CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

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

Name and contact details of individual dealing with the submission

Name : Ms. Reena Murray

Position in the Organization : Head – Standards & Quality Assurance

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List of documents submitted in support of the Qualifications File

- 1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
- 2. Letter from the Ministry supporting the need of the qualification.
- 3. Industry validations

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

SUMMARY

1	Qualification Title	Warehouse Packer
2	Qualification Code, if any	LSC/Q2303
3	NCO code and occupation	NCO-2004/413
4	Nature and purpose of the qualification (Please specify	Nature: Certificate course of Warehouse Packer
	whether qualification is short term or long term)	Long term
		Purpose: Learners who attain this qualification are
		competent in warehousing operation and can get a
		job as Warehouse Packer to Prepare for Packing,
		Perform packing, Perform post packing activities,
		Carry out housekeeping
5	Body/bodies which will award the qualification	Logistics Sector Skill Council
6	Body which will accredit	Logistics Sector Skill Council
	providers to offer courses leading to the qualification	
7	Whether	Yes
	accreditation/affiliation norms	
	are already in place or not , if	Both accreditation and affiliation are done by LSC
	applicable (if yes, attach a copy)	based on due diligence report via SIP
8	Occupation(s) to which the	pack items that have been picked or require binning.
	qualification gives access	pack items that have been ploked of require billing.
9	Job description of the	Warehouse Packer in the Logistics industry is also
	occupation	known as Packer, Floor Staff, Warehouse
		Associate. Individuals in this role need to pack items
		that have been picked or require binning. Individuals
		are responsible for packing items that require
		additional pre-packing or outbound packaging.
		Additional responsibilities could at times include
		loading and unloading cargo, labelling, re-packaging
		items and documenting cargo that has been moved.
		The difference in tasks performed under the Packer
		role thus varies according to the volume of
		operations, however the core function of the role is
		to pack items according to the nature of the product either for storage or transportation.
10	Licensing requirements	Trained in packing techniques
10	Licensing requirements	Trailied iii packiily techiiliques

11	Statutory and Regulatory	Not applicable
' '	requirement of the relevant	τοι αρριιοασίο
	sector (documentary evidence	
	to be provided)	
12		3
12	Level of the qualification in the NSQF	3
42		200 haura
13	Anticipated volume of	360 hours
	training/learning required to	
4.4	complete the qualification	Fire allows (00 and l'Inter
14	Indicative list of training tools	For a class of 30 candidates
	required to deliver this	Teaching board – 1
	qualification	White board – 1
		Printer – 1
		Projector – 1 Video player or TV - 1
		Computer – 15
		Stationaries – 30
		Marker - 2
		MHE equipments – 1
		Pallets – 2
		Storage bins – 2
		Packaging devices – 10
		Packaging tools - 5
		Corrugated cardboard boxes – 1
		Plastic bags - 5
		Packaging symbols & standards – 5
		Scanner - 15
		PPE – 15
		SOP – 10
		Alarm – 1
15	Entry requirements and/or	Grade 9 + No Experience required
13	Entry requirements and/or	or Grade 8 with one year of (NTC/ NAC) after 8th +
		No Experience required
	age	or Grade 8 pass and pursuing continuous schooling
		in regular school with vocational subject + No
		Experience required
		or 8th grade pass + 1 year relevant experience
		or 5th grade pass + 4 year relevant experience
		or Ability to read and write + 5 year relevant
		experience
		or Previous relevant Qualification of NSQF Level 2 +
		1 year relevant experience
		i your relevant expendince

		or Previous relevant Qualification of NSQF Level 2.5			
		+ 6 months relevant experience,			
		with minimum age of 18 years completed.			
16	Progression from the qualification (Please show Professional and academic progression)	Warehouse Executive.			
17	Arrangements for the Recognition of Prior learning (RPL)	LSC currently und modes –	dertakes RPL throug	h the following	
		their requir trainer or a RPL progra	anies outreach to LS rement for RPL. LSC a training agency to c amme post which, L nt and provide certifi	carranges for a conduct the SC will conduct	
		coordination and post the	 The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 		
		RPL requirent training as post training assessing	3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification.		
		assessmei	LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.		
18	International comparability where known (research evidence to be provided)	Under Study			
19	Date of planned review of the qualification.	27 th January 202	25		
20	Formal structure of the qualification				
	Title of unit or other	Mandatory/	Estimated size	Level	
	component	Optional	(learning hours)	Level	
Α	Mandatory components				
	Introduction	Mandatory	30	3	

	LSC/N2308 : Prepare for Packing	Mandatory	60	3
	LSC/N2309: Perform Packing	Mandatory	90	3
	LSC/N2310: Perform post Packing Activities	Mandatory	90	3
	LSC/N2104: To carry out Housekeeping	Mandatory	60	3
	Employability Skills	Mandatory	30	3
	Sub Total (A)		360 Hrs	
В	Optional/ elective component			
	NA			
	Subtotal B			
	Total (A+B)		360 Hrs	

SECTION 1 ASSESSMENT

21	Body/Bodies which will carry out assessment:				
	All the empanelled assessment agency will do the assessment				
22	How will RPL assessment be managed and who will carry it out?				
	RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments - 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same				
	The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification				
 The companies reach out to LSC regarding RPL requirements. They condition their own training as per the RPL requirements and post training LSC revited the program, assessing the trained candidates and provides certification 					
	 LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. 				
23	Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.				

LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.

Assessment policy of LSC

- 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.
- 2) Qualification and experience have to be set for the assessors.
- 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.
- 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.
- 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.
- 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.
- 13) Questions framed as per blueprint and without ambiguity by SMEs.
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance

- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.
- 3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.
- 4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.
- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour in advance from the time of assessment.
- 6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.
- 7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.
- 8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council
- 9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.
- 10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.
- 11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.
- 12) 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.
- 13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for "Job role – Warehouse Packer" are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

Grade 9 + No Experience required

- or Grade 8 with one year of (NTC/ NAC) after 8th + No Experience required
- or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject + No Experience required
- or 8th grade pass + 1 year relevant experience
- or 5th grade pass + 4 year relevant experience
- or Ability to read and write + 5 year relevant experience
- or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience
- or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience, with minimum age of 18 years completed.

4. MARKING SCHEME:

Sr. No.	Method of Assessments	Weightage marks)	(Max.
1	Theory	30%	
2	Practical	70%	
	Total	100	

- **5. PASSING MARKS:** Every trainee should score minimum 50%
- 6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in "Formal structure of the qualification" in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

- 1. LSC have created 16 points check list to collect on the day of assessment.
- 2. Assessment agencies must ensure to collect all the evidence without fail.
- 3. Training Partner must cooperate on collecting assessment evidence.
- 4. Candidates must present with their original Aadhaar's and alternative id proof which is having clear face picture on the day of assessment.
- 5. Assessment agency must submit all the collected evidence through LSC MIS portal.

Title of Component:

Outcomes to be	Assessment criteria for the outcome	
assessed/NOSs to be		
assesed		
1. LSC/N2308 : Prepare for Packing	To be competent, the user/ individual on the job must be able to:	
	receive list of items that require packing from supervisor and determine schedule based on inbound/outbound timelines	
	1. 2 receive the goods that require pre-packing/ packing from picker or binner	
	1. 3 verify that all the items are listed on the inventory list	
	1. 4 make notes for a report on any variances in quality of load, scheduled time	
	1. 5 handle the items with care to ensure minimal damage to person and goo	
	1. 6 identify any discrepancies such as physical damage, quantity variance, wrong part number, wrong document, damages etc.	
	1. 7 notify the supervisor of any damaged items that need to be fixed	
	1.8 notify administration for any additional orders that need to be placed to replace misplaced/irreparable items	
	1. 9 notify administration or supervisor in case of any other variances and errors	
	1. 10 check packing requirements for each type of product	
	1. 11 ensure packing material required for all products to be packed are available in packing area	
	1. 12 inform supervisor once material is assembled in packing area	
	1. 13 inform supervisor of any additional material required	
	1. 14 clean and prepare any packing boxes or containers before performing packing	
	1. 15 coordinate with picker on timelines for batches of packed goods to be handed over	

	 1. 16 comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc. 1. 17 wear all safety equipment including protective gear, helmets etc. 1. 18 follow organization procedures with respect to security, materials handling and accidents 1. 19 maintain distance between moving machinery and stay within designated areas 1. 20 park or handover pallet trolleys/carts in case of shift breaks to authorized personnel 1. 21 adhere to security regulations of the company
2. LSC/N2309: Perform	To be competent, the user/ individual on the job must
Packing	be able to:
3	
	2.4 angure all itams that require negling are at the
	2.1 ensure all items that require packing are at the
	appropriate packing area
	2. 2 locate the appropriate bays and bins for the
	packages unloaded
	2. 3 assist picker/binner with moving goods to
	packing area
	2. 4 if required enlist the assistance of a forklift or
	pallet truck operator for moving goods
	2. 5 identify any errors occurring prior to the packing
	process such as damaged/misplaced
	goods/wrong labels and report the problems
	accordingly
	2. 6 separate goods that require packing and those
	requiring pre-packing
	2.7 apply pre-packing methods specified by the
	organizational procedure to the type of goods,
	size of orders
	2. 8 apply packing methods specified by the
	organizational procedure for the type of goods
	and size of orders
	2. 9 provide additional packing for fragile goods with
	protective materials, such as bubble wrap and
	polystyrene chips
	2. 10 check to ensure container/packing material is
	damage free
	2. 11 measure, weigh, and count products and
	materials
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- 2. 12 examine and inspect containers, materials, and products in order to ensure that packing specifications are met.
- 2. 13 seal and label each container/package if required
- 2. 14 mark and label containers if required
- 2. 15 seal containers with glue and fasteners.
- 2. 16 tag containers with marking for internal processing, if required by organizational procedure
- 17 remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks
- 2. 18 verify all items are labeled and packed appropriately
- 2. 19 stack and pile finished goods into containers
- 2. 20 move completed packages for loading/binning/storage or hand over to relevant picker/binner/loader
- 2. 21 comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.
- 2. 22 wear all safety equipment including protective gear, helmets etc.
- 2. 23 follow organization procedures with respect to security, materials handling and accidents
- 2. 24 maintain distance between moving machinery and stay within designated areas
- 2. 25 maintain a clean, neat and orderly working area

3. LSC/N2310: Perform Post Packing Activities

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

- 3.1 review packing lists to ensure all activities have been completed
- 3.2 report the status of inventory that has been damaged/misplaced
- 3.3 report the status of inventory that has been successfully packed and stored
- 3.4 report the status of goods that has been successfully packed and transported
- 3.5 assist supervisor with generation of packing slip if required

	3.6	inform the supervisor of any difficulties due to task loads or time limits
	3.7	fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-packing
	3.8	maintain database of packages
	3.9	fill in orders for new materials required with
		supervisors assistance
	3.10	·
		procedures in case of fire, chemical hazards, bio-hazards, etc.
	3.11	
		gear, helmets, gloves etc.
	3.12	follow organization procedures with respect to security, materials handling and accidents
	3.13	maintain distance between moving machinery
		and stay within designated areas
	3.14	adhere to security regulations of the company
4 LOO/NO404 T	T. I	
4. LSC/N2104: To carry out		e competent, the user/ individual on the job must
Housekeeping	be a	ole to:
	4.1	inspect the area while taking into account various surfaces
	4.2	identify the material requirements for cleaning
		the areas inspected, by considering risk, time, efficiency and type of stain
	4.3	ensure that the cleaning equipment is in proper
		working condition
	4.4	select the suitable alternatives for cleaning the
		areas in case the appropriate equipment and materials are not available and inform the
		appropriate person
	4.5	plan the sequence for cleaning the area to avoid
		re-soiling clean areas and surfaces
	4.6	inform the affected people about the cleaning activity
	4.7	display the appropriate signage for the work
		being conducted
	4.8	ensure that there is adequate ventilation for the
		work being carried out
	4.9	wear the personal protective equipment required
		for the cleaning method and materials being
		used

- 4.10 use the correct cleaning method for the work area, type of soiling and surface
- 4.11 carry out cleaning activity without disturbing others
- 4.12 deal with accidental damage, if any, caused while carrying out the work
- 4.13 report to the appropriate person any difficulties in carrying out your work
- 4.14 identify and report to the appropriate person any additional cleaning required that is outside ones responsibility or skill
- 4.15 ensure that there is no oily substance on the floor to avoid slippage
- 4.16 ensure that no scrap material is lying around maintain and store housekeeping equipment and supplies
- 4.17 maintain and store housekeeping equipment and supplies
- 4.18 follow workplace procedures to deal with any accidental damage caused during the cleaning process
- 4.19 ensure that, on completion of the work, the area is left clean and dry and meets requirements
- 4.20 return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored
- 4.21 dispose the waste garnered from the activity in an appropriate manner
- 4.22 dispose of used and un-used solutions according to manufacturers instructions, and clean the equipment thoroughly

Employability Skills (30 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1	2
2.	Constitutional values - Citizenship	1	2
3.	Becoming a Professional in the 21st Century	1	4
4.	Basic English Skills	2	5
5.	Communication Skills	4	2
6.	Diversity & Inclusion	1	2
7.	Financial and Legal Literacy	4	7
8.	Essential Digital Skills	3	10
9.	Entrepreneurship	7	8
10.	Customer Service	4	4
11.	Getting ready for apprenticeship & Jobs	2	4
	Total	30	50

SECTION 2 25. EVIDENCE OF LEVEL OPTION A

Title/Name of number	qualification/component: Enter the title here	Level: Add level	
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

Option B:

Title/Name of qualification/component: Warehouse Packer (NSQF - 3)						
NSQF Domain	Outcomes of the	How the job role relates to the NSQF level	NSQF			
	Qualification/Component	descriptors	Level			
Process	 The individual in the job requires to: instruct the job holder in his/her task perform the packing activities Receive the goods that require pre-packing / packing from picker or binner 	The process is based on the schedule from supervisor and the packing list from the customer. These instruct the job holder in his/her task perform the packing activities. Receive the goods that require pre-packing / packing from picker or binner and verify all items are as per inventory list. Packing activity has to be performed depending upon the types of goods as per customer requirement. Warehouse packing activities and regular housekeeping are repetitive and have a limited range.	3			

Professional	S/he would have knowledge of	The job holder have to possess knowledge on types of	3
knowledge	 basic knowledge on types of goods received for packing and packing requirements basics of various product's quality to identify the physical damage, Quantity variance, wrong part number, wrong document, 	goods received for packing and packing requirements. S/he to know the outbound packaging, labelling norms and company / product details. The job holder has to understand label descriptions and check it for any typo errors and discrepancies. S/he has to possess knowledge on basics of various product's quality to identify the physical damage, Quantity variance, wrong part number, wrong document, damages while unloading and to know and understand basic safety, security and maintenance regulations and procedures as per organization policy.	
Professional skill	Recall and demonstrate the ability to • suggest methods to streamline the packing / pre packing techniques.	The job holder has to suggest methods to streamline the packing / pre packing techniques. Packing requires the completion of a number of related predictable and routine tasks. The jobholder must have practical skills of applying different prescribed packing methods with regard to the type and volume of goods. S/he has to perform counting in a systematic manner. Have to understand the customer timelines and ensure to complete the packing task within the stipulated timeline.	3

Core skill	communicate effectively with	The job holder communicates clearly with the	3
	Supervisor and Peers	Supervisor and Peers to understand the packing	
		requirements. S/he read and understands the codes as	
		per company procedures, handling instructions / labels	
		such as 'fragile' or 'heavy', company's safety and	
		operating signs on the shop floor. In case of errors,	
		damage and other irregularities / discrepancies	
		communicates effectively with the supervisor. S/he	
		must be able to understand the alphanumerical coding	
		on the labels. To fill out appropriate forms and	
		documents, write and re-write labels in case required,	
		the job holder has to exhibit effective written	
		communication which will be of routine in nature.	
Responsibility	The individual is responsible for	The job holder in this role need to pack items that have	3
	 packing items that have been 	been picked or require binning, responsible for packing	
	picked or require binning	items that require additional pre packing or outbound	
	 packing items that require 	packaging. Additional responsibilities could at times	
	additional pre packing or	include loading and unloading cargo, labelling, re-	
	outbound packaging	packaging items and documenting cargo that has been	
	, , ,	moved. S/he has limited individual responsibility as the	
		work is done under instruction and supervision. S/he is	
	7	responsible for own work within defined limited range of	
		jobs.	

SECTION 3 EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same.
		The same are also indicated in various skill studies conducted for the logistic sector –
		Skill requirement in logistics sector https://drive.google.com/file/d/ODE-reFOverstDILUE-AWX-IDI-IE-
		https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBblE/view?usp=sharing
	Industry Relevance	As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.
	Usage of the qualification	The information related to past uptake performance of previous QPs related to warehousing sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.
	Estimated uptake	Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is
		https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing

27	Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence		
	Approval has been given by Line Ministry on 3 rd August 2021.		
28	What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification		
	NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work		
29	What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here		
	 Qualification that has been developed would be valid for 3 years from the date of upload in NQR. Periodical interaction with the training partners to gather feedback in implementation. Employer feedback will be sought post-placement on performance and training standards 		

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4 EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? Show the career map here to reflect the clear progression Occupational and career maps indicating horizontal and vertical mobility have been created and are being used. Occupational Map: Refer annexure - LSC_Occupational Mapping and Career Progression chart (given as supporting document) Career Progression:

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.