Warehouse Associate

Electives: Perishable Goods/ Fast moving consumer goods/ Automotive Goods/ Dry Bulk Cargo/ Handle E-com operations in warehouse

Options: GST application

QP Code: LSC/Q0101

Version: 2.0

NSQF Level: 3

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam

Contents

Qualification Pack

LSC/Q0101: Warehouse Associate

Brief Job Description

The individual performs basic picking, packing, labeling, kitting, binning, loading and unloading activities in a warehouse. S/he will operate manual/battery operated pallet truck (MHE), will engage in inventory counts and maintaining warehouse work area clean.

Personal Attributes

The job holder should be physically and medically fit to undertake a warehouse operation which includes long hours of active material movement. She/he should be observant, diligent, have basic mathematical ability. She/he should communicate effectively in vernacular language.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N0133: Unloading and Quality Control

2. LSC/N0134: Traditional/Manual Put-away & Picking

3. LSC/N0135: GTP/AGV/Light/Voice assisted put-away & picking

4. LSC/N0136: Order Verification and Loading (Dispatch) activities

5. LSC/N0137: VAS (packaging, kitting, labeling, and binning)

6. LSC/N9904: Maintain integrity and ethics in operation

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

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

Electives(mandatory to select at least one):

Elective 1: Perishable Goods

The unit is about handling perishable goods such as fruits, vegetables, and other temperature and time sensitive goods in a warehouse

1. LSC/N0103: Handle perishable goods in warehouse

Elective 2: Fast moving consumer goods

The unit is about handling FMCG goods such as soaps, packaged goods, white goods in a warehouse

1. LSC/N0104: Handle FMCG goods in Warehouse

Elective 3: Automotive Goods

The unit is about handling automotive components and performing palletisation, segregation, following 5S, Just in time (JIT), Kanban and similar auto sector processes

1. LSC/N0105: Handle automotive goods in warehouse

Elective 4: Dry Bulk Cargo

The unit is about handling dry bulk cargo using conveyors and associated MHE, undertaking pest control activity and measuring the inventory

1. LSC/N0106: Handle dry bulk cargo in warehouse

Elective 5: Handle E-com operations in warehouse

This unit is about engaging into e-commerce operations in warehouse

1. LSC/N0138: Handle e-com operations in warehouse

Options(Not mandatory):

Option : GST application

The individual would check the applicability of GST, identify proper classification, verify details on the invoice and calculate taxable value

1. LSC/N9906: Verify GST invoices

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
Country	India
NSQF Level	3
Credits	26

Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.0601 to 0604 and ISCO-88/4321, 4322, 8344
Minimum Educational Qualification & Experience	10th grade pass OR 8th grade pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 2 Years of experience relevant experience OR Certificate-NSQF (Level 2 - Loader/Unloader) with 1 Year of experience relevant experience
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	28/02/2026
NSQC Approval Date	28/02/2023
Version	2.0
Reference code on NQR	QG-03-TW-00233-2023-V1-LSC
NQR Version	1.0

LSC/N0133: Unloading and Quality Control

Description

This unit is about performing unloading & Quality Control (Receiving) operations at a warehouse

Scope

The scope covers the following :

- Visually vehicle condition inspection and seal breaking
- Unloading of goods
- Movement of goods to staging area
- Quality check of goods as per standards specified

Elements and Performance Criteria

Perform Vehicle Inspection

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

PC1.   check vehicle condition if it is tightly closed and water drop signs are there inside vehicle

PC2.   check vehicle seal if it is in right condition and match seal number

PC3.   break and remove seal in presence of security

PC4.   open the vehicle door and check if material is intact at right position

PC5.   visually check if vehicle floor/top is dry and no sign of water leakage

Perform Unloading

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

PC6.   check SKU details and batch number

PC7.   palletize same batch one SKU cartons on one pallet, or

PC8.   put same batch one SKU cartons one by one on conveyor (repeat same activity for all batches and SKUs)

PC9.   pick cartons from conveyor and palletize on pallet (single batch single SKU or as per storage strategy)

PC10. move pallet loads to staging area

PC11. stage pallet load in staging area

Perform Quality control (QC)

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

PC12. read QC instructions for SKUs

PC13. pick a master carton from pallet and put on QC table

PC14. Inspect the master carton as per QC criteria (mostly visual inspection)

PC15. open master carton for inner carton inspection

PC16. pick inner carton and take it out from master carton for inspection

PC17. after inspection, put inner carton back in master carton

PC18. close master carton and seal it

PC19. write QC observation in QC register/table

PC20. place master carton back on pallet from where it was picked

PC21. proceed for put-away preparation

Perform put-away preparation

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

PC22. pickup scanning device

PC23. scan pallet LPN first

PC24. scan master cartons on that pallet one by one, or

PC25. scan single master carton and KQ

PC26. once done, click "submit" for data capture and process closure

PC27. repeat same activity until all pallets and master cartons are scanned in staging area

PC28. proceed for put-away

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. company's reporting structure to support and expedite project activities

KU3. company's policy and work instructions on quality standards

KU4. importance of the individual's role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. Enterprise resource planning (ERP) system of the organization

KU10. use of computer and data handling devices

KU11. use of different material handling equipment and their uses

KU12. different geographical locations

KU13. country-wise product-wise packaging and labelling requirement

KU14. various escalations regarding resolving and catering to the customer query

KU15. basics of overall process in operations

KU16. different types of goods being handled

KU17. handling requirements for dangerous and special goods, if any

KU18. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. read written instructions

GS2.   read invoicing label and shipment labels

GS3.   read product tags and labels

GS4.   write damage reports and daily output reports

GS5.   write daily reports

GS6.   communicate with supervisors and co-workers

GS7.   collect information from supervisors

GS8.   identify the item as damaged or not

GS9.   assess if a problem can be resolved quickly internally or needs to be escalated

GS10.   identify activities or orders that need to be prioritized as per instructions

GS11.   plan and estimate the time for each activity

GS12.   maintain punctuality

GS13.   respond to the supervisor in a timely manner

GS14.   prioritize and execute tasks based on instructions

GS15.   be a team player and achieve joint goals

GS16.   importance of given timelines

GS17.   understanding urgency of priority requests as per the instructions

GS18.   inform the supervisor regarding delays, issue in doing an activity, etc.

GS19.   coordinate and ensure timeliness in receipt and delivery of completed items

GS20.   verify the authenticity of the product by looking at the logo, box packaging, etc

GS21.   analyse and identify the best way to pack an item

GS22.   check compliance for established norms for weights, package size, of consignments, etc.

GS23.   identify dangerous goods

GS24.   focus on task at hand ad complete it without errors and delays

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform Vehicle Inspection	**6**	**13**	**-**	**-**
PC1. check vehicle condition if it is tightly closed and water drop signs are there inside vehicle	1	3	-	-
PC2. check vehicle seal if it is in right condition and match seal number	1	3	-	-
PC3. break and remove seal in presence of security	1	2	-	-
PC4. open the vehicle door and check if material is intact at right position	2	3	-	-
PC5. visually check if vehicle floor/top is dry and no sign of water leakage	1	2	-	-
Perform Unloading	**6**	**15**	**-**	**-**
PC6. check SKU details and batch number	1	2	-	-
PC7. palletize same batch one SKU cartons on one pallet, or	1	2	-	-
PC8. put same batch one SKU cartons one by one on conveyor (repeat same activity for all batches and SKUs)	1	3	-	-
PC9. pick cartons from conveyor and palletize on pallet (single batch single SKU or as per storage strategy)	1	3	-	-
PC10. move pallet loads to staging area	1	2	-	-
PC11. stage pallet load in staging area	1	3	-	-
Perform Quality control (QC)	**10**	**25**	**-**	**-**
PC12. read QC instructions for SKUs	1	2	-	-
PC13. pick a master carton from pallet and put on QC table	1	3	-	-
PC14. Inspect the master carton as per QC criteria (mostly visual inspection)	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. open master carton for inner carton inspection	1	3	-	-
PC16. pick inner carton and take it out from master carton for inspection	1	2	-	-
PC17. after inspection, put inner carton back in master carton	1	3	-	-
PC18. close master carton and seal it	1	2	-	-
PC19. write QC observation in QC register/table	1	3	-	-
PC20. place master carton back on pallet from where it was picked	1	3	-	-
PC21. proceed for put-away preparation	1	2	-	-
Perform put-away preparation	**8**	**17**	**-**	**-**
PC22. pickup scanning device	1	3	-	-
PC23. scan pallet LPN first	1	2	-	-
PC24. scan master cartons on that pallet one by one, or	1	3	-	-
PC25. scan single master carton and KQ	1	2	-	-
PC26. once done, click "submit" for data capture and process closure	1	2	-	-
PC27. repeat same activity until all pallets and master cartons are scanned in staging area	2	3	-	-
PC28. proceed for put-away	1	2	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0133
NOS Name	Unloading and Quality Control
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0134: Traditional/Manual Put-away & Picking

Description

This unit is about performing manual put-away & picking of goods at a warehouse

Scope

The scope covers the following :

- Perform put-away activities, and
- Perform picking activities

Elements and Performance Criteria

Perform put-away

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

PC1.   obtain unloading schedule including docking bay and time of transport arrival from supervisor

PC2.   arrange necessary material handling equipment, tools, tackles, chains, and ropes for loading or unloading

PC3.   wear the appropriate PPE required for operations

PC4.   check the product to be put-away with respect to the order and report to supervisor, in case of discrepancies

PC5.   use the appropriate tools, ropes/chains and secure the product/crate

PC6.   operate MHE to move the items to storage area as required

PC7.   put-away material to the specified location as per the instructions

PC8.   report any breakages, spillages of package or consignment

PC9.   move damaged goods to the quarantine area

PC10. park the MHE at the designated parking location

PC11. submit a daily report to the supervisor

Perform picking

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

PC12. obtain picking list and time of dispatch cut-off (transport arrival) from supervisor

PC13. arrange necessary material handling equipment, tools, tackles, chains, and ropes for material picking

PC14. wear the appropriate PPE required for operations

PC15. check the product to be picked with respect to the order and report to supervisor, in case of discrepancies

PC16. use the appropriate tools, ropes/chains and secure the product/crate

PC17. operate MHE to pick the items from the storage location as required

PC18. deliver the picked material to the specified location as per the instructions

PC19. report any breakages, spillages, short of picked material

PC20. move damaged goods to the quarantine area

PC21. park the MHE at the designated parking location

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. company's reporting structure to support and expedite project activities

KU3. company's policy and work instructions on quality standards

KU4. importance of the individual's role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. Enterprise Resource Planning (ERP) system of the organization

KU10. use of computer and data handling devices

KU11. use of different MHE and their uses

KU12. operating MHEs

KU13. different geographical locations

KU14. information from the ERP system, instruction list

KU15. various escalations regarding resolving and catering to the customer query

KU16. overall process in operations

KU17. different types of goods being handled

KU18. handling requirements for dangerous and special goods, if any

KU19. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. read written instructions

GS2. read invoicing label and shipment labels

GS3. read product tags and labels

GS4. write damage reports and daily output reports

GS5. write daily reports

GS6. communicate with supervisors and co-workers

GS7. collect information from supervisors

GS8. identify the item as damaged or not

GS9. decide if a problem can be resolved quickly internally or needs to be escalated

GS10. identify activities or orders that need to be prioritized as per instructions

GS11. plan and estimate the time for each activity

GS12. maintain punctuality

GS13. respond to the supervisor in a timely manner

GS14. prioritize and execute tasks based on instructions

GS15. be a team player and achieve joint goals

GS16. importance of customer timelines

GS17. understand urgency of customers as per the instructions

GS18. inform the supervisor regarding delays, issue in doing an activity, etc.

GS19. coordinate and ensure timeliness in receipt and delivery of completed items

GS20. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS21. check compliance of consignments for established norms for weights, package size, etc.

GS22. identify dangerous goods

GS23. suggest improvement in loading and stacking methods to increase efficiency and space utilization

GS24. focus on task at hand ad complete it without errors and delays

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform put-away	**15**	**37**	**-**	**-**
PC1. obtain unloading schedule including docking bay and time of transport arrival from supervisor	1	3	-	-
PC2. arrange necessary material handling equipment, tools, tackles, chains, and ropes for loading or unloading	2	4	-	-
PC3. wear the appropriate PPE required for operations	1	3	-	-
PC4. check the product to be put-away with respect to the order and report to supervisor, in case of discrepancies	2	4	-	-
PC5. use the appropriate tools, ropes/chains and secure the product/crate	1	3	-	-
PC6. operate MHE to move the items to storage area as required	2	4	-	-
PC7. put-away material to the specified location as per the instructions	1	3	-	-
PC8. report any breakages, spillages of package or consignment	2	4	-	-
PC9. move damaged goods to the quarantine area	1	3	-	-
PC10. park the MHE at the designated parking location	1	3	-	-
PC11. submit a daily report to the supervisor	1	3	-	-
Perform picking	**15**	**33**	**-**	**-**
PC12. obtain picking list and time of dispatch cut-off (transport arrival) from supervisor	1	3	-	-
PC13. arrange necessary material handling equipment, tools, tackles, chains, and ropes for material picking	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. wear the appropriate PPE required for operations	1	3	-	-
PC15. check the product to be picked with respect to the order and report to supervisor, in case of discrepancies	2	4	-	-
PC16. use the appropriate tools, ropes/chains and secure the product/crate	1	3	-	-
PC17. operate MHE to pick the items from the storage location as required	2	3	-	-
PC18. deliver the picked material to the specified location as per the instructions	1	3	-	-
PC19. report any breakages, spillages, short of picked material	2	4	-	-
PC20. move damaged goods to the quarantine area	1	3	-	-
PC21. park the MHE at the designated parking location	2	4	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0134
NOS Name	Traditional/Manual Put-away & Picking
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0135: GTP/AGV/Light/Voice assisted put-away & picking

Description

This unit is about performing GTP/AGV/Light/Voice assisted put-away & picking activities of goods at a warehouse

Scope

The scope covers the following :

- Perform GTP/AGV/Light/Voice assisted put-away, and
- Perform GTP/AGV/Light/Voice assisted picking activities

Elements and Performance Criteria

Perform put-away

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

PC1. obtain unloading schedule including docking bay and time of transport arrival from supervisor

PC2. arrange necessary material handling equipment, tools, tackles, chains, and ropes for loading or unloading

PC3. Login to system for GTP/AGV based put-away and follow screen instructions

PC4. wear the appropriate PPE required for operations

PC5. check the product to be put-away with respect to the order and report to supervisor, in case of discrepancies

PC6. use the appropriate tools, ropes/chains and secure the product/crate

PC7. operate GTP/AGV/MHE to move the items to storage area as required

PC8. put-away material to the specified location as per the instructions (it will be done in auto mode in case of GTP/AGV assisted put-away)

PC9. report any breakages, spillages of package or consignment

PC10. move damaged goods to the quarantine area

PC11. Log-out t system and park the MHE at the designated parking location

PC12. submit a daily report to the supervisor

Perform picking

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

PC13. Login to system and follow instructions provided

PC14. arrange necessary material handling equipment, tools, tackles, chains, and ropes for material picking

PC15. wear the appropriate PPE required for operations

PC16. check the product to be picked with respect to the order and report to supervisor, in case of discrepancies

PC17. use the appropriate tools, ropes/chains and secure the product/crate

PC18. operate MHE to pick the items from the storage location as required

PC19. deliver the picked material to the specified location as per the instructions

PC20. report any breakages, spillages, short of picked material

PC21. move damaged goods to the quarantine area

PC22. park the MHE at the designated parking location

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. company's reporting structure to support and expedite project activities

KU3. company's policy and work instructions on quality standards

KU4. importance of the individual's role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. Enterprise resource planning (ERP) system of the organization

KU10. use of computer and data handling devices

KU11. use of different MHE and their uses

KU12. operating MHEs

KU13. different geographical locations

KU14. information from the ERP system, instruction list

KU15. various escalations regarding resolving and catering to the customer query

KU16. overall process in operations

KU17. different types of goods being handled

KU18. handling requirements for dangerous and special goods, if any

KU19. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. read written instructions

GS2. read invoicing label and shipment labels

GS3. read product tags and labels

GS4. write damage reports and daily output reports

GS5. write daily reports

GS6. communicate with supervisors and co-workers

GS7. collect information from supervisors

GS8. identify the item as damaged or not

GS9. decide if a problem can be resolved quickly internally or needs to be escalated

GS10. identify activities or orders that need to be prioritized as per instructions

GS11. plan and estimate the time for each activity

GS12. maintain punctuality

GS13. should respond to the supervisor in a timely manner

GS14. prioritize and execute tasks based on instructions

GS15. be a team player and achieve joint goals

GS16. importance of customer timelines

GS17. urgency of customers as per the instructions

GS18. inform the supervisor regarding delays, issue in doing an activity, etc.

GS19. coordinate and ensure timeliness in receipt and delivery of completed items

GS20. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS21. check compliance of consignments for established norms for weights, package size, etc.

GS22. identify dangerous goods

GS23. suggest improvement in loading and stacking methods to increase efficiency and space utilization

GS24. focus on task at hand ad complete it without errors and delays

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform put-away	**16**	**37**	**-**	**-**
PC1. obtain unloading schedule including docking bay and time of transport arrival from supervisor	1	3	-	-
PC2. arrange necessary material handling equipment, tools, tackles, chains, and ropes for loading or unloading	2	4	-	-
PC3. Login to system for GTP/AGV based put-away and follow screen instructions	1	3	-	-
PC4. wear the appropriate PPE required for operations	1	3	-	-
PC5. check the product to be put-away with respect to the order and report to supervisor, in case of discrepancies	2	3	-	-
PC6. use the appropriate tools, ropes/chains and secure the product/crate	1	3	-	-
PC7. operate GTP/AGV/MHE to move the items to storage area as required	1	3	-	-
PC8. put-away material to the specified location as per the instructions (it will be done in auto mode in case of GTP/AGV assisted put-away)	2	3	-	-
PC9. report any breakages, spillages of package or consignment	1	3	-	-
PC10. move damaged goods to the quarantine area	1	3	-	-
PC11. Log-out t system and park the MHE at the designated parking location	2	3	-	-
PC12. submit a daily report to the supervisor	1	3	-	-
Perform picking	**14**	**33**	**-**	**-**
PC13. Login to system and follow instructions provided	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. arrange necessary material handling equipment, tools, tackles, chains, and ropes for material picking	2	4	-	-
PC15. wear the appropriate PPE required for operations	1	3	-	-
PC16. check the product to be picked with respect to the order and report to supervisor, in case of discrepancies	2	4	-	-
PC17. use the appropriate tools, ropes/chains and secure the product/crate	1	3	-	-
PC18. operate MHE to pick the items from the storage location as required	2	3	-	-
PC19. deliver the picked material to the specified location as per the instructions	1	3	-	-
PC20. report any breakages, spillages, short of picked material	2	4	-	-
PC21. move damaged goods to the quarantine area	1	3	-	-
PC22. park the MHE at the designated parking location	1	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0135
NOS Name	GTP/AGV/Light/Voice assisted put-away & picking
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0136: Order Verification and Loading (Dispatch) activities

Description

This unit is about performing Order Verification and Loading (Dispatch) activities of goods at a warehouse

Scope

The scope covers the following :

- Order verification, and
- Loading activities

Elements and Performance Criteria

Perform order verification

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

PC1. obtain tally sheet (completed picking list) from picking supervisor

PC2. check each picking unit for every order-line and match against tally sheet

PC3. note any discrepancy found on tally sheet against physical picked units

PC4. handover tally sheet to picking supervisor for corrective actions

PC5. recheck discrepancy order-lines on tally sheet and reconfirm

PC6. submit final tally sheet to dispatch supervisor

Perform loading

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

PC7. check order details to be loaded for dispatch

PC8. palliteze single order/destination/trip load and move to loading dock

PC9. load material into vehicle as per instruction sheet

PC10. close vehicle door and place seal on door of vehicle in presence of vehicle driver and dispatch supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. company's reporting structure to support and expedite project activities

KU3. company's policy and work instructions on quality standards

KU4. importance of the individual's role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8.   coding system followed to label items

KU9.   Enterprise resource planning (ERP) system of the organization

KU10. use of computer and data handling devices

KU11. use of different MHE and their uses

KU12. operating MHEs

KU13. different geographical locations

KU14. information from the ERP system, instruction list

KU15. various escalations regarding resolving and catering to the customer query

KU16. overall process in operations

KU17. different types of goods being handled

KU18. handling requirements for dangerous and special goods, if any

KU19. various types of PPEs and their usage

Generic Skills (GS)

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

GS1.   read written instructions

GS2.   read invoicing label and shipment labels

GS3.   read product tags and labels

GS4.   write damage reports and daily output reports

GS5.   write daily reports

GS6.   communicate with supervisors and co-workers

GS7.   collect information from supervisors

GS8.   identify the item as damaged or not

GS9.   decide if a problem can be resolved quickly internally or needs to be escalated

GS10. identify activities or orders that need to be prioritized as per instructions

GS11. plan and estimate the time for each activity

GS12. maintain punctuality

GS13. should respond to the supervisor in a timely manner

GS14. prioritize and execute tasks based on instructions

GS15. be a team player and achieve joint goals

GS16. importance of customer timelines

GS17. urgency of customers as per the instructions

GS18. inform the supervisor regarding delays, issue in doing an activity, etc.

GS19. coordinate and ensure timeliness in receipt and delivery of completed items

GS20. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS21. check compliance of consignments for established norms for weights, package size, etc.

GS22. identify dangerous goods

GS23. suggest improvement in loading and stacking methods to increase efficiency and space utilization

GS24. focus on task at hand ad complete it without errors and delays

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform order verification	**18**	**42**	-	-
PC1. obtain tally sheet (completed picking list) from picking supervisor	3	7	-	-
PC2. check each picking unit for every order-line and match against tally sheet	3	7	-	-
PC3. note any discrepancy found on tally sheet against physical picked units	3	7	-	-
PC4. handover tally sheet to picking supervisor for corrective actions	3	7	-	-
PC5. recheck discrepancy order-lines on tally sheet and reconfirm	3	7	-	-
PC6. submit final tally sheet to dispatch supervisor	3	7	-	-
Perform loading	**12**	**28**	-	-
PC7. check order details to be loaded for dispatch	3	7	-	-
PC8. palliteze single order/destination/trip load and move to loading dock	3	7	-	-
PC9. load material into vehicle as per instruction sheet	3	7	-	-
PC10. close vehicle door and place seal on door of vehicle in presence of vehicle driver and dispatch supervisor	3	7	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0136
NOS Name	Order Verification and Loading (Dispatch) activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0137: VAS (packaging, kitting, labeling, and binning)

Description

This unit is about performing picking, packing, labeling, kitting and binning operations at a warehouse

Scope

The scope covers the following :

- Perform packing
- Perform labeling
- Perform kitting
- Perform binning

Elements and Performance Criteria

Perform packing

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

PC1. obtain packing list and instructions from supervisor for picked items and arrange equipment, if required

PC2. locate the physical items in the packing area/arena and check for damage

PC3. take the assistance of other associate to segregate the items, if required

PC4. Pack items as per instructions

PC5. clean the area after activity and submit daily reports to the supervisor

Perform labeling

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

PC6. obtain labeling list and instructions from the supervisor

PC7. collect the Non-Production Material (NPM) such as labels, tags, barcodes, etc. from the stores

PC8. receive the items for labeling from the picker, packer or binner, check for damages and report on the same to supervisor

PC9. segregate the items, label them with bar codes and product tags and seal the packages

PC10. clean the area after operations and submit daily reports to the supervisor

Perform kitting

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

PC11. obtain kitting list from supervisor and details of shift schedule for kitting

PC12. use the appropriate PPE based on the product and environment

PC13. check items received for kitting for damages, bar code /product label errors and report the same to supervisor

PC14. segregate items to be kitted and check Bill of Material (BOM) for any missing components, and report the same to supervisor

PC15. receive replacement or missing components

PC16. collect required packing cases and sealing material from the packing and storage supervisor

PC17. kit the items as per BOM, Standard Operating Procedures (SOP) and place it in the packing case

PC18. seal the packing case and label it with tags and barcodes

PC19. handover kitted items to picker or loader for transport

PC20. clean the area after kitting operation and submit daily reports to supervisor reporting total kitting done, damages, delays and accidents

Perform binning

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

PC21. obtain binning instructions for the day from supervisors

PC22. arrange for various equipment and stationery required like bins, bar codes and product tags

PC23. receive the items for binning, check for damages and report the same to supervisor

PC24. segregate items that need to be stored in the warehouse and the ones that need to be shipped in different bins of different geographical regions

PC25. bin the items as per instructions, seal and attach label and bar code

PC26. handover binned items to the picker or loader for transport

PC27. clean the area after binning and submit daily reports to the supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. company's reporting structure to support and expedite project activities

KU3. company's policy and work instructions on quality standards

KU4. importance of the individual's role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. Enterprise resource planning (ERP) system of the organization

KU10. use of computer and data handling devices

KU11. use of different material handling equipment and their uses

KU12. different geographical locations

KU13. types of packing material such as bubble wrap, shrink wrap, corrugated boxes, thermocol beads, etc

KU14. packing techniques such as boxing, lashing, etc.

KU15. packaging machines and their usage

KU16. product type and corresponding packing process

KU17. country-wise product-wise packaging and labeling requirement

KU18. information from the ERP/ Management Information System (MIS) system, instruction list

KU19. various escalations regarding resolving and catering to the customer query

KU20. basics of overall process in operations

KU21. different types of goods being handled

KU22. handling requirements for dangerous and special goods, if any

KU23. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. read written instructions

GS2. read invoicing label and shipment labels

GS3. read product tags and labels

GS4. write damage reports and daily output reports

GS5. write daily reports

GS6. communicate with supervisors and co-workers

GS7. collect information from supervisors

GS8. identify the item as damaged or not

GS9. assess if a problem can be resolved quickly internally or needs to be escalated

GS10. identify activities or orders that need to be prioritized as per instructions

GS11. plan and estimate the time for each activity

GS12. maintain punctuality

GS13. respond to the supervisor in a timely manner

GS14. prioritize and execute tasks based on instructions

GS15. be a team player and achieve joint goals

GS16. importance of given timelines

GS17. understand urgency of priority requests as per the instructions

GS18. inform the supervisor regarding delays, issue in doing an activity, etc.

GS19. coordinate and ensure timeliness in receipt and delivery of completed items

GS20. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS21. analyse and identify the best way to pack an item

GS22. check compliance for established norms for weights, package size, of consignments, etc.

GS23. identify dangerous goods

GS24. focus on task at hand ad complete it without errors and delays

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform packing	**5**	**10**	**-**	**-**
PC1. obtain packing list and instructions from supervisor for picked items and arrange equipment, if required	1	2	-	-
PC2. locate the physical items in the packing area/arena and check for damage	1	2	-	-
PC3. take the assistance of other associate to segregate the items, if required	1	2	-	-
PC4. Pack items as per instructions	1	2	-	-
PC5. clean the area after activity and submit daily reports to the supervisor	1	2	-	-
Perform labeling	**6**	**10**	**-**	**-**
PC6. obtain labeling list and instructions from the supervisor	1	2	-	-
PC7. collect the Non-Production Material (NPM) such as labels, tags, barcodes, etc. from the stores	1	2	-	-
PC8. receive the items for labeling from the picker, packer or binner, check for damages and report on the same to supervisor	2	2	-	-
PC9. segregate the items, label them with bar codes and product tags and seal the packages	1	2	-	-
PC10. clean the area after operations and submit daily reports to the supervisor	1	2	-	-
Perform kitting	**11**	**30**	**-**	**-**
PC11. obtain kitting list from supervisor and details of shift schedule for kitting	1	4	-	-
PC12. use the appropriate PPE based on the product and environment	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. check items received for kitting for damages, bar code /product label errors and report the same to supervisor	1	2	-	-
PC14. segregate items to be kitted and check Bill of Material (BOM) for any missing components, and report the same to supervisor	1	4	-	-
PC15. receive replacement or missing components	1	2	-	-
PC16. collect required packing cases and sealing material from the packing and storage supervisor	1	4	-	-
PC17. kit the items as per BOM, Standard Operating Procedures (SOP) and place it in the packing case	2	4	-	-
PC18. seal the packing case and label it with tags and barcodes	1	2	-	-
PC19. handover kitted items to picker or loader for transport	1	2	-	-
PC20. clean the area after kitting operation and submit daily reports to supervisor reporting total kitting done, damages, delays and accidents	1	4	-	-
Perform binning	**8**	**20**	**-**	**-**
PC21. obtain binning instructions for the day from supervisors	1	2	-	-
PC22. arrange for various equipment and stationery required like bins, bar codes and product tags	1	4	-	-
PC23. receive the items for binning, check for damages and report the same to supervisor	1	2	-	-
PC24. segregate items that need to be stored in the warehouse and the ones that need to be shipped in different bins of different geographical regions	2	4	-	-
PC25. bin the items as per instructions, seal and attach label and bar code	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. handover binned items to the picker or loader for transport	1	4	-	-
PC27. clean the area after binning and submit daily reports to the supervisor	1	2	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0137
NOS Name	VAS (packaging, kitting, labeling, and binning)
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N9904: Maintain integrity and ethics in operation

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain integrity ensuring data security

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

PC1. refrain from indulging in corrupt practices.

PC2. avoid using company's funds, property or resources for undertaking personal activities

PC3. protect customer's information and ensure it is not misused

PC4. protect data and information related to business or commercial decisions

PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations

PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues

PC7. avoid nepotism

PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical

PC9. report promptly all violations of code of ethics

PC10. dress up and conduct in a professional manner

PC11. communicate with clients and stakeholders in a soft and polite manner

PC12. follow etiquettes in accordance to the place

PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor

PC14. perform activities considering the regulatory requirements

PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements

PC16. identify the different types of dangerous goods and handling methodologies

PC17. follow the SOP for handling of different types of dangerous goods

PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical

PC19. promptly report all regulatory violations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9904
NOS Name	Maintain integrity and ethics in operation
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Follow health, safety and security procedures

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

PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation

PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area

PC3. follow standard driving practice to ensure safety of life and material

PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety

PC5. undertake periodical preventive health check ups

PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods

PC7. follow security procedures like green gate in port, customs area, factory security, etc.

PC8. comply with data safety regulations of the organisation

PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway

Ensure compliance to health, safety and security

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

PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority

PC11. inspect the activity area and equipment for appropriate and safe condition

PC12. check if stacking is done at defined height and is not on the walk way

PC13. check if walk way is free from grease/ oil

PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places

PC15. participate in fire drills

PC16. check if standard material handling procedure are being followed

PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition

PC18. check if all the safety and security related tags, labels and signage are placed in the cargo

PC19. check if loading instrument is certified and operational

PC20. implement 5S at workplace

PC21. check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. health, safety and security policies and procedures

KU2. special instructions for hazardous cargo handling

KU3. defined standard operating procedures

KU4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations

KU5. escalation matrix for reporting identified problem

KU6. basics of Occupational Safety and Health Administration (OSHA)

KU7. 5S implementation and practice

KU8. necessary security procedures for airport, customs area, etc.

KU9. tools and equipment for material handling

KU10. standard material handling procedures while handling cargo

KU11. safety and security signage and their functions

KU12. different security tags, labels and signage

KU13. handling procedure for hazardous / fragile cargo

KU14. security procedures for dangerous / hazardous shipment

KU15. different PPE, their usage and purpose

KU16. safe driving techniques

Generic Skills (GS)

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

GS1. read SOP's and safety precautions for different ground operations and handling cargo

GS2. read different documents related to security and movement of cargo

GS3. fill forms related to health, safety and security procedures

GS4. communicate clearly with colleagues regarding safety procedures

GS5. share experience and guide peers

GS6. decide how to avoid any damage / accident to personal health / cargo handled, whenever required

GS7. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS8. plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader

GS9. prioritize and execute tasks within the schedule time limits

GS10. plan and drive based on traffic and road condition using radio links/navigation aids wherever available

GS11. ensure safe and secure movement of shipments, cargos etc.

GS12. identify any threats on personal health, safety, security, etc. and take appropriate actions

GS13. identify risks at the workplace and address them

GS14. analyse past mistakes and address them to avoid mishap in the future

GS15. check that right safety measures and procedures are in place

Assessment Criteria

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

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

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9905
NOS Name	Follow health, safety and security procedures.
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	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.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
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	**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**	**-**	**-**

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	03/05/2026
NSQC Clearance Date	03/05/2023

LSC/N0103: Handle perishable goods in warehouse

Description

This unit is about handling perishable (temperature/time sensitive) goods in a warehouse

Scope

The scope covers the following :

- handle perishable goods in warehouse

Elements and Performance Criteria

handle perishable goods in warehouse

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

PC1. identify and comply with various coding of perishables goods stored in warehouse

PC2. maintain ambient temperature as per product

PC3. follow handling precautions as per Standard Operating Procedures (SOP) for various perishable products

PC4. perform sorting and grading of perishable goods as per SOP and customer standards

PC5. identify goods to be moved either to the storage from the staging area / unloading area

PC6. identify the right equipment required for handling the goods

PC7. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to type of product

PC8. operate MHE or use MHE operator to pick the items

PC9. load finished pallets of product onto assigned trailers safely and accurately

PC10. identify contaminated goods and quarantine them as per SOP

PC11. clean and maintain warehouse aisles and product slots

PC12. remove product from slots with the use of a pallet jack, clean slot with cleaning supplies and scrubbers (electric or manual)

PC13. follow precautions as per SOP to prevent contamination of perishables

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards

KU4. importance of the individuals role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. the basic of Enterprise resource planning (ERP) system of the organization

KU10. using a computer and data handling devices

KU11. use of different material handling equipment and their uses

KU12. different geographical locations

KU13. information from the ERP system, instruction list

KU14. ideal time required for each cold chain activity

KU15. process flow of cold chain operation

KU16. types of goods in which the company deals

KU17. characteristics of the products being handled, for e.g.: texture, odour, stickiness etc.

KU18. identification of goods based on grading categories

KU19. measurement units and scales used in cold storage equipment

KU20. various escalations regarding resolving and catering to the customer query

KU21. basics of overall process in operations

KU22. different types of goods being handled

KU23. handling requirements for dangerous and special goods, if any

KU24. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. written instructions

GS2. invoicing label and shipment labels

GS3. product tags and labels

GS4. damage reports and daily output reports

GS5. daily reports

GS6. communicate with supervisors and co-workers

GS7. collect information from supervisors

GS8. idenitfy the item as damaged or not

GS9. assess if a problem can be resolved quickly internally or needs to be escalated

GS10. identify acitivities or orders that need to be prioritised as per instructions

GS11. plan and estimate the time for each activity

GS12. maintain puntuality

GS13. should respond to the supervisor in a timely manner

GS14. prioritize and execute tasks based on instructions

GS15. be a team player and achieve joint goals

GS16. importance of given timelines

GS17. urgency of priority requests as per the instructions

GS18. inform the supervisor regarding delays, issue in doing an activity, etc.

GS19. coordinate and ensure timeliness in receipt and delivery of completed items

GS20. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS21. analyse and identify the best way to pack an item

GS22. check compliance for established norms for weights, package size, of consignments, etc.

GS23. identify dangerous goods

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
handle perishable goods in warehouse	**30**	**70**	**-**	**-**
PC1. identify and comply with various coding of perishables goods stored in warehouse	3	6	-	-
PC2. maintain ambient temperature as per product	3	6	-	-
PC3. follow handling precautions as per Standard Operating Procedures (SOP) for various perishable products	3	6	-	-
PC4. perform sorting and grading of perishable goods as per SOP and customer standards	2	6	-	-
PC5. identify goods to be moved either to the storage from the staging area / unloading area	2	6	-	-
PC6. identify the right equipment required for handling the goods	3	5	-	-
PC7. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to type of product	2	5	-	-
PC8. operate MHE or use MHE operator to pick the items	2	5	-	-
PC9. load finished pallets of product onto assigned trailers safely and accurately	2	5	-	-
PC10. identify contaminated goods and quarantine them as per SOP	2	5	-	-
PC11. clean and maintain warehouse aisles and product slots	2	5	-	-
PC12. remove product from slots with the use of a pallet jack, clean slot with cleaning supplies and scrubbers (electric or manual)	2	5	-	-
PC13. follow precautions as per SOP to prevent contamination of perishables	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0103
NOS Name	Handle perishable goods in warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0104: Handle FMCG goods in Warehouse

Description

This unit is about into handling FMCG goods in Warehouse

Scope

The scope covers the following :

- Handle FMCG goods in Warehouse

Elements and Performance Criteria

Handle FMCG goods in a warehouse

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

PC1. identify and comply to coding requirements for storage of FMCG goods

PC2. review daily plan for goods to be moved in or out of warehouse/fulfilment centre/ mother hub/ distribution centre/ delivery centre

PC3. identify goods to be moved either to the storage from the staging area / unloading area

PC4. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to the kind of product to be handled

PC5. take the assistance of MHE operator to pick the items from the pallet or racks, if required

PC6. execute different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.

PC7. sort and place materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code

PC8. handle all activities related to packaging, labeling etc. of stock during shift.

PC9. report defected or broken products to the supervisor

PC10. ensure First-In, First-Out (FIFO)/ Last In, First Out (LIFO) inventory management as per company/product Standard Operating Procedures (SOP)

PC11. assist during inventory cycle counting as per SOP and report the status

PC12. clean and maintain warehouse aisles and product slots.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards

KU4. importance of the individuals role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. the basic of Enterprise resource planning (ERP) system of the organization

KU10. use of computer and data handling devices

KU11. use of different material handling equipment and their uses

KU12. different geographical locations

KU13. different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation

KU14. usage of different information processing devices like barcode scanners, Radio frequency identification (RFID) scanners, etc.

KU15. how to reading information from the Enterprise resource planning (ERP)/ Management Information System(MIS) system, instruction list

KU16. various escalations regarding resolving and catering to the customer query

KU17. overall process in operations

KU18. different types of goods being handled

KU19. Handling requirements for dangerous and special goods, if any

KU20. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. written instructions

GS2. invoicing label and shipment labels

GS3. product tags and label

GS4. damage reports and daily output reports

GS5. daily reports

GS6. communicate with supervisors and co-workers

GS7. collect information from supervisors

GS8. idenitfy the item as damaged or not

GS9. assess if a problem can be resolved quickly internally or needs to be escalated

GS10. identify acitivities or orders that need to be prioritised

GS11. plan and estimate the time for each activity.

GS12. maintain puntuality

GS13. should respond to the supervisor in a timely manner

GS14. prioritize and execute tasks based on instructions

GS15. be a team player and achieve joint goals

GS16. importance of customer timelines

GS17. urgency of customers as per the instructions

GS18. inform the supervisor regarding delays, issue in doing an activity, etc.

GS19. co-ordinate and ensure timeliness in receipt and delivery of completed items

GS20. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS21. check compliance for established norms for weights, package size, of consignments, etc.

GS22. identify dangerous goods

GS23. suggest improvement in loading and stacking methods to increase efficiency and space utilization

GS24. focus on task at hand ad complete it without errors and delays

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Handle FMCG goods in a warehouse	**30**	**70**	**-**	**-**
PC1. identify and comply to coding requirements for storage of FMCG goods	3	6	-	-
PC2. review daily plan for goods to be moved in or out of warehouse/fulfilment centre/ mother hub/ distribution centre/ delivery centre	3	6	-	-
PC3. identify goods to be moved either to the storage from the staging area / unloading area	3	6	-	-
PC4. make arrangement for equipment/tools such as pallets, reach stack, fork lift, PPE, etc. according to the kind of product to be handled	3	6	-	-
PC5. take the assistance of MHE operator to pick the items from the pallet or racks, if required	2	6	-	-
PC6. execute different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.	2	6	-	-
PC7. sort and place materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code	2	6	-	-
PC8. handle all activities related to packaging, labeling etc. of stock during shift.	2	6	-	-
PC9. report defected or broken products to the supervisor	2	6	-	-
PC10. ensure First-In, First-Out (FIFO)/ Last In, First Out (LIFO) inventory management as per company/product Standard Operating Procedures (SOP)	2	6	-	-
PC11. assist during inventory cycle counting as per SOP and report the status	3	5	-	-
PC12. clean and maintain warehouse aisles and product slots.	3	5	-	-

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0104
NOS Name	Handle FMCG goods in Warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0105: Handle automotive goods in warehouse

Description

This unit is about engaging into handling Automotive goods in Warehouse

Scope

The scope covers the following :

- Handle automotive goods in warehouse

Elements and Performance Criteria

Handle automotive goods in warehouse

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

PC1. perform packing/ de-packing and labelling of goods

PC2. load goods on fixtures/ crates/ pallets/ boxes

PC3. sort and place materials for items on racks, shelves, or in bins according to Kanban list

PC4. check for adherence to different certifications for automotive goods

PC5. identify goods to be moved either to the storage from the staging area / unloading area

PC6. identify the MHE used for operation based on information from the supervisor

PC7. make arrangement for equipment/tools such as conveyors, hand trucks and pallet jacks, pallets, reach stack, fork lift, PPE, etc. according to work requirement and the kind of product to be handled

PC8. take the assistance of MHE operator to pick the items from the pallet or racks, if required

PC9. load finished pallets of product onto assigned trailers safely and accurately

PC10. perform safe strapping and lashing of pallets/ crates/ boxes/ fixtures

PC11. assist during inventory cycle counting as per Standard Operating Procedures (SOP) and report the status

PC12. report defected or broken products to the supervisor

PC13. clean and maintain warehouse aisles

PC14. follow 5S, just in time (JIT), Kaizen, poka-yoke and other poka yoke process improvement guidelines as instructed by supervisor

PC15. submit a daily reports to the supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards

KU4.   importance of the individuals role in the workflow

KU5.   occupational health and safety standards and security procedures to be followed

KU6.   procedures for dealing with loss or damage to goods

KU7.   risk and impact of not following defined work, procedures for dealing with loss or damage to goods

KU8.   coding system followed to label items

KU9.   Enterprise resource planning (ERP) system of the organization

KU10. use of computer and data handling devices

KU11. use of different material handling equipment and their uses

KU12. different geographical locations

KU13. Reading information from the ERP/ Management Information System(MIS) system, instruction list

KU14. racking and storage systems in automobile warehousing

KU15. Kanban inventory management

KU16. basics of 5S, JIT, FMEA, kaizen, poka-yoke etc.

KU17. various escalations regarding resolving and catering to the customer query

KU18. various escalations regarding resolving and catering to the customer query

KU19. overall process in operations

KU20. different types of goods being handled

KU21. various types of PPEs and their usage

Generic Skills (GS)

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

GS1.   read and understand written instructions

GS2.   read product instructions as per the invoicing label and shipment labels

GS3.   read product tags and label

GS4.   read management directions

GS5.   write damage reports and daily output reports

GS6.   write end of the day reports

GS7.   communicate clearly in local language, hindi or English with supervisors and co-workers

GS8.   communicate and collect information from supervisors

GS9.   idenitfy the item as damaged or not

GS10. idenify if a problem can be resolved quickly internally or needs to be escalated

GS11. identify acitivities or orders that need to be prioritised as per instructions

GS12. plan and estimate the time for each activity.

GS13. maintain puntuality and avoid absenteeism

GS14. should respond to the supervisor in a timely manner

GS15. prioritize and execute tasks based on instructions

GS16. be a team player and achieve joint goals

GS17. importance of customer timelines

GS18. urgency of customers as per the instructions

GS19. inform the supervisor regarding delays, issue in doing an activity, etc.

GS20. co-ordinate and ensure timeliness in receipt and delivery of completed items

GS21. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS22. identify from the attached certification if the product meets the regulatory requirement

GS23. check the type of packaging, approximate weight and measurement with marking and labelling for different types of cargo to assess if it is in order with the widely accepted norms

GS24. identify dangerous goods and ensure that requisite precautions are taken

GS25. suggest improvement in loading and stacking methods to increase efficiency and space utilization

GS26. focus on task at hand ad complete it without errors and delays while maintaining high efficiency and effectiveness

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Handle automotive goods in warehouse	**30**	**70**	**-**	**-**
PC1. perform packing/ de-packing and labelling of goods	2	6	-	-
PC2. load goods on fixtures/ crates/ pallets/ boxes	2	6	-	-
PC3. sort and place materials for items on racks, shelves, or in bins according to Kanban list	2	6	-	-
PC4. check for adherence to different certifications for automotive goods	2	6	-	-
PC5. identify goods to be moved either to the storage from the staging area / unloading area	2	6	-	-
PC6. identify the MHE used for operation based on information from the supervisor	2	4	-	-
PC7. make arrangement for equipment/tools such as conveyors, hand trucks and pallet jacks, pallets, reach stack, fork lift, PPE, etc. according to work requirement and the kind of product to be handled	2	4	-	-
PC8. take the assistance of MHE operator to pick the items from the pallet or racks, if required	2	4	-	-
PC9. load finished pallets of product onto assigned trailers safely and accurately	2	4	-	-
PC10. perform safe strapping and lashing of pallets/ crates/ boxes/ fixtures	2	4	-	-
PC11. assist during inventory cycle counting as per Standard Operating Procedures (SOP) and report the status	2	4	-	-
PC12. report defected or broken products to the supervisor	2	4	-	-
PC13. clean and maintain warehouse aisles	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. follow 5S, just in time (JIT), Kaizen, poka-yoke and other poka yoke process improvement guidelines as instructed by supervisor	2	4	-	-
PC15. submit a daily reports to the supervisor	2	4	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0105
NOS Name	Handle automotive goods in warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0106: Handle dry bulk cargo in warehouse

Description

This unit is about engaging into handling bulk cargo in warehouse

Scope

The scope covers the following :

- Handle dry bulk cargo in warehouse

Elements and Performance Criteria

Handle bulk cargo in warehouse

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

PC1. identify goods to be moved either to the storage from the staging area / unloading area

PC2. check for various space requirement and weight requirement for storage of bulk cargo

PC3. make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting, etc., according to work requirement and the kind of product to be handled

PC4. operate conveyors for movement of bulk cargo and ensure for smooth and pilferage free movement

PC5. continuously check for the weight and volume metrics to ensure adequate storage in different locations

PC6. clean and maintain warehouse aisles and storage areas

PC7. check for presence of rodents, birds, insects and other pests which affect the cargo

PC8. undertake pest control activity at the warehouse

PC9. measure stored inventory and report to supervisor

PC10. take necessary precautions to be taken while handling different bulk cargo

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards

KU4. importance of the individuals role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. Enterprise resource planning (ERP) system of the organization

KU10. use of computer and associated equipment

KU11. conveyor system and storage tanks for bulk cargo

KU12. pest control measures for different types of rodents/cargo

KU13. different material handling equipment and their uses

KU14. reading information from the ERP/ Management Information System (MIS) system

KU15. read labels and understand instructions

KU16. various escalations regarding resolving and catering to the customer query

KU17. overall process in warehouse operations

KU18. different types of goods being handled

KU19. different precautions to be taken in case of handling bulk cargo

KU20. operate the MHE and usage of different types of equipments/ MHE for different types of goods

KU21. special characteristics and handling requirements of goods, if any

KU22. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. written instructions

GS2. Invoicing label and shipment labels

GS3. product tags and labels

GS4. write damage reports and daily output reports

GS5. write end of the day reports

GS6. communicate clearly in local language, hindi or English with supervisors and co-workers

GS7. communicate and collect information from supervisors

GS8. dentify pilferage or issues in conveyor systems and report to supervisor

GS9. identify if a problem can be resolved quickly internally or needs to be escalated

GS10. identify acitivities or orders that need to be prioritised as per instructions

GS11. plan and estimate the time for each activity.

GS12. maintain puntuality and avoid absenteeism

GS13. should respond to the supervisor in a timely manner

GS14. prioritize and execute tasks based on instructions

GS15. be a team player and achieve joint goals

GS16. importance of customer timelines

GS17. urgency of customers as per the instructions

GS18. inform the supervisor regarding issues in conveyor systems, equipment, etc.

GS19. co-ordinate and ensure timeliness in receipt and delivery of completed items

GS20. verify the authenticity of the product by conducting basic checks

GS21. focus on task at hand ad complete it without errors and delays

GS22. check for compliance regarding filling capacities of storage tanks

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Handle bulk cargo in warehouse	**30**	**70**	**-**	**-**
PC1. identify goods to be moved either to the storage from the staging area / unloading area	3	7	-	-
PC2. check for various space requirement and weight requirement for storage of bulk cargo	3	7	-	-
PC3. make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting, etc., according to work requirement and the kind of product to be handled	3	7	-	-
PC4. operate conveyors for movement of bulk cargo and ensure for smooth and pilferage free movement	3	7	-	-
PC5. continuously check for the weight and volume metrics to ensure adequate storage in different locations	3	7	-	-
PC6. clean and maintain warehouse aisles and storage areas	3	7	-	-
PC7. check for presence of rodents, birds, insects and other pests which affect the cargo	3	7	-	-
PC8. undertake pest control activity at the warehouse	3	7	-	-
PC9. measure stored inventory and report to supervisor	3	7	-	-
PC10. take necessary precautions to be taken while handling different bulk cargo	3	7	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0106
NOS Name	Handle dry bulk cargo in warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0138: Handle e-com operations in warehouse

Description

This unit is about engaging into e-commerce operations in warehouse

Scope

The scope covers the following :

- Handle e-commerce operations in warehouse

Elements and Performance Criteria

Handle e-com operations in Warehouse

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

PC1. identify goods to be moved either to the storage from the staging area / unloading area and vice-versa

PC2. understand various storage solutions and weight measurement, scanning devices, sorting mechanism, packing process and related activities

PC3. make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting,etc., according to storage and handling requirement and the kind of product to be handled

PC4. operate conveyors for movement of high throughput parcels and ensure for smooth and pilferage free movement

PC5. continuously check for the weight and volume metrics for each parcel and paste all required label to ensure accuracy

PC6. clean and maintain warehouse aisles and storage areas

PC7. check for presence of rodents, birds, insects and other pests which affect the item aesthetics

PC8. undertake pest control activity at the warehouse

PC9. measure stored inventory and report to supervisor

PC10. take necessary precautions while handling different types of sub-activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. company's reporting structure to support and expedite project activities

KU3. company's policy and work instructions on quality standards

KU4. importance of the individual's role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. Enterprise resource planning (ERP) system of the organization

KU10. use of computer and associated equipment

KU11. knowledge of conveyor system and storage solutions

KU12. pest control measures for different types of rodents/cargo

KU13. different material handling equipment and their uses

KU14. reading information from the ERP/ Management Information System (MIS) system

KU15. read labels and understand instructions

KU16. various escalations regarding resolving and catering to the customer query

KU17. overall process in warehouse operations

KU18. different types of goods being handled

KU19. different precautions to be taken in case of handling different sub-activities

KU20. operate the MHE and usage of different types of equipment's/ MHE for different types of goods

KU21. special characteristics and handling requirements of goods, if any

KU22. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. read written instructions

GS2. read invoicing label and shipment labels

GS3. read product tags and labels

GS4. write damage reports and daily output reports

GS5. write end of the day reports

GS6. communicate clearly in local language, Hindi or English with supervisors and co-workers

GS7. communicate and collect information from supervisors

GS8. identify pilferage or issues in conveyor systems and report to supervisor

GS9. identify if a problem can be resolved quickly internally or needs to be escalated

GS10. identify activities or orders that need to be prioritized as per instructions

GS11. plan and estimate the time for each activity.

GS12. maintain punctuality and avoid absenteeism

GS13. respond to the supervisor in a timely manner

GS14. prioritize and execute tasks based on instructions

GS15. be a team player and achieve joint goals

GS16. importance of customer timelines

GS17. urgency of customers as per the instructions

GS18. inform the supervisor regarding issues in conveyor systems, equipment, etc.

GS19. co-ordinate and ensure timeliness in receipt and delivery of completed items

GS20. verify the authenticity of the product by conducting basic checks

GS21. focus on task at hand ad complete it without errors and delays

GS22. check for compliance regarding filling capacities of storage tanks

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Handle e-com operations in Warehouse	**30**	**70**	-	-
PC1. identify goods to be moved either to the storage from the staging area / unloading area and vice-versa	3	7	-	-
PC2. understand various storage solutions and weight measurement, scanning devices, sorting mechanism, packing process and related activities	3	7	-	-
PC3. make arrangement for equipment/tools such as reach stack, fork lift, PPEs, conveyor belting,etc., according to storage and handling requirement and the kind of product to be handled	3	7	-	-
PC4. operate conveyors for movement of high throughput parcels and ensure for smooth and pilferage free movement	3	7	-	-
PC5. continuously check for the weight and volume metrics for each parcel and paste all required label to ensure accuracy	3	7	-	-
PC6. clean and maintain warehouse aisles and storage areas	3	7	-	-
PC7. check for presence of rodents, birds, insects and other pests which affect the item aesthetics	3	7	-	-
PC8. undertake pest control activity at the warehouse	3	7	-	-
PC9. measure stored inventory and report to supervisor	3	7	-	-
PC10. take necessary precautions while handling different types of sub-activities	3	7	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0138
NOS Name	Handle e-com operations in warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N9906: Verify GST invoices

Description

This unit is about checking applicability of GST and verifying invoice.

Scope

The scope covers the following :

- Check applicability of GST
- Verify invoice

Elements and Performance Criteria

Check applicability of GST

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

PC1. identify location of service recipient and place of supply of services

PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)

PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party

Verify invoice

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

PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient

PC5. obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code

PC6. receive unique identification number (UIN) for multilateral entity

PC7. check for relevant notification in case of exempt clients

PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN

PC9. check for vendor invoices for all mandatory particulars and applicable GST

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. reporting structure to support and expedite project acivities

KU2. company's policy and work instructions on quality standards

KU3. company's products and services

KU4. organisational guidelines for dealing with receipts and payments

KU5. company's policy on mode of receipts

KU6. company's policy on processes and methods of collection and payments

KU7. financial concepts such as calculation of interest and taxes

KU8. Concept and applicability of GST

KU9. bifurcation of taxes

KU10. reverse charge mechanism

KU11. exemptions under GST

KU12. refund process

KU13. use of MS office (Excel, Word)

KU14. CGST Act, 2017 (preferable not mandatory)

Generic Skills (GS)

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

GS1. read various accounting procedures and updates

GS2. read forms and policy directives

GS3. read vendor invoices

GS4. maintain record of invoices verified

GS5. coordinate with colleagues and seniors

GS6. decide on applicability of tax rates

GS7. plan and organise information for verifying invoice

GS8. ensure tax indicated is correct

GS9. inform about any errors or refunds to be sought and extra taxes to be paid

GS10. resolve tax related issues with accounts department and vendors

GS11. analyse invoices for tax calculation

GS12. check for error in invoice

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Check applicability of GST	**10**	**23**	-	-
PC1. identify location of service recipient and place of supply of services	4	7	-	-
PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)	3	8	-	-
PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party	3	8	-	-
Verify invoice	**20**	**47**	-	-
PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient	3	8	-	-
PC5. obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code	3	8	-	-
PC6. receive unique identification number (UIN) for multilateral entity	3	8	-	-
PC7. check for relevant notification in case of exempt clients	3	8	-	-
PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN	5	7	-	-
PC9. check for vendor invoices for all mandatory particulars and applicable GST	3	8	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9906
NOS Name	Verify GST invoices
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion

5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles

6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0133.Unloading and Quality Control	30	70	-	-	100	20
LSC/N0134.Traditional/Manual Put-away & Picking	30	70	-	-	100	10
LSC/N0135.GTP/AGV/Light/Voice assisted put-away & picking	30	70	-	-	100	10
LSC/N0136.Order Verification and Loading (Dispatch) activities	30	70	-	-	100	10
LSC/N0137.VAS (packaging, kitting, labeling, and binning)	30	70	-	-	100	10
LSC/N9904.Maintain integrity and ethics in operation	40	60	-	-	100	10
LSC/N9905.Follow health, safety and security procedures.	40	60	-	-	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**250**	**500**	**-**	**-**	**750**	**90**

Elective: 1 Perishable Goods

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0103.Handle perishable goods in warehouse	30	70	-	-	100	10

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	**30**	**70**	**-**	**-**	**100**	**10**

Elective: 2 Fast moving consumer goods

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0104.Handle FMCG goods in Warehouse	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Elective: 3 Automotive Goods

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0105.Handle automotive goods in warehouse	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Elective: 4 Dry Bulk Cargo

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0106.Handle dry bulk cargo in warehouse	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Elective: 5 Handle E-com operations in warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0138.Handle e-com operations in warehouse	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Optional: 1 GST application

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9906.Verify GST invoices	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

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.