Warehouse Supervisor

QP Code: LSC/Q2307

Version: 3.0

NSQF Level: 5

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

Contents

Qualification Pack

LSC/Q2307: Warehouse Supervisor

Brief Job Description

Warehouse Supervisor in the Logistics industry is also known as Supervisor, Warehouse In-Charge. Individuals in this role need to collect components required to obtain the required lists and information from the Data Entry Operator (DEO), plan the schedule for the day, allocate work to workers and oversee them for successful completion. Their responsibilities include solving operational issues in the warehouse and ensuring smooth operations.

Personal Attributes

This job requires the individual to have a detailed understanding of all the warehouse activities and keen observation skills to identify and rectify errors. The individual should also be skilled in operational problem solving.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N2312: Prepare for the day's work

2. LSC/N2313: Ensure smooth functioning of warehouse activities

3. LSC/N2314: Keep track of goods in the warehouse

4. LSC/N2315: Complete end of day activities.

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

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
Country	India
NSQF Level	5
Credits	18

Aligned to NCO/ISCO/ISIC Code	NCO-2004/122.00

Minimum Educational Qualification & Experience	Graduate (Completed 1st year of UG (UG Certificate))
	      OR
	Graduate (Pursuing 2nd year of UG)
	      OR
	Diploma (Completed 1st year of diploma (after 12th))
	      OR
	Diploma (Pursuing 2nd year of 2-year diploma after 12th)
	      OR
	12th Class (with 1 year Vocational Education & training (NTC or NAC or CITS)
	      OR
	Diploma (Completed 3 year diploma after 10th) with 1 Year of experience relevant experience
	      OR
	12th Class with 2 Years of experience relevant experience
	      OR
	10th Class with 4 Years of experience relevant experience
	      OR
	Certificate-NSQF (Warehouse Executive - Level 4 with minimum education as 8th Grade pass) with 3 Years of experience relevant experience

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Training in planning and scheduling operations
Minimum Job Entry Age	21 Years
Last Reviewed On	NA
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06877
NQR Version	1.0

LSC/N2312: Prepare for the day's work

Description

This OS unit is about preparing for the days work.

Scope

The scope covers the following :

- Collect information lists and relevant documents.
- Schedule activities and allocate tasks.

Elements and Performance Criteria

Collect informationlists and relevantdocuments

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

PC1. obtain sufficient copies of the pick list, bill of materials (bom) and incoming truck schedules from the data entry operator (deo)

PC2. obtain an inventory tracking sheet from the deo to use for cycle counting.

PC3. collect printed product labels from the deo

PC4. mutually agree on priorities and deadlines related to customer orders with the deo after discussing labour availability.

PC5. find out from workers if there is any pending work from the previous day.

Schedule Activities and allocate tasks

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

PC6. based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations.

PC7. create specific day plans and set numeric targets for each warehouse activity.

PC8. conduct morning meeting to allocate workers to each activity, handover the necessary information sheet or list and explain the plan, along with the target

PC9. conduct handover meeting when shift change happens to update new workers on the status of activities.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge of organizational products and procedures

KU2. role and responsibilities of workers on the shop floor

KU3. procedures for dealing with loss or damage to goods

KU4. risk and impact of not following defined procedures/work instructions

KU5. nature and characteristics of components in the warehouse

KU6. knowledge of all relevant safety and security procedures

KU7. knowledge of entire shop floor activities and persons in charge of each function

KU8. knowledge of coding system being used by the organization for labelling

KU9. knowledge of standard operating procedures (sops) and how to react in emergencies

KU10. knowledge of quick fixes for minor issues

KU11. detailed knowledge of all activities being done in a warehouse

KU12. knowledge of packing materials that can be used for components of different products

KU13. knowledge of product labels to be pasted onto each kits

KU14. types of workplace hazards that one can encounter on the job and safe operating practices

KU15. knowledge of technical specifications of goods in the warehouse

KU16. knowledge of possible difficulties in each warehousing activity.

Generic Skills (GS)

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

GS1. fill in appropriate forms pertaining to inventory received or dispatched.

GS2. write down notes about accidents, damage to components received.

GS3. ability to read and understand customer orders

GS4. ability to read and match labels to products kitted

GS5. ability to read management directions in english.

GS6. communicate clearly in local language or english with management

GS7. provide advice and guidance to peers & juniors.

GS8. communicate with workers for delays and updates in schedules

GS9. Judge the quality of goods.

GS10. Identify components required to make a product

GS11. Estimate time required for each activity.

GS12. Make realistic day plans for each activity.

GS13. Translate plans into targets for each activity.

GS14. Monitor smooth functioning of all activities.

GS15. Prioritize and execute tasks in within the scheduled time limits

GS16. Flexibility to re-assess schedule in case of delays/additional orders

GS17. Understand the customer timelines and ensure that they are met.

GS18. to verify quantity of goods being sent out with pick list.

GS19. to rapidly identify and correct errors.

GS20. Suggest methods to improve warehousing activities.

GS21. trends/common causes for errors and suggest possible solutions to management.

GS22. attention to detail.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Collect informationlists and relevantdocuments	**15**	**40**	-	-
PC1. obtain sufficient copies of the pick list, bill of materials (bom) and incoming truck schedules from the data entry operator (deo)	3	7	-	-
PC2. obtain an inventory tracking sheet from the deo to use for cycle counting.	3	7	-	-
PC3. collect printed product labels from the deo	1	9	-	-
PC4. mutually agree on priorities and deadlines related to customer orders with the deo after discussing labour availability.	5	10	-	-
PC5. find out from workers if there is any pending work from the previous day.	3	7	-	-
Schedule Activities and allocate tasks	**15**	**30**	-	-
PC6. based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations.	4	6	-	-
PC7. create specific day plans and set numeric targets for each warehouse activity.	4	11	-	-
PC8. conduct morning meeting to allocate workers to each activity, handover the necessary information sheet or list and explain the plan, along with the target	4	6	-	-
PC9. conduct handover meeting when shift change happens to update new workers on the status of activities.	3	7	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2312
NOS Name	Prepare for the day's work
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N2313: Ensure smooth functioning of warehouse activities

Description

This OS unit is about overseeing and solving any problem related to warehouse activities.

Scope

The scope covers the following :

- Maintain general safety and discipline.
- Monitor loading and unloading activity.
- Identify and resolve warehouse activity related problems.
- Oversee warehouse maintenance.

Elements and Performance Criteria

Maintain generalsafety and discipline

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

PC1.   perform continuous inspection of all areas of the warehouse

PC2.   identify unsafe conditions or work practices and correct them.

PC3.   ensure workers are using all the required personal protective equipment (ppe).

PC4.   if operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.

Monitor loading andunloading activity

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

PC5.   inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.

PC6.   verify that the trucks are docked correctly to avoid confusion.

PC7.   assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment.

PC8.   ensure that loading and unloading happens safely and timelines are met.

PC9.   constantly monitor shape of the day based on work load of different tasks and re-deploy resources as per demand.

Identify and resolvewarehouse activityrelated problems

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

PC10.   identify problems reported by workers.

PC11.   understand the problem and guide the concerned worker to solve the problem.

PC12.   act as a liaison between different warehousing activities to ensure continuity of warehousing operations

Oversee warehousemaintenance

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

PC13.   check the condition of equipment, storage racks and ppe during rounds

PC14.   ensure timely maintenance is carried out by the maintenance as per company policies.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational products and procedures
KU2. role and responsibilities of workers on the shop floor
KU3. procedures for dealing with loss or damage to goods
KU4. risk and impact of not following defined procedures/work instructions
KU5. nature and characteristics of components in the warehouse
KU6. knowledge of all relevant safety and security procedures
KU7. knowledge of entire shop floor activities and persons in charge of each function
KU8. knowledge of coding system being used by the organization for labelling
KU9. knowledge of standard operating procedures (sops) and how to react in emergencies.
KU10. knowledge of quick fixes for minor issues.
KU11. detailed knowledge of all activities being done in a warehouse
KU12. knowledge of packing materials that can be used for components of different products.
KU13. knowledge of product labels to be pasted onto each kits
KU14. types of workplace hazards that one can encounter on the job and safe operating practices.
KU15. knowledge of technical specifications of goods in the warehouse.
KU16. knowledge of possible difficulties in each warehousing activity

Generic Skills (GS)

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

GS1. fill in appropriate forms pertaining to inventory received.
GS2. write down notes about accidents, damage to components received.
GS3. ability to read and understand customer orders
GS4. ability to read and match labels to products kitted
GS5. ability to read management directions in english.
GS6. communicate clearly in local language or english with management
GS7. provide advice and guidance to peers & juniors.
GS8. communicate with workers for delays and updates in schedule
GS9. judge the quality of goods.
GS10. identify components required to make a product
GS11. estimate time required for each activity.
GS12. make realistic day plans for each activity.
GS13. translate plans into targets for each activity.
GS14. monitor smooth functioning of all activities.
GS15. prioritize and execute tasks in within the scheduled time limits
GS16. flexibility to re-assess schedule in case of delays/additional orders

GS17. understand the customer timelines and ensure that they are met.

GS18. ability to verify quantity of goods being sent out with pick list.

GS19. ability to rapidly identify and correct errors.

GS20. suggest methods to improve warehousing activities.

GS21. identify trends/common causes for errors and suggest possible solutions to management

GS22. pay attention to detail

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain generalsafety and discipline	**8**	**27**	**-**	**-**
PC1. perform continuous inspection of all areas of the warehouse	2	8	-	-
PC2. identify unsafe conditions or work practices and correct them.	2	8	-	-
PC3. ensure workers are using all the required personal protective equipment (ppe).	2	3	-	-
PC4. if operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.	2	8	-	-
Monitor loading andunloading activity	**11**	**24**	**-**	**-**
PC5. inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.	2	3	-	-
PC6. verify that the trucks are docked correctly to avoid confusion.	2	3	-	-
PC7. assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment.	2	8	-	-
PC8. ensure that loading and unloading happens safely and timelines are met.	2	3	-	-
PC9. constantly monitor shape of the day based on work load of different tasks and re-deploy resources as per demand.	3	7	-	-
Identify and resolvewarehouse activityrelated problems	**7**	**13**	**-**	**-**
PC10. identify problems reported by workers.	2	3	-	-
PC11. understand the problem and guide the concerned worker to solve the problem.	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. act as a liaison between different warehousing activities to ensure continuity of warehousing operations	3	7	-	-
Oversee warehousemaintenance	**4**	**6**	**-**	**-**
PC13. check the condition of equipment, storage racks and ppe during rounds	2	3	-	-
PC14. ensure timely maintenance is carried out by the maintenance as per company policies.	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2313
NOS Name	Ensure smooth functioning of warehouse activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N2314: Keep track of goods in the warehouse

Description

This OS unit is about keeping track of goods in the warehouse

Scope

The scope covers the following :

- Monitor inventory stored in the warehouse.
- Verify outbound activities from the warehouse.
- Check whether quarantine has been done properly.

Elements and Performance Criteria

Monitor inventory stored in the warehouse.

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

PC1. identify any errors made during binning and follow the company procedure to rectify it

PC2. ensure cycle counting of inventory stored is done by the inventory clerk using the physical vs system method

PC3. ensure replacement parts are sent to the required functions to fulfill customer orders

PC4. update stored inventory levels after transactions in the tracking sheet.

Verify outbound activities from the warehouse

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

PC5. perform visual inspection of outbound goods

PC6. count the picked goods in the staging area and verify with pick lists to ensure that the correct number of items are sent out.

PC7. sign off on goods in the staging area so that they can be moved into the outbound area

Check whether quarantine has been done properly

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

PC8. check for correct segregation of items in the quarantine area

PC9. keep aside wrongly quarantined items in the quarantine area

PC10. have binners move the wrongly quarantined items and store them where applicable

PC11. update stored inventory levels on the tracking sheet.

PC12. ensure disposal of quarantined items as per the company policy through housekeeping staff.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational products and procedures

KU2. role and responsibilities of workers on the shop floor

KU3. procedures for dealing with loss or damage to goods

KU4. risk and impact of not following defined procedures/work instructions

KU5. nature and characteristics of components in the warehouse

KU6. knowledge of all relevant safety and security procedures

KU7. knowledge of entire shop floor activities and persons in charge of each function

KU8. knowledge of coding system being used by the organization for labelling

KU9. knowledge of standard operating procedures (sops) and how to react inemergencies

KU10. knowledge of quick fixes for minor issues

KU11. detailed knowledge of all activities being done in a warehouse.

KU12. knowledge of packing materials that can be used for components of different products.

KU13. knowledge of product labels to be pasted onto each kits

KU14. types of workplace hazards that one can encounter on the job and safe operating practices.

KU15. knowledge of technical specifications of goods in the warehouse.

KU16. knowledge of possible difficulties in each warehousing activity.

Generic Skills (GS)

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

GS1. fill in appropriate forms pertaining to inventory received

GS2. write down notes about accidents, damage to components received.

GS3. ability to read and understand customer orders

GS4. ability to read and match labels to products kitted

GS5. ability to read management directions in english

GS6. communicate clearly in local language or english with management

GS7. provide advice and guidance to peers and juniors

GS8. communicate with workers for delays and updates in schedule.

GS9. judge the quality of goods.

GS10. identify components required to make a product

GS11. estimate time required for each activity.

GS12. make realistic day plans for each activity.

GS13. translate plans into targets for each activity.

GS14. monitor smooth functioning of all activities.

GS15. prioritize and execute tasks in within the scheduled time limits

GS16. flexibility to re-assess schedule in case of delays/additional orders

GS17. understand the customer timelines and ensure that they are met.

GS18. ability to verify quantity of goods being sent out with pick list.

GS19. ability to rapidly identify and correct errors.

GS20. suggest methods to improve warehousing activities.

GS21. identify trends/common causes for errors and suggest possible solutions to management

GS22. pay attention to detail

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Monitor inventory stored in the warehouse.	**11**	**29**	**-**	**-**
PC1. identify any errors made during binning and follow the company procedure to rectify it	2	8	-	-
PC2. ensure cycle counting of inventory stored is done by the inventory clerk using the physical vs system method	3	7	-	-
PC3. ensure replacement parts are sent to the required functions to fulfill customer orders	3	7	-	-
PC4. update stored inventory levels after transactions in the tracking sheet.	3	7	-	-
Verify outbound activities from the warehouse	**7**	**18**	**-**	**-**
PC5. perform visual inspection of outbound goods	2	8	-	-
PC6. count the picked goods in the staging area and verify with pick lists to ensure that the correct number of items are sent out.	3	7	-	-
PC7. sign off on goods in the staging area so that they can be moved into the outbound area	2	3	-	-
Check whether quarantine has been done properly	**12**	**23**	**-**	**-**
PC8. check for correct segregation of items in the quarantine area	2	3	-	-
PC9. keep aside wrongly quarantined items in the quarantine area	2	3	-	-
PC10. have binners move the wrongly quarantined items and store them where applicable	3	7	-	-
PC11. update stored inventory levels on the tracking sheet.	2	3	-	-
PC12. ensure disposal of quarantined items as per the company policy through housekeeping staff.	3	7	-	-

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

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2314
NOS Name	Keep track of goods in the warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	5
Credits	4
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N2315: Complete end of day activities.

Description

This OS unit is about performing end of day activities.

Scope

The scope covers the following :

- Update status of all activities
- Prepare for next work day
- Report to Management

Elements and Performance Criteria

Update status of all activities

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

PC1.   take note of the pending tasks in each activity to plan for the next workday

PC2.   carry out physical counting of inventory along with the deo to update closing inventory level.

Prepare for next work day

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

PC3.   conduct sundown meeting with workers and explain work to be done for the next day

PC4.   perform safety inspection of all areas in the warehouse.

PC5.   check on the condition of equipment and PPE

PC6.   ensure that all areas of the warehouse are clean and that equipment is in working order.

PC7.   escalate receipt shortages and dealer/end customer claims to manager fortimely closure along with the necessary inventory adjustments

Report to Management

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

PC8.   notify manager regarding any concerns faced during the day

PC9.   provide daily report tom manager regarding condition of equipment, damage if any, delays, inability to meet an order, etc.

PC10.   place orders for replacement items with management

PC11.   complete any forms as required by management

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   knowledge of organizational products and procedures

KU2.   role and responsibilities of workers on the shop floor

KU3.   procedures for dealing with loss or damage to goods

KU4.   risk and impact of not following defined procedures/work instructions

KU5.   nature and characteristics of components in the warehouse

KU6.   knowledge of all relevant safety and security procedures

KU7.   knowledge of entire shop floor activities and persons in charge of each function

KU8.   knowledge of coding system being used by the organization for labelling

KU9.   knowledge of standard operating procedures (sops) and how to react in emergencies.

KU10.   knowledge of quick fixes for minor issues

KU11.   detailed knowledge of all activities being done in a warehouse

KU12.   knowledge of packing materials that can be used for components of different products

KU13.   knowledge of product labels to be pasted onto each kits

KU14.   types of workplace hazards that one can encounter on the job and safe operating practices.

KU15.   knowledge of technical specifications of goods in the warehouse.

KU16.   knowledge of possible difficulties in each warehousing activity.

Generic Skills (GS)

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

GS1.   fill in appropriate forms pertaining to inventory received.

GS2.   write down notes about accidents, damage to components received.

GS3.   ability to read and understand customer orders

GS4.   ability to read and match labels to products kitted.

GS5.   ability to read management directions in english

GS6.   communicate clearly in local language or english with management

GS7.   provide advice and guidance to peers and juniors

GS8.   communicate with workers regarding delays and changes in schedule.

GS9.   judge the quality of goods.

GS10.   identify components required to make a product

GS11.   estimate time required for each activity.

GS12.   make realistic day plans for each activity.

GS13.   translate plans into targets for each activity.

GS14.   monitor smooth functioning of all activities.

GS15.   prioritize and execute tasks in within the scheduled time limits

GS16.   flexibility to re-assess schedule in case of delays/additional orders

GS17.   understand the customer timelines and ensure that they are met.

GS18.   ability to verify quantity of goods being sent out with pick list.

GS19.   ability to rapidly identify and correct errors.

GS20.   suggest methods to improve warehousing activities.

GS21.   identify trends/common causes for errors and suggest possible solutions to management

GS22.   pay attention to detail

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Update status of all activities	**5**	**10**	-	-
PC1. take note of the pending tasks in each activity to plan for the next workday	2	3	-	-
PC2. carry out physical counting of inventory along with the deo to update closing inventory level.	3	7	-	-
Prepare for next work day	**15**	**35**	-	-
PC3. conduct sundown meeting with workers and explain work to be done for the next day	3	7	-	-
PC4. perform safety inspection of all areas in the warehouse.	3	7	-	-
PC5. check on the condition of equipment and PPE	3	7	-	-
PC6. ensure that all areas of the warehouse are clean and that equipment is in working order.	3	7	-	-
PC7. escalate receipt shortages and dealer/end customer claims to manager fortimely closure along with the necessary inventory adjustments	3	7	-	-
Report to Management	**10**	**25**	-	-
PC8. notify manager regarding any concerns faced during the day	2	8	-	-
PC9. provide daily report tom manager regarding condition of equipment, damage if any, delays, inability to meet an order, etc.	2	3	-	-
PC10. place orders for replacement items with management	3	7	-	-
PC11. complete any forms as required by management	3	7	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2315
NOS Name	Complete end of day activities.
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

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

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

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

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

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

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

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

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	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 created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

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

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. 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.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2312.Prepare for the day's work	30	70	-	-	100	20
LSC/N2313.Ensure smooth functioning of warehouse activities	30	70	-	-	100	20
LSC/N2314.Keep track of goods in the warehouse	30	70	-	-	100	20
LSC/N2315.Complete end of day activities.	30	70	-	-	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	**140**	**310**	**-**	**-**	**450**	**100**

Acronyms

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

Glossary

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

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