

Qualification Pack



Warehouse Supervisor

Electives: Bonded Warehouse/ Cold Chain warehouse/ FMCG Warehouse/
Automotive Warehouse/ Dry Bulk Cargo Warehouse

Options: Profit Management/ Business Development

QP Code: LSC/Q0102

Version: 4.0

NSQF Level: 5

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Qualification Pack

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LSC/Q0102: Warehouse Supervisor

Brief Job Description

The individual supervises day to day operations at a warehouse by allocating resources, managing activities and coordinating with clients and regulatory bodies. She/he is also responsible for measuring and reporting the effectiveness of warehousing activities and employees performance.

Personal Attributes

The job holder should be physically and medically fit to undertake a warehouse operation which includes long standing hours and occasional material movement. S/he should be observant, diligent, have good mathematical ability. S/he should have good team management skills and should communicate effectively in English and vernacular language

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N0127: Decision science-based resource allocation and streamline operations at warehouse](#)
2. [LSC/N0128: Supervise receiving inventory and dispatch activities](#)
3. [LSC/N0201: Supervise VAS/packaging](#)
4. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)
5. [LSC/N9909: Follow and monitor health, safety and security procedures](#)
6. [LSC/N9906: Verify GST invoices](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Bonded Warehouse

The unit is about managing segregation, storage and process in a bonded warehouse and interaction with customs for clearance of goods

1. [LSC/N0121: Supervise bonded warehouse operations](#)

Elective 2: Cold Chain warehouse

The unit is about supervising cold chain warehouse activities such as segregation, sorting, grading, storage, quarantine, temperature control and microbiological control

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1. [LSC/N0122: Supervise cold storage warehouse operations](#)

Elective 3: FMCG Warehouse

The unit is about supervising FMCG warehouse operations for a manufacturer or distributor or fulfilment centre of an e-commerce company

1. [LSC/N0123: Supervise FMCG & E-Com warehouse operations](#)

Elective 4: Automotive Warehouse

The unit is about supervising an automotive warehouse operation including storage, palletization, compliance to JIT, Kanban and similar auto sector practices

1. [LSC/N0124: Supervise automotive warehouse operations](#)

Elective 5: Dry Bulk Cargo Warehouse

The unit is about supervising dry bulk warehouse operations including quantity measurements, usage of MHE such as GSU and conveyors, pest control

1. [LSC/N0125: Supervise dry bulk cargo warehouse operations](#)

Options(Not mandatory):

Option 1: Profit Management

The unit is about preparation of budget, plan and analyze profitability and business performance trends

1. [LSC/N9603: Profit and Loss account management and cost accounting](#)

Option 2: Business Development

The unit is about developing relations with key accounts and developing new business with existing and new customers

1. [LSC/N9701: Business development and stakeholder relations](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)

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Occupation	Warehousing operations, Packaging, Documentation and Reporting
Country	India
NSQF Level	5
Credits	32
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324.1201 and ISCO-08-4321
Minimum Educational Qualification & Experience	Completed 2nd year of UG (UG Diploma) (Completed 2nd year of UG) OR Completed 2nd year diploma after 12th OR Completed 3 year diploma after 10th with 3 Years of experience relevant experience in warehouse OR Certificate-NSQF (Level 4 - Warehouse Executive) and 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	Should be proficient and cleared Level 4
Minimum Job Entry Age	21 Years
Last Reviewed On	NA
Next Review Date	28/02/2026
NSQC Approval Date	28/02/2023
Version	4.0
Reference code on NQR	QG-05-TW-00235-2023-V1-LSC
NQR Version	1.0

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LSC/N0127: Decision science-based resource allocation and streamline operations at warehouse

Description

This unit is about allocating resources and streamlining operations in a warehouse for daily operations

Scope

The scope covers the following :

- Prepare daily plan and allocate resources
- Monitor daily operations & 5'S
- Resolve escalated issues
- Upkeep of warehouse infrastructure

Elements and Performance Criteria

Prepare daily work plan and allocate resources

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

- PC1.** obtain daily work order and enter respective details in decision tool
- PC2.** read output of decision tool (which is based on decision science) and put values in work plan format
- PC3.** get the work plan approved from the manager and allocate tasks to workers and associates as per decision tool output approved
- PC4.** run task manager and it will automatically allocate tasks to respective users
- PC5.** budget and allocate the requisite MHE for tasks at hand

Monitor daily operations

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

- PC6.** inspect warehouse operational area for compliance to safety, security and cleanliness norms/5'S
- PC7.** review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance
- PC8.** engage resources in alternate operation when there is a delay of planned operations
- PC9.** allocate additional and ad-hoc manpower and equipment during exigency
- PC10.** act as a liaison between different warehousing activities to ensure continuity of operations
- PC11.** escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager
- PC12.** provide corrective and preventive action plans based on accident and damage reports
- PC13.** check for correct segregation of items
- PC14.** check for contamination, damage or leakage of items
- PC15.** check and facilitate disposal of contaminated, damage or leakage items as per policy
- PC16.** update tracker of stored inventory

Resolve escalated issues

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

- PC17.** review escalated issues and identify root cause for providing corrective action
- PC18.** provide technical guidance to the team for execution
- PC19.** escalate the issues to manager when external or additional help is required
- PC20.** coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required
- PC21.** prepare claims reports for damaged goods and coordinate with insurance agency and client for processing

Upkeep of warehouse infrastructure

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

- PC22.** ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition
- PC23.** escalate non-operational equipment and ensure they are corrected by the maintenance department
- PC24.** support in planning and executing preventive maintenance
- PC25.** support manager in planning for new equipment purchase, installation and commissioning

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** IT system and ERP system of the organization
- KU9.** use of computer and associated data management devices
- KU10.** basic trouble shooting regarding data management devices
- KU11.** scheduling and planning of different activities
- KU12.** different inventory models and type of warehouses
- KU13.** information from the ERP system
- KU14.** geographical spread of areas and cities within the geographical reach of the warehouse
- KU15.** labels and instructions regarding shipments, MHEs, equipment and work-place
- KU16.** overall supply chain and warehousing value chain
- KU17.** types of goods being handled
- KU18.** special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

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

- GS1.** read written instructions
- GS2.** read invoicing label and shipment labels
- GS3.** read ERP and computer generated reports
- GS4.** write work-orders and instructions
- GS5.** write checklist of activities, delays, undelivered items, contacts, etc
- GS6.** write daily reports
- GS7.** communicate with customers and workers
- GS8.** communicate and collect information from different departments
- GS9.** escalate the query and to which department
- GS10.** resolve a problem quickly internally
- GS11.** preoritize shipments
- GS12.** Identify and allocate alternate resources in case a job is stuck or becomes a high priority
- GS13.** plan and estimate the co-ordination required for resolving a query.
- GS14.** maintain punctuality
- GS15.** respond to the client in a timely manner
- GS16.** prioritize and execute tasks based on client requirements
- GS17.** make work plans and resource allocation plans
- GS18.** make checks on execution of work plans
- GS19.** be a team player and achieve joint goals
- GS20.** adhere to the customer timelines
- GS21.** address the urgency regarding shipments and activities
- GS22.** identify trends/common causes for delays, issue in tracking, etc.
- GS23.** co-ordinate and handle major issues with different departments
- GS24.** identify bottlenecks and operational problems and suggest remedial action
- GS25.** assess the resource requirement for a particular task at hand
- GS26.** assess and prepare for backup transport in case of continuous delays
- GS27.** plan for shipment movement so that the resources are optimally utilized
- GS28.** resolve issues in a quick and cost effective manner
- GS29.** develop work plans factoring in external factors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare daily work plan and allocate resources</i>	6	13	-	-
PC1. obtain daily work order and enter respective details in decision tool	1	2	-	-
PC2. read output of decision tool (which is based on decision science) and put values in work plan format	1	2	-	-
PC3. get the work plan approved from the manager and allocate tasks to workers and associates as per decision tool output approved	2	5	-	-
PC4. run task manager and it will automatically allocate tasks to respective users	1	2	-	-
PC5. budget and allocate the requisite MHE for tasks at hand	1	2	-	-
<i>Monitor daily operations</i>	13	30	-	-
PC6. inspect warehouse operational area for compliance to safety, security and cleanliness norms/5'S	1	2	-	-
PC7. review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance	2	5	-	-
PC8. engage resources in alternate operation when there is a delay of planned operations	1	2	-	-
PC9. allocate additional and ad-hoc manpower and equipment during exigency	1	2	-	-
PC10. act as a liaison between different warehousing activities to ensure continuity of operations	1	3	-	-
PC11. escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. provide corrective and preventive action plans based on accident and damage reports	1	3	-	-
PC13. check for correct segregation of items	1	2	-	-
PC14. check for contamination, damage or leakage of items	1	2	-	-
PC15. check and facilitate disposal of contaminated, damage or leakage items as per policy	2	5	-	-
PC16. update tracker of stored inventory	1	2	-	-
<i>Resolve escalated issues</i>	6	14	-	-
PC17. review escalated issues and identify root cause for providing corrective action	1	2	-	-
PC18. provide technical guidance to the team for execution	1	2	-	-
PC19. escalate the issues to manager when external or additional help is required	1	2	-	-
PC20. coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required	2	5	-	-
PC21. prepare claims reports for damaged goods and coordinate with insurance agency and client for processing	1	3	-	-
<i>Upkeep of warehouse infrastructure</i>	5	13	-	-
PC22. ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition	1	2	-	-
PC23. escalate non-operational equipment and ensure they are corrected by the maintenance department	2	5	-	-
PC24. support in planning and executing preventive maintenance	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. support manager in planning for new equipment purchase, installation and commissioning	1	3	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0127
NOS Name	Decision science-based resource allocation and streamline operations at warehouse
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

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LSC/N0128: Supervise receiving inventory and dispatch activities

Description

This unit is about overseeing receiving inventory and dispatch activities

Scope

The scope covers the following :

- Supervise loading and unloading activities
- Supervise AI based automated QC activities
- Supervise picking activities
- Supervise order verification & dispatch operations
- Monitor inventory stored in the warehouse
- Prepare and submit reports

Elements and Performance Criteria

Supervise loading and unloading activities

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

- PC1.** inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays
- PC2.** assign spaces in the staging area for loader/ unloader for loading and unloading goods along with loading/unloading docks
- PC3.** ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading
- PC4.** monitor and report productivity and adherence to timelines during loading and unloading
- PC5.** inspect manual loading/unloading of goods and record spillages, breakages etc
- PC6.** inspect and record damage to goods while handling them using MHE
- PC7.** constantly monitor 'shape of the day' based on workload of different tasks and re-deploy resources as per demand
- PC8.** perform visual inspection of inbound and outbound goods and verify quantity w.r.t. order

Supervise AI based automated QC activities

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

- PC9.** check the mandatory documents on receipt of stock and before unloading and ensure right quantity is received as per the documents
- PC10.** inform executive if there is a difference in quantity received and review entries made in the system
- PC11.** inspect safe movement of goods to put-away area
- PC12.** Pass QC items through AI vision tunnel and monitor computer results on QC defects
- PC13.** quarantine damaged goods failed in AI QC and communicate to client the details of damaged goods and receive action to be taken
- PC14.** undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager

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Supervise picking activities

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

- PC15.** allocate pick request to pickers per picking strategy from storage area
- PC16.** monitor replenishment SKUs in pick face area and provide instructions for timely actions
- PC17.** monitor bin utilization in storage area
- PC18.** perform cycle count for bin accuracy
- PC19.** plan for ruck/urgent order picking

Supervise order verification & dispatch operations

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

- PC20.** allocate storage space in the dispatch area and monitor picked goods from storage area
- PC21.** check the delivery manifest with the pick list to ensure the correct products and quantity are being dispatched
- PC22.** receive stowage plan from transport coordinator and ensure stacking as per stowage plan
- PC23.** monitor loading and dispatch of goods in accordance to the run sheet
- PC24.** inspect safe loading of goods and record any damages
- PC25.** quarantine damaged goods and act based on inputs from manager and client

Monitor inventory stored in the warehouse

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

- PC26.** ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.
- PC27.** identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it
- PC28.** perform wall to wall inventory count and generate report
- PC29.** cross verify inventory report submitted against physical vs system entry
- PC30.** identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager
- PC31.** ensure availability of inventory as per order requirements
- PC32.** check if replacement parts are sent to the required functions to full fill customer orders
- PC33.** supervise segregation of damaged goods and act as per SOP and in consultation with Manager
- PC34.** ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts

Prepare and submit reports

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

- PC35.** update information on stock receipts and dispatches
- PC36.** prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP
- PC37.** state reasons for non-dispatch, product damage, inventory discrepancies etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organizational procedures
- KU2.** documentation and reporting as per organization's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** IT system and Enterprise Resource Planning (ERP) system of the organization
- KU6.** procedure for dealing with loss or damage of goods
- KU7.** use of computer and associated equipment
- KU8.** different material handling equipment and their uses
- KU9.** use of stationery and equipment like scanners, bar code tagging devices, etc.
- KU10.** ERP handling
- KU11.** different types of report such as - incident report, damage report, spillage reports, labour report, inventory on hand, empty bin report, cycle counts, items in quarantine, scrap report, inventory ageing etc.
- KU12.** receipt and dispatch documentation
- KU13.** MS Office or similar program for analyzing, documenting and presenting data
- KU14.** inventory counting techniques
- KU15.** quick fixes for minor issues
- KU16.** how to read labels instructions
- KU17.** various escalations regarding resolving and catering to the customer query
- KU18.** overall process in warehouse operations

Generic Skills (GS)

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

- GS1.** read written instructions
- GS2.** read product instructions as per the invoicing label and shipment labels
- GS3.** read product tags and labels
- GS4.** read management directions
- GS5.** write damage reports and daily output reports
- GS6.** write end of the day reports
- GS7.** write down notes about accidents, damage to goods
- GS8.** communicate clearly in local language or English with and co-workers
- GS9.** communicate and collect information from co-workers
- GS10.** identify the item as damaged or not
- GS11.** check if a problem can be resolved quickly internally or needs to be escalated
- GS12.** identify activities or orders that need to be prioritized as per instructions
- GS13.** plan and estimate the time for each activity.
- GS14.** maintain punctuality and avoid absenteeism
- GS15.** translate plans into targets for each activity
- GS16.** importance of timelines for activities



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- GS17.** identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same
- GS18.** identify and correct errors
- GS19.** verify the authenticity of the product by looking at the logo, box packaging, etc.
- GS20.** suggest methods to improve warehousing activities

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise loading and unloading activities</i>	7	16	-	-
PC1. inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays	1	2	-	-
PC2. assign spaces in the staging area for loader/unloader for loading and unloading goods along with loading/unloading docks	1	2	-	-
PC3. ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading	1	2	-	-
PC4. monitor and report productivity and adherence to timelines during loading and unloading	1	2	-	-
PC5. inspect manual loading/unloading of goods and record spillages, breakages etc	1	2	-	-
PC6. inspect and record damage to goods while handling them using MHE	1	2	-	-
PC7. constantly monitor 'shape of the day' based on workload of different tasks and re-deploy resources as per demand	-	2	-	-
PC8. perform visual inspection of inbound and outbound goods and verify quantity w.r.t. order	1	2	-	-
<i>Supervise AI based automated QC activities</i>	6	12	-	-
PC9. check the mandatory documents on receipt of stock and before unloading and ensure right quantity is received as per the documents	1	2	-	-
PC10. inform executive if there is a difference in quantity received and review entries made in the system	1	2	-	-
PC11. inspect safe movement of goods to put-away area	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Pass QC items through AI vision tunnel and monitor computer results on QC defects	1	2	-	-
PC13. quarantine damaged goods failed in AI QC and communicate to client the details of damaged goods and receive action to be taken	1	2	-	-
PC14. undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager	1	2	-	-
<i>Supervise picking activities</i>	4	10	-	-
PC15. allocate pick request to pickers per picking strategy from storage area	1	2	-	-
PC16. monitor replenishment SKUs in pick face area and provide instructions for timely actions	1	2	-	-
PC17. monitor bin utilization in storage area	1	2	-	-
PC18. perform cycle count for bin accuracy	-	2	-	-
PC19. plan for ruck/urgent order picking	1	2	-	-
<i>Supervise order verification & dispatch operations</i>	5	12	-	-
PC20. allocate storage space in the dispatch area and monitor picked goods from storage area	1	2	-	-
PC21. check the delivery manifest with the pick list to ensure the correct products and quantity are being dispatched	1	2	-	-
PC22. receive stowage plan from transport coordinator and ensure stacking as per stowage plan	1	2	-	-
PC23. monitor loading and dispatch of goods in accordance to the run sheet	1	2	-	-
PC24. inspect safe loading of goods and record any damages	-	2	-	-
PC25. quarantine damaged goods and act based on inputs from manager and client	1	2	-	-
<i>Monitor inventory stored in the warehouse</i>	6	15	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.	1	2	-	-
PC27. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it	-	1	-	-
PC28. perform wall to wall inventory count and generate report	1	2	-	-
PC29. cross verify inventory report submitted against physical vs system entry	1	2	-	-
PC30. identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager	1	2	-	-
PC31. ensure availability of inventory as per order requirements	1	2	-	-
PC32. check if replacement parts are sent to the required functions to full fill customer orders	-	1	-	-
PC33. supervise segregation of damaged goods and act as per SOP and in consultation with Manager	1	2	-	-
PC34. ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts	-	1	-	-
<i>Prepare and submit reports</i>	2	5	-	-
PC35. update information on stock receipts and dispatches	1	2	-	-
PC36. prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP	1	2	-	-
PC37. state reasons for non-dispatch, product damage, inventory discrepancies etc	-	1	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0128
NOS Name	Supervise receiving inventory and dispatch activities
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Warehousing Operations
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0201: Supervise VAS/packaging

Description

This unit is about supervising packaging and quality check operations in warehouse

Scope

The scope covers the following :

- Supervise VAS/packaging process

Elements and Performance Criteria

Supervise packaging process

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

- PC1.** check and confirm the client's VAS/packaging and labeling requirement
- PC2.** ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement
- PC3.** monitor safe unloading of the products from the stacks and movement of product to packaging
- PC4.** supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)
- PC5.** ensure compliance to packaging and labeling requirements as per the customs requirement of different countries
- PC6.** verify the product details and labels with products and rectify errors if any
- PC7.** conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product
- PC8.** cross check list of products to be packaged and the products that are being packed
- PC9.** inspect binning, crating and palletization process to ensure safe handling of goods and adherence to process
- PC10.** check for goods damaged during packaging and quarantine them separately
- PC11.** check for optimal utilization of NPM and man hours without any damage to the products
- PC12.** make sure the area is cleaned after packing operations
- PC13.** ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP
- PC14.** train subordinates on packaging and labeling process for different product, client, and country requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** business and performance of the company

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- KU3.** organisation structure of the company to have better understanding of various departments and skills set present in the company
- KU4.** knowledge repository and various projects done by the company
- KU5.** reporting structure to support and expedite project activities
- KU6.** companys policy and work instructions on quality standards
- KU7.** companys policy on procurement and vendor management
- KU8.** companys personnel management and incentives rules
- KU9.** importance of the individuals role in the workflow
- KU10.** occupational health and safety standards
- KU11.** companys policy on business ethics and code of conduct
- KU12.** using ERP
- KU13.** tools for documentation: MS excel and MS Word
- KU14.** use of spreadsheets to tabulate and analyze the data
- KU15.** supply chain management
- KU16.** inventory management process
- KU17.** types of packing material such as bubble wrap, shrink wrap, corrugated boxes, thermocol beads, etc.
- KU18.** packing techniques such as boxing, lashing, etc.
- KU19.** packaging machines and their usage
- KU20.** product type and corresponding packing process
- KU21.** country-wise product-wise packaging and labelling required
- KU22.** fumigation certificate for packaging material
- KU23.** Just In Time (JIT) mode of inventory management
- KU24.** First-in-first out (FIFO), First-in-last-out (FILO)
- KU25.** quality check standards
- KU26.** packaging standards

Generic Skills (GS)

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

- GS1.** read company policy and standard work related documents
- GS2.** read emails and letters
- GS3.** read data entries in the system
- GS4.** prepare reports on quality check and packaging
- GS5.** write mails
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8.** communicate quality standards
- GS9.** listen to queries patiently and answer them aptly

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- GS10.** decide on actions to be taken on any issues identified for not following Turn Around Time (TAT)
- GS11.** decide on delay in packaging and take appropriate action to avoid delays
- GS12.** plan and organise items before packaging and quality check
- GS13.** plan and organise work schedule to achieve smooth workflow from quality check to packaging
- GS14.** address issues of pilferage and damage
- GS15.** resolve interpersonal issues among employees by communicating in time, in order to achieve smooth workflow
- GS16.** contribute to quality of team work and achieve smooth workflow
- GS17.** delegate work appropriately
- GS18.** identify and resolve issues due to technical or human error
- GS19.** analyse reasons of wrong packaging and steps to avoid
- GS20.** improve work processes by adopting best practices
- GS21.** identify and resolve recurring inter-personal or system related issue
- GS22.** act upon constructively on any problems as pointed by manager
- GS23.** check products are packaged as per the defined standards

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise packaging process</i>	30	70	-	-
PC1. check and confirm the client's VAS/packaging and labeling requirement	2	5	-	-
PC2. ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement	2	5	-	-
PC3. monitor safe unloading of the products from the stacks and movement of product to packaging	2	5	-	-
PC4. supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)	2	5	-	-
PC5. ensure compliance to packaging and labeling requirements as per the customs requirement of different countries	2	5	-	-
PC6. verify the product details and labels with products and rectify errors if any	2	5	-	-
PC7. conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product	3	5	-	-
PC8. cross check list of products to be packaged and the products that are being packed	2	5	-	-
PC9. inspect binning, crating and palletization process to ensure safe handling of goods and adherence to process	2	5	-	-
PC10. check for goods damaged during packaging and quarantine them separately	2	5	-	-
PC11. check for optimal utilization of NPM and man hours without any damage to the products	2	5	-	-
PC12. make sure the area is cleaned after packing operations	2	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP	3	5	-	-
PC14. train subordinates on packaging and labeling process for different product, client, and country requirements	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0201
NOS Name	Supervise VAS/packaging
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Packaging
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N9908: Maintain and monitor integrity and ethics in operations

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain integrity ensuring data security

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

- PC1.** refrain from indulging in corrupt practices
- PC2.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** protect data and information related to business or commercial decisions

Professional and ethical practice

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

- PC4.** sensitise the work force towards ethical behaviour in work place and performing job with integrity
- PC5.** conduct regular reviews and check reports for unethical behaviour and corrupt practices
- PC6.** consult senior management when in an ethical dilemma
- PC7.** report promptly all violations of code of ethics
- PC8.** dress up and conduct in a professional manner
- PC9.** communicate with clients and stakeholders in a soft and polite manner
- PC10.** follow etiquettes

Ensure regulatory compliance

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

- PC11.** check that that documentation with respect to operations is up to date and in accordance to the regulations
- PC12.** coordinate with regulatory authorities and assist in inspections and clearances
- PC13.** report any issues with regulatory compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language

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- KU2.** companys Human Resources policies
- KU3.** companys code of ethics and business
- KU4.** companys whistle blower policy
- KU5.** companys rules related to sexual harassment
- KU6.** companys reporting structure
- KU7.** companys documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU10.** understand the documentary compliance required for different type of products

Generic Skills (GS)

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

- GS1.** read policy documents and work related documents
- GS2.** read emails letters and communications
- GS3.** read acts and regulations
- GS4.** write instructions, communications to internal staff
- GS5.** write emails and letters
- GS6.** write reports
- GS7.** interact with internal and external stakeholders
- GS8.** communicate with peers and subordinates
- GS9.** take appropriate action in a vulnerable situation
- GS10.** identify breaches and take necessary actions
- GS11.** identify documentary requirement for a specific product or regulation and take necessary action
- GS12.** plan and organise steps/ actions as per companys guidelines, if any violation of code of ethics is noticed in the company
- GS13.** plan and organise training sessions, sensitization sessions for work force
- GS14.** plan review meetings to monitor compliance with ethics and regulations
- GS15.** prevent company and customer information leakage
- GS16.** provide proper advice or guidance to colleagues to deal with sensitive issue
- GS17.** suggest solutions to managers and workers when in an ethical dilemma
- GS18.** identify conflict of interests and take necessary actions
- GS19.** review reports to identify common trends of defaults
- GS20.** conduct review to analyse the reasons for default
- GS21.** check that all regulatory compliances are adhered to
- GS22.** check that any unethical behaviour gets captured before a damage or negative impact happens

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	7	16	-	-
PC1. refrain from indulging in corrupt practices	2	5	-	-
PC2. protect customers information and ensure acquired information is not used for personal advantage	3	6	-	-
PC3. protect data and information related to business or commercial decisions	2	5	-	-
<i>Professional and ethical practice</i>	16	38	-	-
PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity	3	6	-	-
PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices	2	5	-	-
PC6. consult senior management when in an ethical dilemma	2	6	-	-
PC7. report promptly all violations of code of ethics	2	5	-	-
PC8. dress up and conduct in a professional manner	2	5	-	-
PC9. communicate with clients and stakeholders in a soft and polite manner	3	6	-	-
PC10. follow etiquettes	2	5	-	-
<i>Ensure regulatory compliance</i>	7	16	-	-
PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations	2	5	-	-
PC12. coordinate with regulatory authorities and assist in inspections and clearances	3	6	-	-
PC13. report any issues with regulatory compliance	2	5	-	-



Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9908
NOS Name	Maintain and monitor integrity and ethics in operations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	03/05/2026
NSQC Clearance Date	03/05/2023

Qualification Pack

LSC/N9909: Follow and monitor health, safety and security procedures

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Follow health, safety and security procedures

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

- PC1.** make note of all safety processes with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable
- PC3.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC4.** undertake periodical preventive health check ups
- PC5.** follow necessary SOP and precautions while handling dangerous and hazardous goods
- PC6.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC7.** comply with data safety regulations of the organisation
- PC8.** instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway

Ensure compliance to health, safety and security

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

- PC9.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC10.** implement 5S at workplace
- PC11.** inspect the activity area and equipment for appropriate and safe condition
- PC12.** check if stacking is done at defined height and is not on the walk way
- PC13.** check if walk way is free from grease/ oil
- PC14.** check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
- PC15.** participate in fire drills
- PC16.** check if standard material handling procedure are being followed
- PC17.** check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** health, safety and security policies and procedures
- KU2.** Special instructions for hazardous cargo handling
- KU3.** defined standard operating procedures
- KU4.** risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
- KU5.** escalation matrix for reporting identified problem
- KU6.** basics of Occupational Safety and Health Administration (OSHA)
- KU7.** 5S implementation and practice
- KU8.** necessary security procedures for airport, customs area, etc.
- KU9.** tools and equipment for material handling
- KU10.** standard material handling procedures while handling cargo
- KU11.** safety and security signage and their functions
- KU12.** knowledge of security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous goods
- KU15.** different PPE, their usage and purpose
- KU16.** safe driving techniques

Generic Skills (GS)

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

- GS1.** read various procedures and standards related to health, safety and security
- GS2.** read various documents related to security and movement of cargo
- GS3.** fill forms related to health, safety and security procedures
- GS4.** communicate clearly with colleagues regarding safety procedures
- GS5.** share experience and provide guidance to peers
- GS6.** make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits
- GS10.** Plan emergency drills, fire drills and inspections
- GS11.** ensure safe and secure movement of packages, cargos etc.
- GS12.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS13.** identify risks at the workplace and address them
- GS14.** analyse past mistakes and address them to avoid mishap in the future
- GS15.** ensure right safety measures and procedures are in place

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	15	34	-	-
PC1. make note of all safety processes with reference to area of operation	2	5	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable	2	3	-	-
PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	5	-	-
PC4. undertake periodical preventive health check ups	1	3	-	-
PC5. follow necessary SOP and precautions while handling dangerous and hazardous goods	2	5	-	-
PC6. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC7. comply with data safety regulations of the organisation	2	5	-	-
PC8. instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway	2	5	-	-
<i>Ensure compliance to health, safety and security</i>	15	36	-	-
PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	2	4	-	-
PC10. implement 5S at workplace	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	2	5	-	-
PC12. check if stacking is done at defined height and is not on the walk way	2	5	-	-
PC13. check if walk way is free from grease/ oil	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	5	-	-
PC15. participate in fire drills	1	3	-	-
PC16. check if standard material handling procedure are being followed	2	3	-	-
PC17. check if cargo has passed security checks and report in case of any violation	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9909
NOS Name	Follow and monitor health, safety and security procedures
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N9906: Verify GST invoices

Description

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

Scope

The scope covers the following :

- Check applicability of GST
- Verify invoice

Elements and Performance Criteria

Check applicability of GST

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

- PC1.** identify location of service recipient and place of supply of services
- PC2.** identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)
- PC3.** identify if GST is payable under reverse charge in case the Service provider is unregistered party

Verify invoice

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

- PC4.** obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient
- PC5.** obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code
- PC6.** receive unique identification number (UIN) for multilateral entity
- PC7.** check for relevant notification in case of exempt clients
- PC8.** calculate taxable value considering applicable rate of GST based on SAC/HSN
- PC9.** check for vendor invoices for all mandatory particulars and applicable GST

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** company's policy and work instructions on quality standards
- KU3.** company's products and services
- KU4.** organisational guidelines for dealing with receipts and payments
- KU5.** company's policy on mode of receipts
- KU6.** company's policy on processes and methods of collection and payments

Qualification Pack

- KU7.** financial concepts such as calculation of interest and taxes
- KU8.** Concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** reverse charge mechanism
- KU11.** exemptions under GST
- KU12.** refund process
- KU13.** use of MS office (Excel, Word)
- KU14.** CGST Act, 2017 (preferable not mandatory)

Generic Skills (GS)

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

- GS1.** read various accounting procedures and updates
- GS2.** read forms and policy directives
- GS3.** read vendor invoices
- GS4.** maintain record of invoices verified
- GS5.** coordinate with colleagues and seniors
- GS6.** decide on applicability of tax rates
- GS7.** plan and organise information for verifying invoice
- GS8.** ensure tax indicated is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues with accounts department and vendors
- GS11.** analyse invoices for tax calculation
- GS12.** check for error in invoice

Qualification Pack

Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

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:

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- 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.

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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



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- 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	-	-

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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	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N0121: Supervise bonded warehouse operations

Description

This unit is about managing operations in a bonded warehouse

Scope

The scope covers the following :

- Supervise bonded warehouse operations

Elements and Performance Criteria

Supervise bonded warehouse operations

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

- PC1.** interact with clients and get updated on the inward and outward goods
- PC2.** check goods movement status on ERP, discuss with client and clarify any doubts
- PC3.** demarcate bonded areas within warehouse for different customers
- PC4.** ensure right of access and right of operations in bonded areas
- PC5.** supervise operations within bonded areas and ensure compliance to timelines for timely export
- PC6.** arrange the export material with necessary packaging and documentation ready for customs inspection
- PC7.** clarify any queries raised by customs officials and provide the necessary support
- PC8.** coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance
- PC9.** interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs
- PC10.** coordinate with insurance agents for inspection of goods and provide the necessary support for valuation
- PC11.** prepare claims reports for damaged goods and coordinate with insurance agents for and preventive action
- PC12.** address client queries and grievances immediately and take necessary corrective
- PC13.** inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement
- PC14.** inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue
- PC15.** interact with clients regarding completeness of documentation, address any queries and get clarified
- PC16.** coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** IT system and ERP system of the organization
- KU9.** use of computer and associated data management devices
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** operating the ERP system in which details need to be checked
- KU12.** vehicle planning and route planning process
- KU13.** various HSN code classifications
- KU14.** demarcation of bonded warehouse area
- KU15.** basic understanding of bills of entry, shipping bills, country wise classification, custom documentation requirement
- KU16.** exports and import classifications and documentation
- KU17.** SEZS, custom valuations and custom duties, etc.
- KU18.** customs documentation for different types of goods
- KU19.** labels and instructions in the customer query resolution log book and shipment package
- KU20.** types of shipments being handled
- KU21.** special characteristics and handling requirements of shipments, if any
- KU22.** customs documentation and procedures
- KU23.** insurance claims processing documentation and procedure

Generic Skills (GS)

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

- GS1.** read written instructions
- GS2.** read invoicing label and shipment labels
- GS3.** read cargo documentation, customs documentation and insurance documentation
- GS4.** reproduce customer/customs/transporter/ regulator queries when required
- GS5.** generate reports in ERP and CRM
- GS6.** prepare statutory documentation for customs and insurance
- GS7.** with customers and other internal and external departments
- GS8.** with and collect information from different departments
- GS9.** make a judgment as to what additional documents are required
- GS10.** decide which cases are to be escalated to a higher level

Qualification Pack

- GS11.** plan and estimate the co-ordination required for resolving a query
- GS12.** maintain punctuality
- GS13.** should respond to the client in a timely manner
- GS14.** prioritize and execute tasks based on client requirements
- GS15.** be a team player and achieve joint goals
- GS16.** converse with the customer in a suitable manner
- GS17.** adhere to the customer timelines
- GS18.** identify trends/common causes for shipment hold-ups for want of documentation, transportation, customs clearance etc.
- GS19.** identify the type of shipment and the customs regulations pertaining to it
- GS20.** assess additional documents required for shipment clearance
- GS21.** keep track of the progress of each shipment in real time until clearance
- GS22.** focus on task at hand and complete it without errors and delays while maintaining high customer satisfaction levels

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise bonded warehouse operations</i>	30	70	-	-
PC1. interact with clients and get updated on the inward and outward goods	2	5	-	-
PC2. check goods movement status on ERP, discuss with client and clarify any doubts	2	5	-	-
PC3. demarcate bonded areas within warehouse for different customers	2	5	-	-
PC4. ensure right of access and right of operations in bonded areas	2	5	-	-
PC5. supervise operations within bonded areas and ensure compliance to timelines for timely export	1	5	-	-
PC6. arrange the export material with necessary packaging and documentation ready for customs inspection	1	5	-	-
PC7. clarify any queries raised by customs officials and provide the necessary support	1	5	-	-
PC8. coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance	1	5	-	-
PC9. interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs	1	5	-	-
PC10. coordinate with insurance agents for inspection of goods and provide the necessary support for valuation	1	5	-	-
PC11. prepare claims reports for damaged goods and coordinate with insurance agents for and preventive action	1	5	-	-
PC12. address client queries and grievances immediately and take necessary corrective	3	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement	3	3	-	-
PC14. inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue	3	3	-	-
PC15. interact with clients regarding completeness of documentation, address any queries and get clarified	3	3	-	-
PC16. coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.	3	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0121
NOS Name	Supervise bonded warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing operations, Packaging, Documentation and Reporting
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0122: Supervise cold storage warehouse operations

Description

This unit is about engaging into handling operations in a cold chain warehouse

Scope

The scope covers the following :

- Supervise cold storage material handling

Elements and Performance Criteria

Supervise cold storage material handling

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

- PC1.** supervise safe handling, loading/unloading of goods
- PC2.** oversee segregation, sorting and grading operations in cold storage
- PC3.** ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP
- PC4.** coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations
- PC5.** inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC6.** conduct regular check-up of the ripening chamber/cold storage areas and ensure proper documentation is done at every stage
- PC7.** follow precautions as per SOP to prevent contamination of perishables
- PC8.** ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other regulatory requirements
- PC9.** check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms
- PC10.** stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies
- PC11.** check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP)
- PC12.** ensure effective implementation of cleaning schedule for all equipment and machines is followed
- PC13.** prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** the basic of ERP system of the organization
- KU10.** using a computer and data handling devices
- KU11.** use of different material handling equipment and their uses
- KU12.** different geographical locations
- KU13.** HACCP, HAZMAT and other training certifications required to be taken by workers
- KU14.** knowledge of quality systems like British Retail Consortium (BRC), Food Safety and Standards Authority of India (FSSAI), (International Organization for Standardization) ISO, Food Safety System Certification (FSSSC) etc.
- KU15.** appropriate PPE including gloves, jacket, shoes, goggles to be worn by operators
- KU16.** ideal time required for each cold chain activity
- KU17.** process flow of cold chain operation
- KU18.** types of goods in which the company deals
- KU19.** characteristics of the products being handled, for e.g.: texture, odour, stickiness etc
- KU20.** technique for measurement of hydration levels
- KU21.** identification of goods based on grading categories
- KU22.** appropriate oxygen and carbon dioxide levels to be maintained in the grading line facility
- KU23.** cleaning schedule of refrigeration equipment
- KU24.** measurement units and scales used in cold storage equipment
- KU25.** calibration schedule and correct measurements according to which calibration is done
- KU26.** emergency responses in case of malfunctioning of refrigeration equipment as a whole or its components like evaporator, condenser or compressor
- KU27.** information from the ERP system, instruction list
- KU28.** various escalations regarding resolving and catering to the customer query
- KU29.** handling requirements for dangerous and special goods, if any

Generic Skills (GS)

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

- GS1.** read work instructions, customer requirement and quality policy
- GS2.** read legal policies and regulations
- GS3.** read internal communications memorandums
- GS4.** read legal documentation part of the shipment/ goods

Qualification Pack

- GS5.** read checklists and daily reports
- GS6.** write forms pertaining to inventory received or dispatched
- GS7.** write notes about accidents, damage to cargo
- GS8.** write instructions for manager and staff
- GS9.** write daily reports regarding updates and reviews
- GS10.** communicate clearly with manager and subordinates
- GS11.** provide advice and guidance to peers & juniors
- GS12.** communicate with workers for delays and updates in schedules
- GS13.** judge the quality of goods receipt
- GS14.** identify components required to make a product based on requests
- GS15.** assess if a problem can be resolved quickly internally or needs to be escalated
- GS16.** liaise with customers, government officials, vendors and staff
- GS17.** plan and organise review meetings with vendors, contractors
- GS18.** organise projects/ training plans for performance improvement
- GS19.** take prompt action on queries raised by the customer
- GS20.** comply to timelines and service levels committed to customer
- GS21.** resolve system and operational issues either internally or by escalating to relevant authority
- GS22.** identify trends/common causes for errors and suggest possible solutions
- GS23.** identify areas of inefficiencies and plan to curb the inefficiencies
- GS24.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS25.** delegate work appropriately
- GS26.** identify and resolve issues due to technical or human error
- GS27.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc
- GS28.** provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS29.** analyse reports and propose necessary actions
- GS30.** assess delays or non-performance in daily reporting or closures
- GS31.** identify key areas that are crucial for performance improvement
- GS32.** think tactically, with attention to details
- GS33.** improve work processes by adopting best practices
- GS34.** think through on different queries and escalations and quickly identify possible solutions and work-around

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise cold storage material handling</i>	30	70	-	-
PC1. supervise safe handling, loading/unloading of goods	3	5	-	-
PC2. oversee segregation, sorting and grading operations in cold storage	3	5	-	-
PC3. ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP	3	5	-	-
PC4. coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations	3	5	-	-
PC5. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
PC6. conduct regular check-up of the ripening chamber/cold storage areas and ensure proper documentation is done at every stage	2	6	-	-
PC7. follow precautions as per SOP to prevent contamination of perishables	2	6	-	-
PC8. ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other regulatory requirements	2	6	-	-
PC9. check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms	2	6	-	-
PC10. stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies	2	5	-	-
PC11. check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP)	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure effective implementation of cleaning schedule for all equipment and machines is followed	2	5	-	-
PC13. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0122
NOS Name	Supervise cold storage warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing operations, Packaging, Documentation and Reporting
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0123: Supervise FMCG & E-Com warehouse operations

Description

This unit is about supervision of FMCG warehouse operations

Scope

The scope covers the following :

- Supervise FMCG goods handling

Elements and Performance Criteria

Supervise FMCG goods handling

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

- PC1.** generate picklist as per client orders and distribute to workers
- PC2.** supervise different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.
- PC3.** arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations
- PC4.** supervise binning, kitting, labelling and packing operations in warehouse
- PC5.** ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations
- PC6.** inspect loading/unloading process and ensure the right goods are being handled
- PC7.** make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code
- PC8.** inspect handling/packaging damages, take corrective and preventive actions and report the same
- PC9.** inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC10.** supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)
- PC11.** organize inventory cycle counting as per SOP and report the status
- PC12.** prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.
- PC13.** train warehouse associates on order picking, packing, sorting and documentation activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** the basic of ERP system of the organization
- KU10.** using a computer and data handling devices
- KU11.** use tools for documentation: MS excel and MS Word, etc.
- KU12.** different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation
- KU13.** use of different material handling equipment and their uses
- KU14.** process flow of service operation and understanding of basic supply chain value chain
- KU15.** state/country taxes and routing
- KU16.** basic understanding of statistical and quantitative analysis tools
- KU17.** use of spreadsheets to tabulate and analyze the data
- KU18.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc
- KU19.** procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs
- KU20.** usage of different information processing devices like barcode scanners, RFID scanners, etc
- KU21.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU22.** shop floor operations and material planning
- KU23.** automated warehouse and its operations
- KU24.** different inventory management systems as well as counting methods
- KU25.** technical specifications of goods in the warehouse
- KU26.** how to read information from the Enterprise Resource Planning (ERP)/Management Information Systems (MIS) system, instruction list
- KU27.** various escalations regarding resolving and catering to the customer query
- KU28.** overall process in operations
- KU29.** different types of goods being handled

Generic Skills (GS)

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

- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment/ goods

Qualification Pack

- GS5.** checklists and daily reports
- GS6.** forms pertaining to inventory received or dispatched
- GS7.** notes about accidents, damage to cargo
- GS8.** instructions for manager and staff
- GS9.** daily reports regarding updates and reviews
- GS10.** communicate clearly with manager and subordinates
- GS11.** provide advice and guidance to peers & juniors
- GS12.** communicate with workers for delays and updates in schedules
- GS13.** judge the quality of goods receipt
- GS14.** identify components required to make a product based on requests
- GS15.** liaise with customers, government officials, vendors and staff
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** comply to timelines and service levels committed to customer
- GS20.** resolve system and operational issues either internally or by escalating to relevant authority
- GS21.** identify trends/common causes for errors and suggest possible solutions
- GS22.** identify areas of inefficiencies and plan to curb the inefficiencies
- GS23.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS24.** delegate work appropriately
- GS25.** identify and resolve issues due to technical or human error
- GS26.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc
- GS27.** provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS28.** analyse reports and propose necessary actions
- GS29.** assess delays or non-performance in daily reporting or closures
- GS30.** identify key areas that are crucial for performance improvement
- GS31.** think tactically, with attention to details
- GS32.** improve work processes by adopting best practices
- GS33.** think through on different queries and escalations and quickly identify possible solutions and work-around

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise FMCG goods handling</i>	30	70	-	-
PC1. generate picklist as per client orders and distribute to workers	3	5	-	-
PC2. supervise different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.	3	5	-	-
PC3. arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations	3	5	-	-
PC4. supervise binning, kitting, labelling and packing operations in warehouse	3	5	-	-
PC5. ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations	2	6	-	-
PC6. inspect loading/unloading process and ensure the right goods are being handled	2	6	-	-
PC7. make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code	2	6	-	-
PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same	2	6	-	-
PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
PC10. supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. organize inventory cycle counting as per SOP and report the status	2	5	-	-
PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	5	-	-
PC13. train warehouse associates on order picking, packing, sorting and documentation activities	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0123
NOS Name	Supervise FMCG & E-Com warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing operations, Packaging, Documentation and Reporting
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0124: Supervise automotive warehouse operations

Description

This unit is about engaging into handling Automotive goods in Warehouse

Scope

The scope covers the following :

- Supervise automotive warehouse operations

Elements and Performance Criteria

Supervise automotive warehouse operations

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

- PC1.** coordinate with OEM/3PL/4PL for storage and dispatch of goods
- PC2.** check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list
- PC3.** ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations
- PC4.** check for adherence to different certifications for automotive goods
- PC5.** plan palletization process and ensure its executed as per design/process agreed with the client
- PC6.** ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately
- PC7.** supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation
- PC8.** inspect handling/packaging damages, take corrective and preventive actions and report the same
- PC9.** inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC10.** organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status
- PC11.** deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics
- PC12.** prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** the basic of ERP system of the organization
- KU10.** using a computer and data handling devices
- KU11.** use tools for documentation: MS excel and MS Word, etc.
- KU12.** different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation
- KU13.** use of different material handling equipment and their uses
- KU14.** state/country taxes and routing
- KU15.** basic understanding of statistical and quantitative analysis tools
- KU16.** use of spreadsheets to tabulate and analyze the data
- KU17.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc
- KU18.** procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs
- KU19.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU20.** use of different material handling equipment and their uses
- KU21.** different geographical locations
- KU22.** racking and storage systems in automobile warehousing
- KU23.** Kanban inventory management
- KU24.** 5S, JIT, FMEA, kaizen, poka-yoke etc.
- KU25.** how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system, instruction list
- KU26.** various escalations regarding resolving and catering to the customer query
- KU27.** overall process in operations
- KU28.** different types of goods being handled
- KU29.** handle requirements for dangerous and special goods, if any
- KU30.** various types of PPEs and their usage

Generic Skills (GS)

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

- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums

Qualification Pack

- GS4.** legal documentation part of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** forms pertaining to inventory received or dispatched
- GS7.** notes about accidents, damage to cargo
- GS8.** instructions for manager and staff
- GS9.** daily reports regarding updates and reviews
- GS10.** communicate clearly with manager and subordinates
- GS11.** provide advice and guidance to peers & juniors
- GS12.** communicate with workers for delays and updates in schedules
- GS13.** judge the quality of goods receipt
- GS14.** identify components required to make a product based on requests
- GS15.** liaise with customers, government officials, vendors and staff
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** comply to timelines and service levels committed to customer
- GS20.** resolve system and operational issues either internally or by escalating to relevant authority
- GS21.** identify trends/common causes for errors and suggest possible solutions
- GS22.** identify areas of inefficiencies and plan to curb the inefficiencies
- GS23.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS24.** delegate work appropriately
- GS25.** identify and resolve issues due to technical or human error
- GS26.** verify the authenticity of the product by looking at the logo, box packaging, etc.
- GS27.** identify from the attached certification if the product meets the regulatory requirement
- GS28.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc
- GS29.** provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS30.** analyse reports and propose necessary actions
- GS31.** assess delays or non-performance in daily reporting or closures
- GS32.** identify key areas that are crucial for performance improvement
- GS33.** check the type of packaging, approximate weight and measurement with marking and labelling for different types of cargo to assess if it is in order with the widely accepted norms
- GS34.** identify dangerous goods and ensure that requisite precautions are taken
- GS35.** suggest improvement in loading and stacking methods to increase efficiency and space utilization
- GS36.** focus on task at hand and complete it without errors and delays while maintaining high efficiency and effectiveness

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise automotive warehouse operations</i>	30	70	-	-
PC1. coordinate with OEM/3PL/4PL for storage and dispatch of goods	4	6	-	-
PC2. check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list	4	6	-	-
PC3. ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations	3	5	-	-
PC4. check for adherence to different certifications for automotive goods	3	5	-	-
PC5. plan palletization process and ensure its executed as per design/process agreed with the client	2	6	-	-
PC6. ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately	2	6	-	-
PC7. supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation	2	6	-	-
PC8. inspect handling/package damages, take corrective and preventive actions and report the same	2	6	-	-
PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
PC10. organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status	2	6	-	-
PC11. deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics	2	6	-	-



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	6	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0124
NOS Name	Supervise automotive warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing operations, Packaging, Documentation and Reporting
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N0125: Supervise dry bulk cargo warehouse operations

Description

This unit is about supervising dry bulk cargo warehouse operations

Scope

The scope covers the following :

- Supervise dry bulk cargo warehouse operations

Elements and Performance Criteria

Supervise dry bulk cargo warehouse operations

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

- PC1.** compute space and weight requirements for cargo and allocate space for storage of cargo
- PC2.** ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements
- PC3.** ensure safe usage of conveyors for movement of bulk cargo and ensure for smooth and spillage free movement
- PC4.** continuously monitor weight and volume metrics to ensure adequate storage in different locations
- PC5.** monitor pest control activities and supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo
- PC6.** ensure the right PPE, safety and security measures are being carried out
- PC7.** inspect spillages and handling damages, take corrective and preventive actions and report the same
- PC8.** inspect documentation for correctness, accuracy and take necessary action to rectify any deviations
- PC9.** organize inventory measurement as per Standard Operating Procedures (SOP) and report the status
- PC10.** prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed

Qualification Pack

- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** enterprise Resource Planning (ERP) system of the organization
- KU10.** use of computer and data handling devices
- KU11.** use tools for documentation: MS excel and MS Word, etc.
- KU12.** use of different material handling equipment and their uses
- KU13.** process flow of service operation and understanding of basic supply chain value chain
- KU14.** state/country taxes and routing
- KU15.** basic understanding of statistical and quantitative analysis tools
- KU16.** use of spreadsheets to tabulate and analyze the data
- KU17.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU18.** procurement related concepts like Purchase order (PO), Invoices, procedures etc. Identify and understand the capacity and usage of different MHEs
- KU19.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU20.** use of different material handling equipment and their uses
- KU21.** different geographical locations
- KU22.** product knowledge of goods handled in warehouse
- KU23.** knowledge of MHEs used in bulk warehouse
- KU24.** how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system system, instruction list
- KU25.** various escalations regarding resolving and catering to the customer query
- KU26.** overall process in operations
- KU27.** different types of goods being handled
- KU28.** handle requirements for dangerous and special goods, if any
- KU29.** various types of PPEs and their usage

Generic Skills (GS)

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

- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write forms pertaining to inventory received or dispatched
- GS7.** write notes about spillages, accidents, damages to cargo received
- GS8.** write instructions for staff
- GS9.** write daily reports regarding updates and reviews

Qualification Pack

- GS10.** communicate clearly with manager and subordinates
- GS11.** provide advice and guidance to peers & juniors
- GS12.** communicate with workers for delays and updates in schedules
- GS13.** judge the quality of goods receipt
- GS14.** identify components required to make a product based on requests
- GS15.** liaise with customers, government officials, vendors and staff
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** comply to timelines and service levels committed to customer
- GS20.** resolve system and operational issues either internally or by escalating to relevant authority
- GS21.** identify trends/common causes for errors and suggest possible solutions
- GS22.** identify areas of inefficiencies and plan to curb the inefficiencies
- GS23.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS24.** delegate work appropriately
- GS25.** identify and resolve issues due to technical or human error
- GS26.** provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS27.** analyse reports and propose necessary actions
- GS28.** assess delays or non-performance in daily reporting or closures
- GS29.** identify key areas that are crucial for performance improvement
- GS30.** suggest improvement in loading and storage methods to increase efficiency and space utilization
- GS31.** focus on task at hand and complete it without errors and delays while maintaining high efficiency and effectiveness
- GS32.** check for compliance regarding filling capacities of storage tanks

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise dry bulk cargo warehouse operations</i>	30	70	-	-
PC1. compute space and weight requirements for cargo and allocate space for storage of cargo	3	7	-	-
PC2. ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements	3	7	-	-
PC3. ensure safe usage of conveyors for movement of bulk cargo and ensure for smooth and spillage free movement	3	7	-	-
PC4. continuously monitor weight and volume metrics to ensure adequate storage in different locations	3	7	-	-
PC5. monitor pest control activities and supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo	3	7	-	-
PC6. ensure the right PPE, safety and security measures are being carried out	3	7	-	-
PC7. inspect spillages and handling damages, take corrective and preventive actions and report the same	3	7	-	-
PC8. inspect documentation for correctness, accuracy and take necessary action to rectify any deviations	3	7	-	-
PC9. organize inventory measurement as per Standard Operating Procedures (SOP) and report the status	3	7	-	-
PC10. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0125
NOS Name	Supervise dry bulk cargo warehouse operations
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Packaging
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N9603: Profit and Loss account management and cost accounting

Description

This unit is about about Profit and loss account management and cost accounting

Scope

The scope covers the following :

- Profit and loss account management and review
- Analysis of activity based costs

Elements and Performance Criteria

Profit and Loss account management and review

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

- PC1.** review department wise budgets and make amendments if required
- PC2.** collate and prepare annual budgets along with sales and profit targets
- PC3.** schedule both capital and operational expenses accordance to the budget
- PC4.** analyze and review the P&L performance for the unit
- PC5.** analyze profitability and business performance trends department wise
- PC6.** periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions
- PC7.** periodically analyse the physical output and performance with respect to the budget and identify places for improvements
- PC8.** undertake adequate risk management so as to meet Key Performance targets
- PC9.** manage and control budgets of different departments on a periodic basis to optimize financial performance

Analysis of activity based costs

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

- PC10.** periodically review activity and department financial performance
- PC11.** identify the activities having high variance with respect to the budgeted costs or the forecasted revenue
- PC12.** analyze the actual cost w.r.t physical output to draw inferences
- PC13.** identify reasons in discussion with department and take remedial and corrective actions where-ever required
- PC14.** work towards rationalizing the cost of the activity wise operations to achieve higher financial goals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards as well as documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards, handling of special and dangerous goods, etc.
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined TATs and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** IT system and ERP system of the organization
- KU15.** organizational goal for the year as well as branch/ territory targets
- KU16.** process flow of service operation and understanding of basic supply chain value chain
- KU17.** state/country taxes and routing
- KU18.** local and global geographies
- KU19.** use of enterprise resource planning software (ERP) and the MIS
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU24.** transit rules and regulations
- KU25.** working and capacities of different MHEs and other equipment used for handling the shipment
- KU26.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU27.** significance of team coordination to achieve revenue and productivity targets of the organization
- KU28.** various techniques for performance improvement and cost accounting
- KU29.** budgeting exercises

Generic Skills (GS)

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

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** egal policies and regulations
- GS3.** internal communications memorandums
- GS4.** written instructions, standard operating procedures

Qualification Pack

- GS5.** SOPs and documents required for all operational activities
- GS6.** inferences drawn from the system reports
- GS7.** financial statements
- GS8.** maintain the record of as per company's policy
- GS9.** make the note of instructions to team members
- GS10.** develop operating procedures and update them
- GS11.** write communications, letters, etc.
- GS12.** prepare daily reports, checklists
- GS13.** prepare reports and presentations based on data analytics and ERP reports
- GS14.** communicate with client, external coordinators, internal staff effectively
- GS15.** motivate employees
- GS16.** share experiences and provide guidance to juniors and peers
- GS17.** assess business performance to identify need for interventions
- GS18.** identify areas for improvement and accordingly suggest remedial action
- GS19.** identify areas for budget modifications and budget cuts
- GS20.** decide on ways to improve performance
- GS21.** plan and organise performance review sessions
- GS22.** make action plan for performance improvement
- GS23.** organise projects/ training plans for performance improvement
- GS24.** monitor the activities of the performance improvement plan
- GS25.** sensitive employees towards customer requirements
- GS26.** focus on customer satisfaction as a key part of the performance review
- GS27.** identify reasons for variances and resolve them in discussion with team and management
- GS28.** suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
- GS29.** analyze reasons for variances across departments
- GS30.** compare with past trends to see if it is seasonal or cyclical in nature
- GS31.** identify areas that are crucial for improvement and accordingly revisit budgets
- GS32.** assess the financial performance and make strategic decisions regarding budgets, focus areas
- GS33.** motivate and ensure output so as to achieve financial goals

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Profit and Loss account management and review</i>	20	45	-	-
PC1. review department wise budgets and make amendments if required	3	5	-	-
PC2. collate and prepare annual budgets along with sales and profit targets	3	5	-	-
PC3. schedule both capital and operational expenses accordance to the budget	2	5	-	-
PC4. analyze and review the P&L performance for the unit	2	5	-	-
PC5. analyze profitability and business performance trends department wise	2	5	-	-
PC6. periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions	2	5	-	-
PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements	2	5	-	-
PC8. undertake adequate risk management so as to meet Key Performance targets	2	5	-	-
PC9. manage and control budgets of different departments on a periodic basis to optimize financial performance	2	5	-	-
<i>Analysis of activity based costs</i>	10	25	-	-
PC10. periodically review activity and department financial performance	2	5	-	-
PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue	2	5	-	-
PC12. analyze the actual cost w.r.t physical output to draw inferences	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required	2	5	-	-
PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9603
NOS Name	Profit and Loss account management and cost accounting
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N9701: Business development and stakeholder relations

Description

This unit is about generating new business and maintaining relation with all stakeholders

Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Co-ordinate with government officials, vendors and contractors

Elements and Performance Criteria

Generate new business prospects

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

- PC1.** update information into ERP, inform the relevant departments on sale closure
- PC2.** obtain list of existing clients and new prospects from the company's sales database.
- PC3.** prepare sales targets and relationship strategies
- PC4.** prioritize the clients for contacting, based on the previous relationship building calls made to each of them
- PC5.** call clients and prospects to seek meeting
- PC6.** meet client to offer new services and take feedback for current services
- PC7.** identify clients business need and offer customized and bundled solutions
- PC8.** negotiate on costs, close the deal and collect organizational and payment details of the client
- PC9.** take client's feedback before leaving

Maintain customer relations

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

- PC10.** regularly interact with the client over phone, emails or personal visits
- PC11.** address the query raised by the customers effectively and timely
- PC12.** take appropriate actions on escalations raised by customers
- PC13.** handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.
- PC14.** provide regular information to clients regarding new offerings, discounts, customized solutions, etc.

Co-ordinate with government officials, vendors and contractors

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

- PC15.** liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them
- PC16.** analyse and manage insurance claim requests
- PC17.** co-ordinate with marketing agencies for publicity of services of the company

Qualification Pack

- PC18.** negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.
- PC19.** co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards and documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards and handling of dangerous and special goods
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined Turn Around Time (TATs) and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** coding system followed to label items
- KU15.** the Information Technology(IT) system and Enterprise resource planning (ERP) system of the organization
- KU16.** process flow of service operation, value chain and basic supply chain value map within the sub sector
- KU17.** state/country taxes and routing
- KU18.** local and global geographical knowledge
- KU19.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU24.** transit rules and regulations
- KU25.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU26.** customer relationship management
- KU27.** about contract management and SLA
- KU28.** factors for evaluation of performance of vendors

Qualification Pack

Generic Skills (GS)

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

- GS1.** read company quality policy, work instructions and customer requirement
- GS2.** read transit rules and trade policies
- GS3.** read regulatory requirement associated with custom clearance
- GS4.** read e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** write e-mails and letters to government officials, customers, vendors, etc.
- GS6.** note information about vendors on factors like quality of service, on-time order completion, cooperation etc
- GS7.** listen to the requirements of the client
- GS8.** communicate with clients, government officials and other external stakeholders by using various communication channels
- GS9.** exchange information with other managers, supervisory and operational staff at all levels
- GS10.** carefully listen to vendor concerns and issues
- GS11.** decide on corrective measures to improve customer ratings
- GS12.** decide on actions to be taken on escalations raised by the customer
- GS13.** decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL)
- GS14.** identify and prioritise on select clients and prospects for generating business
- GS15.** liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** understand customer requirement and offer customised or bundled solutions
- GS20.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS21.** resolve the queries raised by customers as well as government officials
- GS22.** address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
- GS23.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS24.** identify bundles and customisations that cater to the requirement of majority of customers
- GS25.** analyse key reasons for non-performance and customer dis-satisfaction
- GS26.** identify key areas that are crucial for performance improvement
- GS27.** improve work processes by adopting best practices with respect to quality of service to the customers
- GS28.** act upon constructively on any problems as pointed by customers, vendors or government officials
- GS29.** handle personality clashes effectively

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	14	36	-	-
PC1. update information into ERP, inform the relevant departments on sale closure	1	4	-	-
PC2. obtain list of existing clients and new prospects from the company's sales database.	2	4	-	-
PC3. prepare sales targets and relationship strategies	2	4	-	-
PC4. prioritize the clients for contacting, based on the previous relationship building calls made to each of them	2	4	-	-
PC5. call clients and prospects to seek meeting	2	4	-	-
PC6. meet client to offer new services and take feedback for current services	2	4	-	-
PC7. identify clients business need and offer customized and bundled solutions	1	4	-	-
PC8. negotiate on costs, close the deal and collect organizational and payment details of the client	1	4	-	-
PC9. take client's feedback before leaving	1	4	-	-
<i>Maintain customer relations</i>	6	19	-	-
PC10. regularly interact with the client over phone, emails or personal visits	1	4	-	-
PC11. address the query raised by the customers effectively and timely	1	4	-	-
PC12. take appropriate actions on escalations raised by customers	1	4	-	-
PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. provide regular information to clients regarding new offerings, discounts, customized solutions, etc.	2	3	-	-
<i>Co-ordinate with government officials, vendors and contractors</i>	10	15	-	-
PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	-
PC16. analyse and manage insurance claim requests	2	3	-	-
PC17. co-ordinate with marketing agencies for publicity of services of the company	2	3	-	-
PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.	2	3	-	-
PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand	2	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9701
NOS Name	Business development and stakeholder relations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

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/N0127.Decision science-based resource allocation and streamline operations at warehouse	30	70	-	-	100	20
LSC/N0128.Supervise receiving inventory and dispatch activities	30	70	-	-	100	20
LSC/N0201.Supervise VAS/packaging	30	70	-	-	100	10
LSC/N9908.Maintain and monitor integrity and ethics in operations	30	70	-	-	100	10
LSC/N9909.Follow and monitor health, safety and security procedures	30	70	-	-	100	10
LSC/N9906.Verify GST invoices	30	70	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
Total	200	450	0	0	650	90

Elective: 1 Bonded Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0121.Supervise bonded warehouse operations	30	70	-	-	100	10

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

Elective: 2 Cold Chain warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0122.Supervise cold storage warehouse operations	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 3 FMCG Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0123.Supervise FMCG & E-Com warehouse operations	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 4 Automotive Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0124.Supervise automotive warehouse operations	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 5 Dry Bulk Cargo Warehouse

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0125.Supervise dry bulk cargo warehouse operations	30	70	-	-	100	10
Total	30	70	-	-	100	10

Optional: 1 Profit Management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9603.Profit and Loss account management and cost accounting	30	70	-	-	100	10
Total	30	70	-	-	100	10

Optional: 2 Business Development

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9701.Business development and stakeholder relations	30	70	-	-	100	10
Total	30	70	-	-	100	10



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.