



Warehouse Claims Coordinator

QP Code: LSC/Q2117

Version: 3.0

NSQF Level: 4

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam
Chennai - 600035 || email:ravikanth.yamarthy@lsc-india.com

Qualification Pack

Contents

LSC/Q2117: Warehouse Claims Coordinator	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
LSC/N2115: Prepare for claims processing	5
LSC/N2116: Inspect goods and validate claims	9
LSC/N2117: Reporting and documentation	15
LSC/N2125: Maintain Health and Safety and security measures for while processing claims in the warehouse	19
DGT/VSQ/N0102: Employability Skills (60 Hours)	23
Assessment Guidelines and Weightage	30
<i>Assessment Guidelines</i>	30
<i>Assessment Weightage</i>	31
Acronyms	32
Glossary	33

Qualification Pack

LSC/Q2117: Warehouse Claims Coordinator

Brief Job Description

Warehouse Claims Coordinators are also known as Warehouse Claims Processors. Individuals in this role are responsible for receiving claims, assessing the goods concerned to ensure the claim is genuine and estimating the reimbursable amount. They are also required to verify all the documents, send the claims to the insurance companies and provide detailed reports to the management.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2115: Prepare for claims processing](#)
2. [LSC/N2116: Inspect goods and validate claims](#)
3. [LSC/N2117: Reporting and documentation](#)
4. [LSC/N2125: Maintain Health and Safety and security measures for while processing claims in the warehouse](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Claims Management
Country	India
NSQF Level	4
Credits	15

Qualification Pack

Aligned to NCO/ISCO/ISIC Code	NCO-2004/3431.90
Minimum Educational Qualification & Experience	11th Class OR Diploma (Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma) OR 10th Class (plus 1-year NTC/ NAC) OR 8th Class (plus 2-year NTC + 1 Year NAC) OR 8th Class (plus 1-year NTC + 1-Year NAC plus CITS) OR 10th Class (and pursuing continuous schooling) OR 10th Class with 2 Years of experience relevant experience OR Certificate-NSQF (Warehouse Associate - level 3 with minimum education as 5th Grade pass) with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Training in inspecting and valuating damaged goods.
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	31/03/2025
NSQC Approval Date	31/03/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06873
NQR Version	1.0

Qualification Pack

LSC/N2115: Prepare for claims processing

Description

This unit is about preparing for processing claims

Scope

The scope covers the following :

- Understand the schedule and receive claim forms
- Gather required equipment to perform inspection

Elements and Performance Criteria

Understand the schedule and receive claim forms

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

- PC1.** understand the work schedule for the day from the manager.
- PC2.** obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager.
- PC3.** if there are any pending claims, understand how they are included in the schedule.
- PC4.** understand priorities (if any) among claims.

Gather required equipment and perform inspection

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

- PC5.** collect and wear all the necessary personal protective equipment (ppe) as required by the product or the environment.
- PC6.** get the camera, any testing equipment required such as vernier calipers, screw gauge, densimeter, etc.
- PC7.** inspect the camera and testing equipment to ensure that they are in good working condition
- PC8.** perform a trial run and make any configuration adjustments to ensure that the testing equipment are ready.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** nature and characteristics of goods in the warehouse
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
- KU7.** knowledge of how to process claims and how to deal with false claims.
- KU8.** knowledge of insurance companies the organization works with and their processes

Qualification Pack

- KU9.** knowledge of specifications desired for each product.
- KU10.** knowledge of testing equipment to be used to test the quarantined goods.
- KU11.** knowledge of how to used the testing equipment and how to take readings.
- KU12.** knowledge of how to decide on whether the claim is genuine or not based on the readings taken.
- KU13.** ability to carry out visual inspection and determine if further testing is required.
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU15.** knowledge of possible difficulties in claims processing

Generic Skills (GS)

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

- GS1.** note down the readings from the testing equipment.
- GS2.** fill out inspection checklists and maintain records of claims investigated.
- GS3.** prepare detailed reports for management
- GS4.** read claim forms and understand the claim.
- GS5.** read manuals and understand the characteristics of different products
- GS6.** read safety manuals and safety signs on the warehouse floor
- GS7.** communicate clearly with managers and peers
- GS8.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS9.** provide advice and guidance to peers and juniors
- GS10.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS11.** ability to make a judgment as to whether the claim is genuine or not.
- GS12.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS13.** prioritize and execute tasks within the scheduled time limits
- GS14.** maintain schedules and punctuality. avoid absenteeism.
- GS15.** be a team player and achieve joint goals
- GS16.** flexibility to re-assess schedule in case of delays/additional orders
- GS17.** understand the customer requirements and ensure that they are met.
- GS18.** identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
- GS19.** handle day to day problems like delays, staffing shortage. etc.
- GS20.** suggest methods to streamline claims processing.
- GS21.** ability to assess the reimbursable amount for each claim.
- GS22.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Understand the schedule and receive claim forms</i>	10	41	-	-
PC1. understand the work schedule for the day from the manager.	3	10	-	-
PC2. obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager.	3	12	-	-
PC3. if there are any pending claims, understand how they are included in the schedule.	3	10	-	-
PC4. understand priorities (if any) among claims.	1	9	-	-
<i>Gather required equipment and perform inspection</i>	15	34	-	-
PC5. collect and wear all the necessary personal protective equipment (ppe) as required by the product or the environment.	3	10	-	-
PC6. get the camera, any testing equipment required such as vernier calipers, screw gauge, densimeter, etc.	4	6	-	-
PC7. inspect the camera and testing equipment to ensure that they are in good working condition	4	9	-	-
PC8. perform a trial run and make any configuration adjustments to ensure that the testing equipment are ready.	4	9	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2115
NOS Name	Prepare for claims processing
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Claims
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

LSC/N2116: Inspect goods and validate claims

Description

This OS unit is about inspecting goods and validating the claims.

Scope

The scope covers the following :

- Inspect the quarantined goods
- Conduct interviews, get expert opinions and segregate false claims
- Clean up after inspection

Elements and Performance Criteria

Inspect the quarantined goods

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

- PC1.** check the reason in the claim form and perform a visual inspection of the quarantined goods
- PC2.** perform visual inspection. use the testing equipment to verify the accuracy of the claim or refer it to the quality assurance team if required.
- PC3.** note down the results of the tests and fill out inspection checklists.
- PC4.** form a hypothesis on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount
- PC5.** take photographs to use as evidence.

Conduct interviews, get expert opinions and segregate false claims

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

- PC6.** interview the claimants, witnesses (if any), clients, suppliers or insurance companies to understand the genuineness and the reason for the claim
- PC7.** discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis
- PC8.** check whether the claims were filed within the allowable period and are not outdated.
- PC9.** separate genuine claims from false claims. if claims are false or outdated, escalate them to the manager.
- PC10.** refer to earlier cases and previous claims that are similar for reference.
- PC11.** update client/claimant on status of claim through the process.

Clean up after inspection

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

- PC12.** return any PPE used and the testing equipment used to the respective storage rack.
- PC13.** have the housekeeping staff dispose quarantined goods and clean up any spillage or breakages that occurred while testing.
- PC14.** perform an inspection of the quarantine area to ensure that it is clean and safe.

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods+ad5:af14
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** nature and characteristics of goods in the warehouse
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
- KU7.** knowledge of how to process claims and how to deal with false claims.
- KU8.** knowledge of insurance companies the organization works with and their processes
- KU9.** knowledge of specifications desired for each product
- KU10.** knowledge of testing equipment to be used to test the quarantined goods
- KU11.** knowledge of how to used the testing equipment and how to take readings.
- KU12.** knowledge of how to decide on whether the claim is genuine or not based on the readings taken.
- KU13.** ability to carry out visual inspection and determine if further testing is required.
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU15.** knowledge of possible difficulties in claims processing

Generic Skills (GS)

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

- GS1.** note down the readings from the testing equipment.
- GS2.** fill out inspection checklists and maintain records of claims investigated.
- GS3.** prepare detailed reports for management
- GS4.** read claim forms and understand the claim.
- GS5.** read manuals and understand the characteristics of different products.
- GS6.** read safety manuals and safety signs on the warehouse floor
- GS7.** communicate clearly with managers and peers
- GS8.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS9.** provide advice and guidance to peers and juniors
- GS10.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS11.** ability to make a judgment as to whether the claim is genuine or not.
- GS12.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS13.** prioritize and execute tasks within the scheduled time limits
- GS14.** maintain schedules and punctuality. avoid absenteeism
- GS15.** be a team player and achieve joint goals
- GS16.** flexibility to re-assess schedule in case of delays/additional orders
- GS17.** understand the customer requirements and ensure that they are met.

Qualification Pack

- GS18.** identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
- GS19.** handle day to day problems like delays, staffing shortage, etc.
- GS20.** suggest methods to streamline claims processing
- GS21.** ability to assess the reimbursable amount for each claim
- GS22.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect the quarantined goods</i>	14	27	-	-
PC1. check the reason in the claim form and perform a visual inspection of the quarantined goods	2	7	-	-
PC2. perform visual inspection. use the testing equipment to verify the accuracy of the claim or refer it to the quality assurance team if required.	4	6	-	-
PC3. note down the results of the tests and fill out inspection checklists.	4	5	-	-
PC4. form a hypothesis on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount	3	5	-	-
PC5. take photographs to use as evidence.	1	4	-	-
<i>Conduct interviews, get expert opinions and segregate false claims</i>	14	28	-	-
PC6. interview the claimants, witnesses (if any), clients, suppliers or insurance companies to understand the genuineness and the reason for the claim	1	4	-	-
PC7. discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis	3	5	-	-
PC8. check whether the claims were filed within the allowable period and are not outdated.	1	4	-	-
PC9. separate genuine claims from false claims. if claims are false or outdated, escalate them to the manager.	3	5	-	-
PC10. refer to earlier cases and previous claims that are similar for reference.	3	5	-	-
PC11. update client/claimant on status of claim through the process.	3	5	-	-
<i>Clean up after inspection</i>	2	15	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. return any PPE used and the testing equipment used to the respective storage rack.	-	5	-	-
PC13. have the housekeeping staff dispose quarantined goods and clean up any spillage or breakages that occurred while testing.	1	5	-	-
PC14. perform an inspection of the quarantine area to ensure that it is clean and safe.	1	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2116
NOS Name	Inspect goods and validate claims
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Claims
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQF Clearance Date	31/03/2022

Qualification Pack

LSC/N2117: Reporting and documentation

Description

This unit is about performing documentation and reporting.

Scope

The scope covers the following :

- Fill out forms and forward to insurance companies
- Report to management

Elements and Performance Criteria

Fill out forms and forward to insurance companies

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

- PC1.** verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine.
- PC2.** ensure that the claim amounts are within the maximum legally permitted range.
- PC3.** inform the claimant whether the claim would be processed or not, explain the maximum permissible claim amounts and resolve any other issues
- PC4.** process the claim forms and forward them to the concerned insurance companies along with evidence and recommendations.

Resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required

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

- PC5.** prepare detailed reports about the results of the inspection, claim amounts, etc.
- PC6.** prepare a report with reasons why certain claims were considered false.
- PC7.** explain any difficulties or delays due to formalities, interaction with claimants, government or other agencies and have them resolved.
- PC8.** provide a list of claims that are still being processed and the reasons for the delay in processing.
- PC9.** resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** nature and characteristics of goods in the warehouse
- KU5.** knowledge of all relevant safety and security procedures

Qualification Pack

- KU6.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
- KU7.** knowledge of how to process claims and how to deal with false claims
- KU8.** knowledge of insurance companies the organization works with and their processes
- KU9.** knowledge of specifications desired for each product.
- KU10.** knowledge of testing equipment to be used to test the quarantined goods.
- KU11.** knowledge of how to used the testing equipment and how to take readings.
- KU12.** knowledge of how to decide on whether the claim is genuine or not based on the readings taken
- KU13.** ability to carry out visual inspection and determine if further testing is required.
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU15.** knowledge of possible difficulties in claims processing.

Generic Skills (GS)

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

- GS1.** note down the readings from the testing equipment.
- GS2.** fill out inspection checklists and maintain records of claims investigated.
- GS3.** prepare detailed reports for management.
- GS4.** read claim forms and understand the claim.
- GS5.** read manuals and understand the characteristics of different products
- GS6.** read safety manuals and safety signs on the warehouse floor
- GS7.** communicate clearly with managers and peers
- GS8.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS9.** provide advice and guidance to peers and juniors
- GS10.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS11.** ability to make a judgment as to whether the claim is genuine or not.
- GS12.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS13.** prioritize and execute tasks within the scheduled time limits
- GS14.** maintain schedules and punctuality. avoid absenteeism
- GS15.** be a team player and achieve joint goals
- GS16.** flexibility to re-assess schedule in case of delays/additional orders
- GS17.** understand the customer requirements and ensure that they are met.
- GS18.** identify trends/common causes for errors and suggest possible solutions to the warehouse supervisor
- GS19.** handle day to day problems like delays, staffing shortage, etc.
- GS20.** suggest methods to streamline claims processing.
- GS21.** ability to assess the reimbursable amount for each claim.
- GS22.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Fill out forms and forward to insurance companies</i>	13	31	-	-
PC1. verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine.	4	6	-	-
PC2. ensure that the claim amounts are within the maximum legally permitted range.	3	7	-	-
PC3. inform the claimant whether the claim would be processed or not, explain the maximum permissible claim amounts and resolve any other issues	3	8	-	-
PC4. process the claim forms and forward them to the concerned insurance companies along with evidence and recommendations.	3	10	-	-
<i>Resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required</i>	17	39	-	-
PC5. prepare detailed reports about the results of the inspection, claim amounts, etc.	3	8	-	-
PC6. prepare a report with reasons why certain claims were considered false.	3	8	-	-
PC7. explain any difficulties or delays due to formalities, interaction with claimants, government or other agencies and have them resolved.	3	8	-	-
PC8. provide a list of claims that are still being processed and the reasons for the delay in processing.	4	8	-	-
PC9. resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required	4	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2117
NOS Name	Reporting and documentation
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Claims
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

LSC/N2125: Maintain Health and Safety and security measures for while processing claims in the warehouse

Description

This unit is about maintaining Health, Safety and Security measures for processing claims in the warehouse

Scope

The scope covers the following :

- Maintain Health, Safety and Security measures during all activities

Elements and Performance Criteria

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

- PC1.** comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.
- PC2.** wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments
- PC3.** follow organization procedures with respect to documentation
- PC4.** recognize and report unsafe conditions and practices.
- PC5.** in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action
- PC6.** identify reasons for occurrence of incident
- PC7.** capture reasons and response/action taken into incident report/note to manager
- PC8.** report any deviations from standard protocol along with reasons (if any)
- PC9.** visually inspect the activity area and equipment for appropriate and safe condition.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** knowledge of computer systems used for documentation in the organization.
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
- KU7.** knowledge of how to prepare the required documents and the number of copies needed.
- KU8.** knowledge of transport companies the organization works with and their processes
- KU9.** knowledge of processes involved in inbound and outbound transport.
- KU10.** knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents

Qualification Pack

- KU11.** knowledge of each form required for inbound/outbound transport.
- KU12.** knowledge of details to be filled into each form.
- KU13.** knowledge to use the computer for electronic documentation
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU15.** knowledge of possible difficulties in documentation

Generic Skills (GS)

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

- GS1.** note down details regarding documentation for each inbound and outbound consignment.
- GS2.** fill out forms, inspection checklists for inbound and outbound consignments.
- GS3.** prepare detailed reports for management.
- GS4.** read and follow instructions in the checklists
- GS5.** read and understand details required in the forms.
- GS6.** communicate clearly with managers and peers
- GS7.** regularly communicate with all employees to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** prioritize and execute tasks within the scheduled time limits
- GS12.** maintain schedules and punctuality. avoid absenteeism
- GS13.** be a team player and achieve joint goals
- GS14.** flexibility to re-assess schedule in case of delays/additional orders
- GS15.** understand the customer requirements and ensure that they are met.
- GS16.** identify trends/common causes for errors and suggest possible solutions to the transport manager
- GS17.** help resolve any documentation issues faced by the truck drivers en route
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline the documentation process.
- GS20.** ability to check that all the forms required in the checklist have been filled out and are ready.
- GS21.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	30	70	-	-
PC1. comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	3	7	-	-
PC2. wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments	3	7	-	-
PC3. follow organization procedures with respect to documentation	3	7	-	-
PC4. recognize and report unsafe conditions and practices.	3	7	-	-
PC5. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	3	7	-	-
PC6. identify reasons for occurrence of incident	3	7	-	-
PC7. capture reasons and response/action taken into incident report/note to manager	3	7	-	-
PC8. report any deviations from standard protocol along with reasons (if any)	3	7	-	-
PC9. visually inspect the activity area and equipment for appropriate and safe condition.	6	14	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2125
NOS Name	Maintain Health and Safety and security measures for while processing claims in the warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Claims
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

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



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

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

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/09/2025
NSQC Clearance Date	29/09/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2115.Prepare for claims processing	25	75	-	-	100	20
LSC/N2116.Inspect goods and validate claims	30	70	-	-	100	20
LSC/N2117.Reporting and documentation	30	70	-	-	100	20
LSC/N2125.Maintain Health and Safety and security measures for while processing claims in the warehouse	30	70	-	-	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	135	315	-	-	450	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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