-solving skills. S/he must be compassionate, observant and considerate. S/he must possess good communication & interpersonal skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N2906: Assist in GHG accounting and sustainability reporting

2. LSC/N2907: Assist in implementing sustainable practices in procurement

3. LSC/N2908: Support in the implementation of sustainable practices in warehousing

4. LSC/N2909: Assist in implementing sustainable practices in transportation

5. LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

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

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Sustainability
Country	India
NSQF Level	4
Credits	13

Aligned to NCO/ISCO/ISIC Code	NCO-2015/2133

Minimum Educational Qualification & Experience	12th grade Pass
	                OR
	Completed 2nd year of the 3-year diploma after 10
	                OR
	I.T.I (Completed 2-year ITI after 10th)
	                OR
	Previous relevant Qualification of NSQF Level (3) with 3 Years of experience relevant experience in supply chain
	                OR
	Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience in supply chain

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	22/10/2027
NSQC Approval Date	22/10/2024
Version	1.0
Reference code on NQR	QG-04-TW-03309-2024-V1-LSC
NQR Version	1.0

LSC/N2906: Assist in GHG accounting and sustainability reporting

Description

This NOS involves assisting in greenhouse gas accounting methodologies and sustainability reporting.

Scope

The scope covers the following :

- GHG Accounting and Sustainability Reporting

Elements and Performance Criteria

GHG Accounting and Sustainability Reporting

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

PC1. Infer the current accounting methods followed for sustainability reporting.
PC2. Interpret the current Greenhouse Gas (GHG) emissions accounting.
PC3. Collect data from identified sources for Sustainability Reporting.
PC4. Maintain data to support greenhouse gas inventory calculation.
PC5. Calculate greenhouse gas emissions using the appropriate methodologies.
PC6. Review the application of the Business Responsibility Reporting (BRR) and Business Responsibility and Sustainability Reporting (BRSR) principles of the organisation.
PC7. Escalate violations of SOPs to the management.
PC8. Maintain records of breaches of sustainability SOPs with analysis.
PC9. Identify emission reduction opportunities.
PC10. Perform carbon footprint calculations for a product, service or process using the defined carbon footprint calculation tools or software.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Environmental, social, and economic sustainability principles.
KU2. Relevant sustainability standards and certifications.
KU3. Parameters of global sustainability.
KU4. Significance of CO_2 emissions and its impact on global warming.
KU5. Material footprint per capita and material footprint per GDP.
KU6. Initiatives taken by the government and various organisations for sustainability.
KU7. Legislative requirements and organisational procedures for waste management and disposal.
KU8. Organisational procedures for safe handling of equipment and machine operations.
KU9. Organisational reporting protocol and documentation.
KU10. Parameters and data required for material and energy audit.

KU11. Latest methods of energy and material conservation.
KU12. Environment-friendly materials available to replace conventional materials.
KU13. Methods of reducing energy consumptions.
KU14. Renewable energy sources that can be deployed in the workplace.
KU15. Methods of optimum utilisation of waste and best practices for waste disposal.
KU16. Methods of treating wastewater and recycling of water.
KU17. Statutory documents and requirements relevant to safety and hygiene.
KU18. UN Sustainable Development Goals (SDGs).
KU19. Circular economy in the logistics sector.
KU20. Green logistics and conventional logistics and initiatives taken by the government.

Generic Skills (GS)

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

GS1. Identify supply chain data and sustainability performance metrics.
GS2. Effectively convey sustainability goals and practices to diverse stakeholders.
GS3. Negotiate to ensure favourable terms with suppliers that also meet sustainability criteria.
GS4. Manage multiple projects and initiatives simultaneously.
GS5. Communicate with team members and colleagues on the significance of greening and sustainability.
GS6. Take timely decisions with a systematic course of action and respond.
GS7. Work constructively and collaboratively with others.
GS8. Rightly delegate tasks to improve efficient.
GS9. Apply critical and socially responsible thinking.
GS10. Identify or procure needed resources to implement sustainability programs or projects.
GS11. Effectively coordinate with team members and stakeholders.
GS12. Apply advanced knowledge of relevant computer applications and system evaluations.
GS13. Follow SOPs.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
GHG Accounting and Sustainability Reporting	**30**	**60**	**-**	**10**
PC1. Infer the current accounting methods followed for sustainability reporting.	3	6	-	1
PC2. Interpret the current Greenhouse Gas (GHG) emissions accounting.	3	6	-	1
PC3. Collect data from identified sources for Sustainability Reporting.	3	6	-	1
PC4. Maintain data to support greenhouse gas inventory calculation.	3	6	-	1
PC5. Calculate greenhouse gas emissions using the appropriate methodologies.	3	6	-	1
PC6. Review the application of the Business Responsibility Reporting (BRR) and Business Responsibility and Sustainability Reporting (BRSR) principles of the organisation.	3	6	-	1
PC7. Escalate violations of SOPs to the management.	3	6	-	1
PC8. Maintain records of breaches of sustainability SOPs with analysis.	3	6	-	1
PC9. Identify emission reduction opportunities.	3	6	-	1
PC10. Perform carbon footprint calculations for a product, service or process using the defined carbon footprint calculation tools or software.	3	6	-	1
NOS Total	**30**	**60**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2906
NOS Name	Assist in GHG accounting and sustainability reporting
Sector	Logistics
Sub-Sector	
Occupation	Sustainability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

LSC/N2907: Assist in implementing sustainable practices in procurement

Description

This NOS is about assisting in the implementation of procurement strategies considering environmental, social, and economic impacts.

Scope

The scope covers the following :

- Sustainability in procurement practices
- Coordinate with suppliers and stakeholders

Elements and Performance Criteria

Sustainability in Procurement Practices

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

PC1. Identify and track key sustainability metrics related to procurement.

PC2. Check SOPs for data collection and PoCs and maintain records related to key sustainability metrics.

PC3. Assist in the analysis of procurement data for business insights and effective decision-making.

PC4. Assist SCS specialist in developing procurement policies and their adoption/compliance.

PC5. Report progress on sustainable procurement practices to the SCS Specialist.

PC6. Support procurement teams in transition by providing innovative solutions for sustainability challenges.

PC7. Participate in projects for data consolidation and emission reduction.

PC8. Solve moderately complex issues with minimal supervision while escalating more complex issues to SCS Specialist.

Coordinate with suppliers and stakeholders

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

PC9. Assist in the identification and evaluation of suppliers based on the set sustainability criteria.

PC10. Foster relationships with suppliers to promote sustainable practices.

PC11. Participate in audits and assessments of supplier's sustainability practices.

PC12. Assist in the audit process to verify supplier decarbonisation efforts.

PC13. Follow the reduce, reuse and recycle principle.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Environmental, social, and economic sustainability principles.

KU2. Relevant sustainability standards and certifications.

KU3. Parameters of global sustainability.

KU4. Significance of CO2 emissions and its impact on global warming.

KU5. Material footprint per capita and material footprint per GDP.

KU6. Initiatives taken by the government and various organisations for sustainability.

KU7. Legislative requirements and organisational procedures for waste management and disposal.

KU8. Organisational procedures for safe handling of equipment and machine operations.

KU9. Organisational reporting protocol and documentation.

KU10. Parameters and data required for material and energy audit.

KU11. Latest methods of energy and material conservation.

KU12. Environment-friendly materials available to replace conventional materials.

KU13. Methods of reducing energy consumption.

KU14. Renewable energy sources that can be deployed in the workplace.

KU15. Methods of optimum utilisation of waste and best practices for waste disposal.

KU16. Methods of treating wastewater and recycling of water.

KU17. Statutory documents and requirements relevant to safety and hygiene.

KU18. UN Sustainable Development Goals (SDGs).

KU19. Circular economy in the logistics sector.

KU20. Green logistics and conventional logistics and initiatives taken by the government.

Generic Skills (GS)

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

GS1. Identify supply chain data and sustainability performance metrics.

GS2. Effectively convey sustainability goals and practices to diverse stakeholders.

GS3. Negotiate to ensure favourable terms with suppliers that also meet sustainability criteria.

GS4. Manage multiple projects and initiatives simultaneously.

GS5. Communicate with team members and colleagues on the significance of greening and sustainability.

GS6. Take timely decisions with a systematic course of action and respond.

GS7. Work constructively and collaboratively with others.

GS8. Rightly delegate tasks to improve efficient.

GS9. Apply critical and socially responsible thinking.

GS10. Identify or procure needed resources to implement sustainability programs or projects.

GS11. Effectively coordinate with team members and stakeholders.

GS12. Apply advanced knowledge of relevant computer applications and system evaluations.

GS13. Follow SOPs.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Sustainability in Procurement Practices	**16**	**32**	**-**	**8**
PC1. Identify and track key sustainability metrics related to procurement.	2	4	-	1
PC2. Check SOPs for data collection and PoCs and maintain records related to key sustainability metrics.	2	4	-	1
PC3. Assist in the analysis of procurement data for business insights and effective decision-making.	2	4	-	1
PC4. Assist SCS specialist in developing procurement policies and their adoption/compliance.	2	4	-	1
PC5. Report progress on sustainable procurement practices to the SCS Specialist.	2	4	-	1
PC6. Support procurement teams in transition by providing innovative solutions for sustainability challenges.	2	4	-	1
PC7. Participate in projects for data consolidation and emission reduction.	2	4	-	1
PC8. Solve moderately complex issues with minimal supervision while escalating more complex issues to SCS Specialist.	2	4	-	1
Coordinate with suppliers and stakeholders	**14**	**28**	**-**	**2**
PC9. Assist in the identification and evaluation of suppliers based on the set sustainability criteria.	2	4	-	1
PC10. Foster relationships with suppliers to promote sustainable practices.	3	6	-	1
PC11. Participate in audits and assessments of supplier's sustainability practices.	3	6	-	-
PC12. Assist in the audit process to verify supplier decarbonisation efforts.	3	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Follow the reduce, reuse and recycle principle.	3	6	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2907
NOS Name	Assist in implementing sustainable practices in procurement
Sector	Logistics
Sub-Sector	
Occupation	Sustainability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

LSC/N2908: Support in the implementation of sustainable practices in warehousing

Description

This NOS is about sustainable practices in the warehouse. It involves assisting in implementing practices that minimise environmental impact, improve energy efficiency, and promote social responsibility.

Scope

The scope covers the following :

- Sustainability in warehousing

Elements and Performance Criteria

Sustainability in warehousing

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

PC1. Identify and track sustainability metrics related to warehouse operations.

PC2. Assist in preparing reports on the energy efficiency metrics of the warehouse.

PC3. Check the usage of energy-efficient lighting such as LED lighting, solar panels and energy management systems are used.

PC4. Check the usage of eco-friendly materials, green roofing, etc.

PC5. Check if resources like water and materials are managed to minimise waste and optimise usage are managed such as water and materials to minimise waste and optimise usage.

PC6. Prepare reports on water consumption and wastage.

PC7. Collect data on inhouse transport emissions.

PC8. Assist in the implementation of automated solutions to reduce the amount of paperwork.

PC9. Support in implementing storage systems that are compact and automated.

PC10. Assist in the evaluation of the warehouse location and its impact on sustainability performance.

PC11. Support in implementing best practices in inventory management and material handling to reduce environmental impact.

PC12. Check if sustainable packaging procedures are being followed.

PC13. Fill relevant documents for pursuing sustainable certifications for the warehouse (e.g. LEED certification).

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Environmental, social, and economic sustainability principles.

KU2. Relevant sustainability standards and certifications.

KU3. Parameters of global sustainability.

KU4.   Significance of CO2 emissions and its impact on global warming.

KU5.   Material footprint per capita and material footprint per GDP.

KU6.   Initiatives taken by the government and various organisations for sustainability.

KU7.   Legislative requirements and organisational procedures for waste management and disposal.

KU8.   Organisational procedures for safe handling of equipment and machine operations.

KU9.   Organisational reporting protocol and documentation.

KU10. Parameters and data required for material and energy audit.

KU11. Latest methods of energy and material conservation.

KU12. Environment-friendly materials available to replace conventional materials.

KU13. Methods of reducing energy consumptions.

KU14. Renewable energy sources that can be deployed in the workplace.

KU15. Methods of optimum utilisation of waste and best practices for waste disposal.

KU16. Methods of treating wastewater and recycling of water.

KU17. Statutory documents and requirements relevant to safety and hygiene.

KU18. UN Sustainable Development Goals (SDGs).

KU19. Circular economy in logistics sector.

KU20. Green logistics and conventional logistics and initiatives taken by government.

Generic Skills (GS)

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

GS1.   Identify supply chain data and sustainability performance metrics.

GS2.   Effectively convey sustainability goals and practices to diverse stakeholders.

GS3.   Negotiate to ensure favorable terms with suppliers that also meet sustainability criteria.

GS4.   Manage multiple projects and initiatives simultaneously.

GS5.   Communicate with team members and colleagues on the significance of greening and sustainability.

GS6.   Take timely decisions with a systematic course of action and respond.

GS7.   Work constructively and collaboratively with others.

GS8.   Rightly delegate tasks to improve efficient.

GS9.   Apply critical and socially responsible thinking.

GS10. Identify or procure needed resources to implement sustainability programs or projects.

GS11. Effectively coordinate with team members and stakeholders.

GS12. Apply advanced knowledge of relevant computer applications and system evaluations.

GS13. Follow SOPs.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Sustainability in warehousing	**30**	**60**	**-**	**10**
PC1. Identify and track sustainability metrics related to warehouse operations.	2	4	-	1
PC2. Assist in preparing reports on the energy efficiency metrics of the warehouse.	2	4	-	1
PC3. Check the usage of energy-efficient lighting such as LED lighting, solar panels and energy management systems are used.	2	4	-	1
PC4. Check the usage of eco-friendly materials, green roofing, etc.	2	4	-	1
PC5. Check if resources like water and materials are managed to minimise waste and optimise usage are managed such as water and materials to minimise waste and optimise usage.	2	4	-	1
PC6. Prepare reports on water consumption and wastage.	2	4	-	1
PC7. Collect data on inhouse transport emissions.	2	4	-	1
PC8. Assist in the implementation of automated solutions to reduce the amount of paperwork.	2	4	-	1
PC9. Support in implementing storage systems that are compact and automated.	2	4	-	1
PC10. Assist in the evaluation of the warehouse location and its impact on sustainability performance.	3	6	-	1
PC11. Support in implementing best practices in inventory management and material handling to reduce environmental impact.	3	6	-	-
PC12. Check if sustainable packaging procedures are being followed.	3	6	-	-
PC13. Fill relevant documents for pursuing sustainable certifications for the warehouse (e.g. LEED certification).	3	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**30**	**60**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2908
NOS Name	Support in the implementation of sustainable practices in warehousing
Sector	Logistics
Sub-Sector	
Occupation	Sustainability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

LSC/N2909: Assist in implementing sustainable practices in transportation

Description

This NOS focuses on assisting in implementing sustainable practices in transport operations. It involves reducing environmental impact, optimising energy efficiency, and promoting sustainable practices throughout the transportation network.

Scope

The scope covers the following :

- Sustainability in Transportation

Elements and Performance Criteria

Sustainability in transportation

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

PC1. Identify and track sustainability metrics related to warehouse operations.

PC2. Collect data on transportation-related emissions and energy use.

PC3. Collect data on the fuel emissions by the company's fleet.

PC4. Participate in the promotion of the use of electric or hybrid vehicles and other eco-friendly technologies.

PC5. Check for optimisation of transport routes to reduce mileage, minimise empty backhauls and increase vehicle utilisation.

PC6. Check for the usage of consolidation of shipments wherever possible.

PC7. Collaborate with suppliers and vendors to ensure they adhere to the company's sustainability standards and policies.

PC8. Stay updated on industry trends and advancements in sustainable transport.

PC9. Assist in the implementation of plans to address transportation-related environmental incidents or emergencies.

PC10. Support the enforcement of policies that support sustainable transport initiatives, including guidelines for reducing emissions, energy use, and waste.

PC11. Assist with compliance with local, national, and international environmental regulations.

PC12. Fill out relevant documents to pursue sustainability certifications and standards for transport operations. (e.g., ISO 14001, SmartWay).

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Environmental, social, and economic sustainability principles.

KU2. Relevant sustainability standards and certifications.

KU3. Parameters of global sustainability.

KU4. Significance of CO2 emissions and its impact on global warming.

KU5. Material footprint per capita and material footprint per GDP.

KU6. Initiatives taken by the government and various organisations for sustainability.

KU7. Legislative requirements and organisational procedures for waste management and disposal.

KU8. Organisational procedures for safe handling of equipment and machine operations.

KU9. Organisational reporting protocol and documentation.

KU10. Parameters and data required for material and energy audit.

KU11. Latest methods of energy and material conservation.

KU12. Environment-friendly materials available to replace conventional materials.

KU13. Methods of reducing energy consumptions.

KU14. Renewable energy sources that can be deployed in the workplace.

KU15. Methods of optimum utilisation of waste and best practices for waste disposal.

KU16. Methods of treating wastewater and recycling of water.

KU17. Statutory documents and requirements relevant to safety and hygiene.

KU18. UN Sustainable Development Goals (SDGs).

KU19. Circular economy in logistics sector.

KU20. Green logistics and conventional logistics and initiatives taken by government.

Generic Skills (GS)

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

GS1. Identify supply chain data and sustainability performance metrics.

GS2. Effectively convey sustainability goals and practices to diverse stakeholders.

GS3. Negotiate to ensure favourable terms with suppliers that also meet sustainability criteria.

GS4. Manage multiple projects and initiatives simultaneously.

GS5. Communicate with team members and colleagues on the significance of greening and sustainability.

GS6. Take timely decisions with a systematic course of action and respond.

GS7. Work constructively and collaboratively with others.

GS8. Rightly delegate tasks to improve efficient.

GS9. Apply critical and socially responsible thinking.

GS10. Identify or procure needed resources to implement sustainability programs or projects.

GS11. Effectively coordinate with team members and stakeholders.

GS12. Apply advanced knowledge of relevant computer applications and system evaluations.

GS13. Follow SOPs.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Sustainability in transportation	**30**	**60**	**-**	**10**
PC1. Identify and track sustainability metrics related to warehouse operations.	2	4	-	1
PC2. Collect data on transportation-related emissions and energy use.	2	4	-	1
PC3. Collect data on the fuel emissions by the company's fleet.	2	4	-	1
PC4. Participate in the promotion of the use of electric or hybrid vehicles and other eco-friendly technologies.	2	4	-	1
PC5. Check for optimisation of transport routes to reduce mileage, minimise empty backhauls and increase vehicle utilisation.	2	4	-	1
PC6. Check for the usage of consolidation of shipments wherever possible.	2	4	-	1
PC7. Collaborate with suppliers and vendors to ensure they adhere to the company's sustainability standards and policies.	3	6	-	1
PC8. Stay updated on industry trends and advancements in sustainable transport.	3	6	-	1
PC9. Assist in the implementation of plans to address transportation-related environmental incidents or emergencies.	3	6	-	1
PC10. Support the enforcement of policies that support sustainable transport initiatives, including guidelines for reducing emissions, energy use, and waste.	3	6	-	1
PC11. Assist with compliance with local, national, and international environmental regulations.	3	6	-	-
PC12. Fill out relevant documents to pursue sustainability certifications and standards for transport operations. (e.g., ISO 14001, SmartWay).	3	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2909
NOS Name	Assist in implementing sustainable practices in transportation
Sector	Logistics
Sub-Sector	
Occupation	Sustainability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	22/10/2024
Next Review Date	22/10/2027
NSQC Clearance Date	22/10/2024

LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Follow health, safety and security measures during all activities

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

PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.

PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.

PC3. Follow organisation procedures concerning documentation.

PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

Maintain a healthy and hygienic workplace

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

PC5. Ensure that the work area and supplies are organised and cleaned regularly.

PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.

PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.

PC8. Undertake periodical preventive health check-ups.

PC9. Participate in fire drills and follow 5S at workplace.

Handle emergency situations

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

PC10. Act immediately during emergencies and move to safety.

PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.

PC12. In case of fire, follow fire safety practices taught during fire drills.

PC13. Follow procedures to rescue victims of fire without endangering self.

Maintain integrity and ensure data security

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

PC14. Refrain from indulging in corrupt practices.

PC15. Protect customers' information and ensure acquired information is not used for personal advantage.

PC16. Protect data and information related to business or commercial decisions.

Professional and ethical practice

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

PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.

PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.

PC19. Consult senior management when in an ethical dilemma.

Ensure regulatory compliance

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

PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.

PC21. Coordinate with regulatory authorities and assist in inspections and clearances.

PC22. Report any issues with regulatory compliance.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Company's policies on the use of language, Human Resources policies, code of ethics and business

KU2. Company's whistle-blower policy and rules related to sexual harassment

KU3. Company's reporting structure and documentation policy

KU4. Principles of code of ethics and business ethics

KU5. Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole

KU6. The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices

KU7. Relevant Occupational Health and Safety (OHS) regulations

KU8. Enterprise /site emergency procedures and techniques

KU9. Procedures for recording, reporting and maintenance of workplace safety and hygiene

KU10. Health and safety hazards commonly present in the work environment and related precautions

KU11. Possible causes of risk, hazard or accident in the workplace

KU12. Where to find all the general health and safety equipment in the workplace

KU13. Various dangers associated with the use of electrical equipment

KU14. Preventative and remedial actions to be taken in the case of exposure to toxic materials

KU15. Importance of using protective clothing/equipment while working

KU16. Various causes of fire and precautionary activities to prevent the fire accident

KU17. Different methods of extinguishing fire and techniques of using the different fire extinguishers

KU18. Rescue techniques applied during a fire hazard and safe lifting and carrying practices

KU19. Various types of safety signs and their meaning

KU20. Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

Generic Skills (GS)

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

GS1. Read policy documents, work-related documents, various acts and regulations

GS2. Write instructions, communications to internal staff, emails and letters, and reports

GS3. Interact with internal and external stakeholders

GS4. Communicate with peers and subordinates

GS5. Take appropriate action in a vulnerable situation

GS6. Identify breaches and take necessary actions

GS7. Identify the documentary requirement for a specific product or regulation and take necessary action

GS8. Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company

GS9. Plan and organise training sessions and sensitisation sessions for workforce

GS10. Plan review meetings to monitor compliance with ethics and regulations

GS11. Prevent company and customer information leakage

GS12. Provide proper advice or guidance to colleagues to deal with sensitive issues

GS13. Suggest solutions to managers and workers when in an ethical dilemma

GS14. Identify conflict of interests and take necessary actions

GS15. Review reports to identify common trends of defaults

GS16. Conduct a review to analyse the reasons for the default

GS17. Check that all regulatory compliances are adhered to

GS18. Check that any unethical behaviour gets captured before damage or negative impact happens

GS19. Write Health and safety compliance report

GS20. Interpret general health and safety guidelines

GS21. Communicate general health and safety guidelines to co-workers

GS22. Decide on the corrective action to be taken in case of any potential hazards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow health, safety and security measures during all activities	**6**	**10**	**-**	**2**
PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
PC3. Follow organisation procedures concerning documentation.	1	2	-	-
PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
Maintain a healthy and hygienic workplace	**5**	**14**	**-**	**3**
PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
PC8. Undertake periodical preventive health check-ups.	1	3	-	1
PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
Handle emergency situations	**6**	**9**	**-**	**2**
PC10. Act immediately during emergencies and move to safety.	2	2	-	1
PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
Maintain integrity and ensure data security	**4**	**8**	**-**	**-**
PC14. Refrain from indulging in corrupt practices.	2	3	-	-
PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
Professional and ethical practice	**4**	**8**	**-**	**1**
PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
Ensure regulatory compliance	**5**	**11**	**-**	**2**
PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
PC22. Report any issues with regulatory compliance.	2	4	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9911
NOS Name	Follow health, safety, security procedures and maintain integrity, ethics at workplace
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	1
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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:

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.

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

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

Assessment Criteria

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

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	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	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	-	-	-	-
Customer Service	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	-	-	-	-
Getting ready for apprenticeship & Jobs	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	-	-

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	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

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 : 70

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

Minimum Passing % at NOS Level: 50

(**Please note**: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2906.Assist in GHG accounting and sustainability reporting	30	60	-	10	100	20
LSC/N2907.Assist in implementing sustainable practices in procurement	30	60	-	10	100	20
LSC/N2908.Support in the implementation of sustainable practices in warehousing	30	60	-	10	100	20
LSC/N2909.Assist in implementing sustainable practices in transportation	30	60	-	10	100	20
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
Total	**170**	**330**	**-**	**50**	**550**	**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.