

Qualification Pack



Warehouse Quality Checker

QP Code: LSC/Q2313

Version: 3.0

NSQF Level: 3

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LSC/Q2313: Warehouse Quality Checker

Brief Job Description

Warehouse Quality Checkers are also known as Warehouse Quality Assessors or Quality Inspectors. Individuals in this role are responsible for inspecting the quality and checking conformance to specifications of inbound as well as outbound goods, segregating goods that do not meet requirements and documenting the results.

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/N2327: Prepare for testing](#)
2. [LSC/N2328: Carry out Quality Testing](#)
3. [LSC/N2329: Perform Post -Quality Assessment Activities](#)
4. [LSC/N2332: Maintain Health and Safety and security measures in inspecting quality of the consignments](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

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

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Aligned to NCO/ISCO/ISIC Code	NCO-2004/3152.90
Minimum Educational Qualification & Experience	9th Class OR 8th Class (with one year of (NTC/ NAC) after 8th) OR 8th Class (and pursuing continuous schooling in regular school with vocational subject) OR 8th Class with 1 Year of experience relevant experience OR 5th Class with 4 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
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/06876
NQR Version	1.0

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LSC/N2327: Prepare for testing

Description

This unit is about preparing for testing

Scope

The scope covers the following :

- Obtain necessary information from the supervisor
- Get the testing equipment ready

Elements and Performance Criteria

Obtain necessary information from the supervisor

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

- PC1.** understand the work schedule, daily targets and priorities (if any) from the supervisor
- PC2.** obtain the inspection checklist, list of inbound and outbound items to be checked from the supervisor
- PC3.** obtain information on the customer requirements, product specifications (such as weight, size, functional aspects, etc.) and tolerances which need to be checked for conformity.
- PC4.** find out what inspection method (such as random sampling, stratified sampling, 100% inspection, etc.) is to be used from the sget the shift schedule and the total number of packages required by the end of the day from supervisor.

Get the testing equipment ready

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

- PC5.** determine the testing equipment to be used for each product from the inspection checklist.
- PC6.** collect any portable testing equipment required from the storage area.
- PC7.** visually inspect the testing equipment to see if it is fit for use.
- PC8.** adjust any settings if required on the testing equipment.
- PC9.** visually inspect the testing equipment to see if it is fit for use.
- PC10.** conduct a trial to ensure that the testing equipment is ready to carry out inspection.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of documentation in organization e.g. inspection checklist, damaged goods form, quarantined goods forms, etc.
- KU2.** risk and impact of not following defined procedures/work instructions
- KU3.** records to be maintained and implications of non-maintenance of the same
- KU4.** knowledge of security procedures

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- KU5.** rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)
- KU6.** knowledge of suppliers and customers along with their respective products
- KU7.** organizational procedure for dealing with goods that failed the test
- KU8.** escalation matrix for reporting identified problems
- KU9.** implications of improper quality inspection to the company
- KU10.** knowledge of the desired specifications and tolerances for different goods.
- KU11.** knowledge of different types of tests to be carried out on different products.
- KU12.** technical knowhow to operate the testing equipment.
- KU13.** deciding whether the goods have passed the test or not
- KU14.** response to emergencies e.g. fire
- KU15.** safety regulations while working on the warehouse shop floor

Generic Skills (GS)

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

- GS1.** note down the results of quality testing and prepare detailed reports
- GS2.** fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation.
- GS3.** read and understand specifications and tolerances.
- GS4.** read and understand instructions on how to carry out quality testing for different products
- GS5.** read safety manuals and safety signs on the warehouse floor read labels and understand the codes as per company procedures
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** ability to make a judgment as to whether the product meets the requirement or not.
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals.
- GS13.** flexibility to re-assess schedule in case of delays/additional orders
- GS14.** understand the customer timelines and ensure that they are met.
- GS15.** identify trends/common causes for errors and suggest possible solutions to the manager.
- GS16.** notice common accidents and suggest safety measures to prevent the same
- GS17.** suggest methods to streamline the quality inspection techniques
- GS18.** ability to keep track of the progress of each truck in real time
- GS19.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain necessary information from the supervisor</i>	13	32	-	-
PC1. understand the work schedule, daily targets and priorities (if any) from the supervisor	2	8	-	-
PC2. obtain the inspection checklist, list of inbound and outbound items to be checked from the supervisor	2	8	-	-
PC3. obtain information on the customer requirements, product specifications (such as weight, size, functional aspects, etc.) and tolerances which need to be checked for conformity.	2	8	-	-
PC4. find out what inspection method (such as random sampling, stratified sampling, 100% inspection, etc.) is to be used from the sget the shift schedule and the total number of packages required by the end of the day from supervisor.	7	8	-	-
<i>Get the testing equipment ready</i>	12	43	-	-
PC5. determine the testing equipment to be used for each product from the inspection checklist.	4	11	-	-
PC6. collect any portable testing equipment required from the storage area.	1	5	-	-
PC7. visually inspect the testing equipment to see if it is fit for use.	2	6	-	-
PC8. adjust any settings if required on the testing equipment.	2	8	-	-
PC9. visually inspect the testing equipment to see if it is fit for use.	1	5	-	-
PC10. conduct a trial to ensure that the testing equipment is ready to carry out inspection.	2	8	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2327
NOS Name	Prepare for testing
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Quality Assurance
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQF Clearance Date	31/03/2022

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LSC/N2328: Carry out Quality Testing

Description

This unit is about carrying out quality testing

Scope

The scope covers the following :

- Testing inbound goods
- Testing outbound goods

Elements and Performance Criteria

Testing inbound goods

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

- PC1.** determine the number of goods to be tested based on the inspection method and the inbound lot size.
- PC2.** select the goods to be tested from the inbound goods in the staging area.
- PC3.** select the latest version of reference manual before the inspection process is initiated
- PC4.** prepare for testing by fixing the sample goods onto the testing equipment or fitting the testing equipment into the sample volume (in case of liquids).
- PC5.** use the equipment to carry out the test as per the inspection checklist and carry out checks on expiry date of inbound goods
- PC6.** compare test results with the desired product specifications and tolerances to determine if there are deviations.
- PC7.** identify damages, defects (if any) and determine if the inspection sample size needs to be increased.
- PC8.** in case of damages, follow organizational guidelines including insurance procedure/LR etc.
- PC9.** complete testing of all the samples
- PC10.** keep aside goods that failed to meet the product specifications and tolerances.
- PC11.** inform supervisor of damaged goods that need to be taken care of or moved
- PC12.** inform the supervisor about the number of goods to be replaced by the supplier.
- PC13.** have the other goods put away for storage in the warehouse
- PC14.** note down details of the condition of the goods

Testing outbound goods

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

- PC15.** determine the number of goods to be tested based on the inspection method and the outbound lot size.
- PC16.** select the goods to be tested from the outbound goods in the staging area
- PC17.** select the latest version of reference manual before the inspection process is initiated
- PC18.** prepare for testing by fixing the sample goods onto the testing equipment or fitting the testing equipment into the sample volume (in case of liquids).

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- PC19.** use the equipment to carry out the test as per the inspection checklist.
- PC20.** compare test results with customer specifications to determine if there are deviations.
- PC21.** identify damages, defects (if any) and determine if the inspection sample size needs to be increased.
- PC22.** complete testing of all the samples
- PC23.** keep aside goods that failed to meet the customer specifications.
- PC24.** inform the supervisor about the number of replacement goods that are required from the warehouse to complete the customer order.
- PC25.** have the other goods moved, packed and loaded onto trucks for shipping to customers.
- PC26.** inform supervisor of damaged goods that need to be taken care of or moved
- PC27.** note down details of the condition of the goods

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of documentation in organization
- KU2.** e.g. inspection checklist, damaged goods form, quarantined goods forms, etc.
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** records to be maintained and implications of non-maintenance of the same
- KU5.** knowledge of security procedures
- KU6.** rules and regulations on the warehouse floor as per company's standard operating procedure (sop)
- KU7.** knowledge of suppliers and customers along with their respective products.
- KU8.** organizational procedure for dealing with goods that failed the test.
- KU9.** escalation matrix for reporting identified problems
- KU10.** implications of improper quality inspection to the company
- KU11.** knowledge of the desired specifications and tolerances for different goods.
- KU12.** knowledge of different types of tests to be carried out on different products.
- KU13.** technical knowhow to operate the testing equipment.
- KU14.** deciding whether the goods have passed the test or not
- KU15.** response to emergencies e.g. fire
- KU16.** safety regulations while working on the warehouse shop floor.

Generic Skills (GS)

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

- GS1.** note down the results of quality testing and prepare detailed reports.
- GS2.** fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation.
- GS3.** read and understand specifications and tolerances

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- GS4.** read and understand instructions on how to carry out quality testing for different products.
- GS5.** read safety manuals and safety signs on the warehouse floor read labels and understand the codes as per company procedures
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** ability to make a judgment as to whether the product meets the requirement or not.
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals.
- GS13.** flexibility to re-assess schedule in case of delays/additional orders
- GS14.** understand the customer timelines and ensure that they are met.
- GS15.** identify trends/common causes for errors and suggest possible solutions to the manager.
- GS16.** notice common accidents and suggest safety measures to prevent the same
- GS17.** suggest methods to streamline the quality inspection techniques
- GS18.** ability to keep track of the progress of each truck in real time.
- GS19.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Testing inbound goods</i>	11	45	-	-
PC1. determine the number of goods to be tested based on the inspection method and the inbound lot size.	1	4	-	-
PC2. select the goods to be tested from the inbound goods in the staging area.	1	2	-	-
PC3. select the latest version of reference manual before the inspection process is initiated	-	2	-	-
PC4. prepare for testing by fixing the sample goods onto the testing equipment or fitting the testing equipment into the sample volume (in case of liquids).	1	4	-	-
PC5. use the equipment to carry out the test as per the inspection checklist and carry out checks on expiry date of inbound goods	1	4	-	-
PC6. compare test results with the desired product specifications and tolerances to determine if there are deviations.	1	4	-	-
PC7. identify damages, defects (if any) and determine if the inspection sample size needs to be increased.	-	3	-	-
PC8. in case of damages, follow organizational guidelines including insurance procedure/LR etc.	2	2	-	-
PC9. complete testing of all the samples	1	4	-	-
PC10. keep aside goods that failed to meet the product specifications and tolerances.	1	4	-	-
PC11. inform supervisor of damaged goods that need to be taken care of or moved	-	2	-	-
PC12. inform the supervisor about the number of goods to be replaced by the supplier.	1	4	-	-
PC13. have the other goods put away for storage in the warehouse	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. note down details of the condition of the goods	-	2	-	-
<i>Testing outbound goods</i>	9	35	-	-
PC15. determine the number of goods to be tested based on the inspection method and the outbound lot size.	1	4	-	-
PC16. select the goods to be tested from the outbound goods in the staging area	1	2	-	-
PC17. select the latest version of reference manual before the inspection process is initiated	-	2	-	-
PC18. prepare for testing by fixing the sample goods onto the testing equipment or fitting the testing equipment into the sample volume (in case of liquids).	1	4	-	-
PC19. use the equipment to carry out the test as per the inspection checklist.	1	4	-	-
PC20. compare test results with customer specifications to determine if there are deviations.	1	4	-	-
PC21. identify damages, defects (if any) and determine if the inspection sample size needs to be increased.	-	3	-	-
PC22. complete testing of all the samples	1	2	-	-
PC23. keep aside goods that failed to meet the customer specifications.	1	2	-	-
PC24. inform the supervisor about the number of replacement goods that are required from the warehouse to complete the customer order.	1	2	-	-
PC25. have the other goods moved, packed and loaded onto trucks for shipping to customers.	1	2	-	-
PC26. inform supervisor of damaged goods that need to be taken care of or moved	-	2	-	-
PC27. note down details of the condition of the goods	-	2	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2328
NOS Name	Carry out Quality Testing
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Quality Assurance
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQF Clearance Date	31/03/2022

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LSC/N2329: Perform Post -Quality Assessment Activities

Description

This unit is about performing post-quality assessment activities

Scope

The scope covers the following :

- Maintain clean and safe working environment
- Carry out Documentation and Report to management

Elements and Performance Criteria

Maintain clean and safe working environment

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

- PC1.** have the housekeeping staff move the goods that failed to meet requirements to the quarantine area for rework or for disposal.
- PC2.** clean the testing equipment as well as any spillage or breakages that occurred while testing.
- PC3.** return any portable testing equipment to the storage area
- PC4.** carry out a basic visual inspection of the work area to ensure that it is clean and safe.

Documentation and reporting to management

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

- PC5.** record details (like type of goods, lot number, lot size, inspection method, number of goods checked, etc.) along with the events of the inspection workday.
- PC6.** fill out required forms such as inspection checklist, damaged goods forms, quarantined goods, etc. in accordance with company procedures.
- PC7.** prepare a detailed report on the results of the testing that was carried out, highlighting any issues and suggesting possible solutions
- PC8.** report any delays, unavailability of goods or any other abnormal conditions to supervisor.
- PC9.** inform the supervisor regarding the number of goods to be replaced by the supplier and the number of goods to be replaced from

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of documentation in organization e.g. inspection checklist, damaged goods form, quarantined goods forms, etc.
- KU2.** risk and impact of not following defined procedures/work instructions
- KU3.** records to be maintained and implications of non-maintenance of the same
- KU4.** knowledge of security procedures
- KU5.** rules and regulations on the warehouse floor as per company's standard operating procedure (SOP)

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- KU6.** knowledge of suppliers and customers along with their respective products.
- KU7.** organizational procedure for dealing with goods that failed the test.
- KU8.** escalation matrix for reporting identified problems
- KU9.** implications of improper quality inspection to the company
- KU10.** knowledge of the desired specifications and tolerances for different goods.
- KU11.** knowledge of different types of tests to be carried out on different products
- KU12.** technical knowhow to operate the testing equipment.
- KU13.** deciding whether the goods have passed the test or not
- KU14.** response to emergencies e.g. fire
- KU15.** safety regulations while working on the warehouse shop floor.

Generic Skills (GS)

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

- GS1.** note down the results of quality testing and prepare detailed reports.
- GS2.** fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation.
- GS3.** read and understand specifications and tolerances
- GS4.** read and understand instructions on how to carry out quality testing for different products.
- GS5.** read safety manuals and safety signs on the warehouse floor read labels and understand the codes as per company procedures
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** ability to make a judgment as to whether the product meets the requirement or not.
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals.
- GS13.** flexibility to re-assess schedule in case of delays/additional orders
- GS14.** understand the customer timelines and ensure that they are met.
- GS15.** identify trends/common causes for errors and suggest possible solutions to the manager.
- GS16.** notice common accidents and suggest safety measures to prevent the same
- GS17.** suggest methods to streamline the quality inspection techniques
- GS18.** ability to keep track of the progress of each truck in real time.
- GS19.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain clean and safe working environment</i>	8	24	-	-
PC1. have the housekeeping staff move the goods that failed to meet requirements to the quarantine area for rework or for disposal.	2	6	-	-
PC2. clean the testing equipment as well as any spillage or breakages that occurred while testing.	2	6	-	-
PC3. return any portable testing equipment to the storage area	2	6	-	-
PC4. carry out a basic visual inspection of the work area to ensure that it is clean and safe.	2	6	-	-
<i>Documentation and reporting to management</i>	22	46	-	-
PC5. record details (like type of goods, lot number, lot size, inspection method, number of goods checked, etc.) along with the events of the inspection workday.	4	8	-	-
PC6. fill out required forms such as inspection checklist, damaged goods forms, quarantined goods, etc. in accordance with company procedures.	4	9	-	-
PC7. prepare a detailed report on the results of the testing that was carried out, highlighting any issues and suggesting possible solutions	10	15	-	-
PC8. report any delays, unavailability of goods or any other abnormal conditions to supervisor.	2	6	-	-
PC9. inform the supervisor regarding the number of goods to be replaced by the supplier and the number of goods to be replaced from	2	8	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2329
NOS Name	Perform Post -Quality Assessment Activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Quality Assurance
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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LSC/N2332: Maintain Health and Safety and security measures in inspecting quality of the consignments

Description

This unit is about maintaining health, safety and security measures

Scope

The scope covers the following :

- Maintain health,safety and security measures

Elements and Performance Criteria

Maintain health, safety and security measures

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

- PC1.** comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.
- PC2.** understand the use of all Protective personal equipment (PPE) required for work.
- PC3.** wear all safety equipment including protective gear, helmets etc. when checking quality of the consignments.
- PC4.** follow organization procedures with respect to security, materials handling and accidents
- PC5.** recognize and report unsafe conditions or activities
- PC6.** adhere to the standard operating procedures (SOP) of the company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of documentation in organization e.g. inspection checklist, damaged goods form, quarantined goods forms, etc.
- KU2.** risk and impact of not following defined procedures/work instructions
- KU3.** records to be maintained and implications of non-maintenance of the same
- KU4.** knowledge of security procedures
- KU5.** rules and regulations on the warehouse floor as per companys standard operating procedure (SOP)
- KU6.** knowledge of suppliers and customers along with their respective products.
- KU7.** organizational procedure for dealing with goods that failed the test.
- KU8.** escalation matrix for reporting identified problems
- KU9.** implications of improper quality inspection to the company
- KU10.** knowledge of the desired specifications and tolerances for different goods
- KU11.** knowledge of different types of tests to be carried out on different products
- KU12.** technical knowhow to operate the testing equipment.

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- KU13.** deciding whether the goods have passed the test or not
- KU14.** response to emergencies e.g. fire
- KU15.** safety regulations while working on the warehouse shop floor.

Generic Skills (GS)

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

- GS1.** note down the results of quality testing and prepare detailed reports
- GS2.** fill out inspection checklists, damaged goods form, quarantined goods form and any other documentation.
- GS3.** read and understand specifications and tolerances
- GS4.** read and understand instructions on how to carry out quality testing for different products.
- GS5.** read safety manuals and safety signs on the warehouse floor read labels and understand the codes as per company procedures
- GS6.** communicate clearly with supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities on the shop floor to ensure activities are running smoothly
- GS8.** provide advice and guidance to peers and juniors
- GS9.** ability to make a judgment as to whether the product meets the requirement or not.
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals.
- GS13.** flexibility to re-assess schedule in case of delays/additional orders
- GS14.** understand the customer timelines and ensure that they are met.
- GS15.** identify trends/common causes for errors and suggest possible solutions to the manager.
- GS16.** notice common accidents and suggest safety measures to prevent the same
- GS17.** suggest methods to streamline the quality inspection techniques
- GS18.** ability to keep track of the progress of each truck in real time.
- GS19.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

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

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2332
NOS Name	Maintain Health and Safety and security measures in inspecting quality of the consignments
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Quality Assurance
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

- PC7.** communicate and behave appropriately with all genders and PwD
- PC8.** report any issues related to sexual harassment

Financial and Legal Literacy

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

- PC9.** use various financial products and services safely and securely
- PC10.** calculate income, expenses, savings etc.
- PC11.** approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

- PC12.** operate digital devices and use its features and applications securely and safely
- PC13.** use internet and social media platforms securely and safely

Entrepreneurship

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

- PC14.** identify and assess opportunities for potential business
- PC15.** identify sources for arranging money and associated financial and legal challenges

Customer Service

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

- PC16.** identify different types of customers
- PC17.** identify customer needs and address them appropriately
- PC18.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC19.** create a basic biodata
- PC20.** search for suitable jobs and apply
- PC21.** identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use basic spoken English language
- KU6.** Do and dont of effective communication
- KU7.** inclusivity and its importance
- KU8.** different types of disabilities and appropriate communication and behaviour towards PwD
- KU9.** different types of financial products and services

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 50

Qualification Pack

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2327.Prepare for testing	25	75	-	-	100	20
LSC/N2328.Carry out Quality Testing	20	80	-	-	100	20
LSC/N2329.Perform Post - Quality Assessment Activities	30	70	-	-	100	20
LSC/N2332.Maintain Health and Safety and security measures in inspecting quality of the consignments	30	70	-	-	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	125	325	-	-	450	100

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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