

QUALIFICATION FILE – Warehouse Supervisor

Short Term Training (STT) Long Term Training (LTT) Apprenticeship

Upskilling Dual/Flexi Qualification For ToT For ToA

General Multi-skill (MS) Cross Sectoral (CS) Future Skills

NCrF/NSQF Level: 5

Submitted By:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Submitting Body Contact Details:

Name: Ms. Reena Murray

Position in the Organization: Head - Standards & Quality Assurance

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Section 1: Basic Details

1.	Qualification Name	Warehouse Supervisor	
2.	Sector/s	Logistics	
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input checked="" type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of the existing /previous qualification: QG-05-TW-00235-2023-V1-LSC	Qualification Name of the existing version: Warehouse Supervisor
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	Warehouse Supervisor	
5.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-05-TLW-04949-2026-V1-LSSC	6. NCQF/NSQF Level: 5
7.	Award (Certificate/Diploma/ Advanced Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate	
8.	Brief Description of the Qualification	The Warehouse Supervisor is responsible for overseeing the daily operations of the warehouse to ensure that all activities from receiving, storing, and dispatching goods to maintaining inventory accuracy are executed efficiently and safely. This individual plays a critical role in planning, coordinating, and supervising the work of warehouse staff to meet organizational objectives. The role involves collaboration with data entry operators, clients, transporters, and regulatory authorities to ensure smooth and compliant warehouse operations. Warehouse Supervisor in the Logistics industry is also known as Store Supervisor,	

		Warehouse In-Charge, Dispatch Supervisor, Warehouse Senior Officer, Warehouse Shift In-Charge/ Supervisor, etc.																						
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	<p>a. Entry Qualification & Relevant Experience:</p> <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Relevant Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Completed UG Diploma or equivalent</td> <td>1 Year of relevant experience in warehousing</td> </tr> <tr> <td>2</td> <td>12th Grade pass or equivalent</td> <td>4 years of relevant experience in warehousing</td> </tr> <tr> <td>3</td> <td>Completed 3 year diploma after 10th</td> <td>2 years of relevant experience in warehousing</td> </tr> <tr> <td>4</td> <td>Previous relevant Qualification of NSQF Level 4</td> <td>3 Years of relevant experience in warehousing</td> </tr> </tbody> </table> <p>b. Age:</p>					S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)	1	Completed UG Diploma or equivalent	1 Year of relevant experience in warehousing	2	12th Grade pass or equivalent	4 years of relevant experience in warehousing	3	Completed 3 year diploma after 10th	2 years of relevant experience in warehousing	4	Previous relevant Qualification of NSQF Level 4	3 Years of relevant experience in warehousing			
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1	Completed UG Diploma or equivalent	1 Year of relevant experience in warehousing																						
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3	Completed 3 year diploma after 10th	2 years of relevant experience in warehousing																						
4	Previous relevant Qualification of NSQF Level 4	3 Years of relevant experience in warehousing																						
10.	Credits Assigned to this Qualification (as per National Credit Framework (NCrF))	Min Credits: 19 ; Max Credits: 31		11. Common Cost Norm Category: I																				
12.	Any Licensing Requirements for Undertaking Training on This Qualification (wherever applicable)	NA																						
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<p><input checked="" type="checkbox"/> Offline Only <input type="checkbox"/> Online Only <input type="checkbox"/> Blended (Min hrs): 510 + 60 (1 elective) = 570 hrs (Max hrs): 930 hrs</p> <table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>160</td> <td>320</td> <td>30</td> <td></td> <td>510</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>(Refer Blended Learning Annexure for details)</p>					Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	160	320	30		510	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)	160	320	30		510																			
Online																								

14.	Aligned to NCO/ISCO Code/s (if code is not available, then mention the same)	NCO-2015/1324.1201 and ISCO-08-4321	
15.	Progression Path After Attaining the Qualification (Please show Professional and Academic progression) (wherever applicable)	Warehouse Manager	
16.	Other Indian Languages in which the Qualification & Model Curriculum are being Submitted	Hindi	
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:	
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:	
19.	How participation of women will be encouraged?	The Job Role is gender neutral and can be performed by women.	
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it), wherever applicable	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Ms. Reena Murray Email: reena@lsc-india.com Contact No.: 044 4851 4607 Website: www.lsc-india.com	
23.	Final Approval Date by NSQC: 06-02-2026	24. Validity Duration: 3 years	25. Next Review Date: 06-02-2029

Section 2: Module Summary

NOS of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Introduction to Warehouse Supervisor	Bridge module	Non-core	5	1	20	10	-	-	30	0	0	-	0	0	0
2	Plan and Allocate resources for daily operations using decision science-based tools	LSC/N0127 & V2.0	Core	5	3	20	60	10	-	90	30	60	-	10	100	20
3	Warehouse Infrastructure maintenance and issues resolution	LSC/N0146 & V1.0	Core	5	3	20	60	10	-	90	30	60	-	10	100	20
4	Supervise receiving inventory and dispatch activities	LSC/N0128 & V2.0	Core	5	3	20	60	10	-	90	30	60	-	10	100	10
5	Supervise VAS activities	LSC/N0201 & V3.0	Core	5	2	20	40	-	-	60	30	60	-	10	100	10
7	Verify GST invoices	LSC/N9906 & V3.0	Core	5	1	10	20	-	-	30	30	60	-	10	100	10
8	Follow health, safety, security procedures and maintain integrity, ethics at the workplace	LSC/N9911 & V1.0	Non-Core	5	2	20	40	-	-	60	30	60	-	10	100	10
9	Employability Skills (60 Hours)	DGT/VSQ/N0102 & V1.0	Non-Core	5	2	30	30	-	-	60	20	30	-	-	50	10
	Duration (in Hours) / Total Marks				17	160	320	30	-	510	200	390	-	60	650	90

Elective NOS:**Elective NOS 1: Bonded warehouse**

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Supervise bonded warehouse operations	LSC/N0121 & V3.0	Core	5	2	30	30	-	60	30	30	60	-	10	100	10

Elective NOS 2: Perishable & FMCG warehouse

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Supervise Perishable and FMCG operations	LSC/N0147 & V1.0	Core	5	2	30	30	-	60	30	30	60	-	10	100	10

Elective NOS 3: Automotive warehouse

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Supervise automotive warehouse operations	LSC/N0124 & V3.0	Core	5	2	30	30	-	60	30	30	60	-	10	100	10

Elective NOS 4: Dry bulk cargo warehouse

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Supervise dry bulk cargo warehouse operations	LSC/N0125 & V3.0	Core	5	2	30	30	-	60	30	30	60	-	10	100	10

Elective NOS 5: E-commerce warehouse

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Supervise E-commerce operations	LSC/N0148 & V3.0	Core	5	2	30	30	-	60	30	30	60	-	10	100	10

Optional NOS 1: Profit Management

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Profit and Loss account management and cost accounting	LSC/N9603 & V3.0	Core	5	2	30	30	-	60	30	30	60		10	100	10

Optional NOS 2: Business Development

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Business development and stakeholder relations	LSC/N9701 & V3.0	Core	4	2	30	30	-	60	30	30	60	-	10	100	10

Assessment - Minimum Qualifying Percentage

Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: 50 % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Any degree + 2 years of relevant industrial experience specifically in Warehousing Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0". Minimum accepted score is 80%
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Any degree + minimum 5 years of experience in the logistics industry, specifically in Warehousing Certified for Job Role: "Warehouse Supervisor" mapped to QP: "LSC/Q0102, V5.0". Minimum accepted score is 80%.
3.	Tools and Equipment Required for the Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)

4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA
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Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Any degree + 2 years of relevant industrial experience Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 2 years of relevant industrial experience Certified for Job Role: "Warehouse Supervisor " mapped to QP: "LSC/Q0102, V5.0". Minimum accepted score is 80%
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 5 years of relevant industrial experience + 1 year assessment experience Recommended that the Assessor is certified for the Job Role: "Lead Assessor", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Online and Offline
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 5: Evidence of Need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): No

4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: As per Annexure: Training and Employment Details
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrF/NSQF level justification based on NCrF level/NSQF descriptors <i>(Mandatory)</i>	Yes
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	Yes
3.	Annexure: Detailed Assessment Criteria <i>(Mandatory)</i>	<p>Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs.</p> <p>1) Guidelines on affiliation of assessment agencies:</p> <p>As per NSDC guidelines on affiliation of assessment agency, we are adhering the following:</p> <ul style="list-style-type: none"> a) Application evaluation b) Affiliation certificate c) SME profile validation d) Question bank validation e) TOA process

		<p>f) Link through SIP</p> <p>2) Assessment process:</p> <p>1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval.</p> <p>2) AB submits Assessor's details, their experience and credentials to LSC for approval.</p> <p>3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters.</p> <ul style="list-style-type: none"> i. Quality of the assessors submitted by the assessment agency. ii. Certification of the assessor by LSC basis the training of assessor's program conducted by LSC. iii. Adherence to schedule of assessments by the assessment agencies. iv. Integrity of the assessor in conducting quality assessments. v. Quality of the question papers submitted by the assessment agencies to LSC. vi. Submission of quality documents of the assessments conducted as insisted by LSC. vii. Time of submission of the required assessment related documents to LSC for approval viii. Time of submission of results in SDMS system post approval by LSC <p>Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot. This has in turn also</p>
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		helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening.
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	<p>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</p> <p>2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.</p> <p>3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)</p> <p>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria</p> <p>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.</p> <p>6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack.</p>
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is Blended Learning</i>)	No
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	No
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Yes
8.	Supporting Document: Model Curriculum (<i>Mandatory - Public view</i>)	Yes
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Yes
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Yes
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	https://drive.google.com/file/d/1G3IXYAbONyUNjTb6nHRY6fuK3HQkEsLu/view?usp=sharing
12.	Any other document you wish to submit:	NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	<ul style="list-style-type: none"> ● Allocate resources and streamline operations ● Supervise loading, unloading, receiving, packaging and dispatch ● Analyze and review profit and loss account ● Generate new business and maintain customer relations 	The process involves preparing a work plan and allocating resources in order to streamline daily operational activities. It includes supervising daily ground activities such as loading, unloading, receipt, storage, packaging and dispatch. It also includes supervising manpower and resources deployment. He/she performs his/her job independently in routine and it requires developed skills with clear choice of procedure.	5
Professional and Technical Skills/ Expertise/ Professional Knowledge	<ul style="list-style-type: none"> ● Knowledge of process flow in warehousing ● Knowledge of MHEs, their usage and capacity ● Knowledge of various process and TAT involved ● Knowledge of safety rules and regulations 	The job holder knows and understands the overall operations of the warehouse. He/she should know how to prepare the work plan for daily activities and make arrangements of resources in order to execute activities like loading, unloading, movement of goods, packaging, receipt and dispatch. He/she should know the different geographies within the area of the warehouse locations. He/she also has knowledge about characteristics different shipments which are to be stored or moved as well as safety precautions to be taken.	5
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<ul style="list-style-type: none"> ● Decide on corrective measures to improve customer ratings ● Critical thinking to identify best possible solution for operational issues ● Plan and organize the work based on customer specification 	The job holder is required to assess and analyze the documents through pre-screening regarding any deficiencies, coordinate with shippers to get them resolved, understand the requirements of the custom officials and get them rectified, allocate work to executives, monitor their performance and resolve their daily queries,	5

	<ul style="list-style-type: none"> Identify and analyze productive and efficient ways to streamline process 	coordinate with clients, freight forwarders, etc. The person is required to use his training, basic skills, reasoning and analytics, mathematical skills and conceptual knowledge to perform various activities associated with the job.	
Broad Learning Outcomes/Core Skill	<ul style="list-style-type: none"> Read and understand legal documentation and agreement part of consignment Write work-orders and end of day reports Communicate supervisors, customers and other stakeholders Knowledge of scheduling, planning and route optimization software 	The job holder has to communicate clearly to the team members on the precautions to be taken while handling different types of shipments. He/she should also possess reading and writing skills to read safety instructions given on product labels, operational work-related instructions, write daily work plans, write daily reports. He/she should communicate with manager about delays, damages and problems faced during the day.	5
Responsibility	<ul style="list-style-type: none"> Supervise operational team of loading, unloading, receipt, dispatch and packaging Maintain good relationship with various stakeholders in value chain Manage efficiency in warehouse operations 	The job holder is responsible for allocating work and supervising resources to timely complete the tasks. He/she should be responsible for supervising and controlling on ground activities such as loading, unloading, and movement of goods within the warehouse. He/she should be responsible for trouble shooting the problems faced while performing operational activities in warehouse. He/she has responsibility of his/her own work & learning and has responsibility of work and learning of associates under him.	5

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	PPE	Standard Make	5
2.	Computers with MS office	Standard Make	15
3.	Scanners, system tools, printers	Standard Make	2
4.	Global Positioning System (GPS) tracker	Standard Make	1
5.	MIS	Standard Make	1
6.	MHE	Standard Make	2
7.	RFID Scanner, Barcode scanner	Standard Make	2
8.	Sample documentation, Standard forms	Standard Make	15
9.	SOP	Standard Make	5
10.	GST Guidelines	Standard Make	5
11.	Demarcation equipment	Standard Make	2

12.	Pallets, tools for palletisation, plastic bags	Standard Make	2
13.	Different types of storage racks	Standard Make	2
14.	ERP	Standard Make	1
15.	Performance review software	Standard Make	1
16.	Business lead software	Standard Make	1
17.	WMS (Learning version)	WMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council.	15 logins per center
18.	LLMS (Learning version)	LLMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council.	15 logins per center

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Training Kit (Trainer Guide, Presentations)
2. Charts, Models, Video presentation, Flip Chart
3. Whiteboard/Smart Board, Marker, Board eraser

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	Bombay Goods Freight Carriers	Vansh Gupta	Partner	Mumbai			
2.	ABT Logistics	Karthika Subramanian	HR. Manager	Coimbatore			
3.	Pro Connect Supply chain solutions limited	Rakesh K	AVP-HR	Chennai			
4.	Sattva Hitech and Conware Pvt Ltd	S.Padmanabhan	Director	Chennai			
5.	Shreepa Logistics	M.Ruthwik	Manager	Hydrabad			
6.	Tripath Logistics	S.Balasubramanian	Director	Bangalore			
7.	Rhenus Logistics	Akhilesh Kushawaha	Head Solution Design	Gurugram			
8.	Polkart Logistics India PVT Ltd	E.Nithyashree	Ass.Manager	Chennai			
9.	PDP International Pvt Ltd	Avishkar Srivatsava	Chief Innovation Officer	Kolkatta			
10.	Om Logistics Supply Chain Pvt	Chirag Sehgal	BDM_HRD	130, Transport center, Punjabi Bagh, New Delhi 110035			
11.	Navata Road transport	M.Thaviti Naidu	Asst Manager	Chennai			
12.	Flyjac Logistics Pvt Ltd	Pradeep Warriar	Senior GM-HR	Chennai			
13.	Sri Ramdoss Motor Transport	PJP Prasad	Manager-HR&Admin	Chennai			

14.	JBS Jeena Logistics	Samir J Shah	Director	Ahmadabad			
15.	Indilox Services PVT.LTD	Swetha. N	HR.Manager	Bangalore			
16.	Grossnet Express PVT LTD	Josimus Raja	Director	Chennai			
17.	EPT Global Logistics Private LTD	Darshan Mashroo	Director	Ahmadabad			
18.	DTDC Express Ltd	S N Danapal	GM-Head HR Operations	Bangalore			
19.	Aeris Dynamic Packaging India Pvt Ltd	Nigel Dsouza	Buisness Head	Mumbai			
20.	Advance Cooling Tower Pvt Ltd	Anil Badhe	Director	Gujarat			
21.	Broekman logistics	K Guru prasanna	Product Head – Micro warehousing	Bangalore			

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates	Women	People with Disability
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	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2025-26	1128	0	0	0	0	0
2026-27	1206	0	0	0	0	0
2027-28	1327	0	0	0	0	0

Data to be provided year-wise for next 3 years.

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
4.0	2024-2025	1658	971	800	0	24	0	0	0	0	0	0	0
4.0	2023-2024	4542	1962	1620	0	33	2	2	0	0	0	0	0
4.0	2022-2023	1475	782	680	0	43	2	2	0	0	0	0	0

Applicable for revised qualifications only, data to be provided for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1. PMKVY
2. Non-PMKVY

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: English, Hindi

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET "Guidelines for Blended Learning for Vocational Education, Training & Skilling" available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Plan and Allocate resources for daily operations using decision science-based tools	PC1. Ensure that the objectives and KPIs are defined in the decision tool, such as Order fulfilment rate, Inventory accuracy, Labour productivity (picks per hour), Dock-to-stock time, Cost per order, etc.	1	3	-	1
	PC2. Obtain the daily work order, Manual logs (e.g., shift reports, loading times) and enter the respective details in the decision tool.	1	2	-	1
	PC3. Ensure that the data from other applicable tools, such as WMS, ERP, and IoT devices, is integrated and available in the decision tool.	1	3	-	1
	PC4. Use Linear Programming (LP) or Integer Programming (IP) in the decision tool to allocate manpower, storage space, and equipment.	1	3	-	0.5
	PC5. Read the output of the decision tool (which is based on decision science) and generate values in a work plan format.	1	2	-	0.5
	PC6. Get the work plan approved by the manager and allocate tasks to workers and associates as per the decision tool output approved	1	2	-	-
	PC7. Assign tasks (e.g., picking and packing) based on worker skill sets and workload, and use the Task Manager, which will automatically allocate tasks to the respective users.	2	3	-	1
	PC8. Create shift schedules that minimise idle time, overtime costs and Budget and allocate the requisite MHE for tasks at hand.	1	3	-	-
	PC9. Use simulation modelling, if available in the decision tool, to test how the resource allocation affects operations.	1	3	-	1
	PC10. Apply control charts or real-time dashboards to detect deviations from expected performance.	2	3	-	-
	PC11. Apply descriptive analytics to the decision tool, such as current resource usage (staff, space, equipment), peak operational hours, bottlenecks in the workflow, etc.	2	3	-	-
	PC12. Use predictive analytics in the decision tool to forecast Inbound and outbound volumes, Staffing needs based on historical data and Inventory turnover trends.				

		1	3	-	-
	PC13. Analyse how the AI vision tunnel works, such as camera types, lighting setup, conveyor speed, and inspection logic and identify what the system is trained to detect (e.g., cracks, dents, mislabels, colour variance).	1	3	-	1
	PC14. Verify system calibration and readiness before starting operations, such as checking camera lens cleanliness and lighting.	1	3	-	-
	PC15. Ensure conveyor belt speed matches AI frame processing speed and confirm the system calibration with a known good sample.	2	3	-	-
	PC16. Ensure that acceptance/rejection thresholds are clearly set in the system (e.g., ± 2 mmsize variance, 99% barcode readability) and the AI system is aligned with product specifications and quality tolerances.	2	3	-	1
	PC17. Pass QC items through the AI vision tunnel and monitor the Live Inspection Dashboard.	2	3	-	-
	PC18. Check computer results on QC defects and manage the Rejected Items Process.	2	3	-	1
	PC19. Quarantine goods failed in AI QC, and conduct spot checks on them to confirm system accuracy.	1	3	-	-
	PC20. Communicate with the client about the details of damaged goods and receive instructions on what action to take.	2	3	-	1
	PC21. Undertake safe disposal of damaged goods and their documentation based on inputs from the client and directions from the manager.	2	3	-	-
	NOS Total	30	60		10
Warehouse Infrastructure maintenance and issues resolution	PC1. Inspect warehouse operational area for compliance with safety, security and cleanliness norms and 5S	2	4	-	0.5
	PC2. Review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance	2	4	-	0.5

PC3. Engage resources in alternate operations when there is a delay in planned operations	2	4	-	0.5
PC4. Allocate additional and ad-hoc manpower and equipment during exigencies	2	3	-	0.5
PC5. Act as a liaison between different warehousing activities to ensure continuity of operations	2	3	-	0.5
PC6. Check for the correct segregation and contamination, damage or leakage of items	1	3	-	0.5
PC7. Check and facilitate the disposal of contaminated, damaged or leaking items as per policy	1	3	-	0.5
PC8. Escalate issues regarding MHE operations, transporter delays, accidents, damage, etc., to the manager	1	3	-	0.5
PC9. Provide corrective and preventive action plans based on accident and damage reports	1	3	-	0.5
PC10. Review escalated issues and identify the root cause to provide corrective action	2	4	-	0.5
PC11. Provide technical guidance to the team for execution	2	3	-	0.5
PC12. Escalate the issues to the manager when external or additional help is required	2	3	-	0.5
PC13. Coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required	2	4	-	0.5
PC14. . Prepare claims reports for damaged goods and coordinate with the insurance agency and the client for processing	2	3	-	0.5
PC15. Ensure all Material Handling Equipment (MHE), storage racks, and PPE are in working condition	2	4	-	0.5
PC16. Escalate non-operational equipment and ensure the maintenance department corrects them	2	3	-	0.5
PC17. Support in planning and executing preventive maintenance	1	3	-	1

	PC18. Assist the manager in planning for new equipment purchase, installation and commissioning	1	3	-	1
	NOS Total	30	60		10
Supervise receiving inventory and dispatch activities	PC1. Inform the 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	2	3	-	0.5
	PC2 Assign spaces in the staging area for the loader/ unloader for loading and unloading goods, along with loading/unloading docks	2	3	-	0.5
	PC3. Ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading	1	3	-	0.5
	PC4. Check the mandatory documents on receipt of stock and before unloading, and ensure the right quantity is received as per the documents.	2	3	-	0.5
	PC5. Inform the executive if there is a difference in quantity received and review entries made in the system	1	2	-	0.5
	PC6. Inspect the safe movement of goods to the put-away area	2	2	-	0.5
	PC7. Monitor and report productivity and adherence to timelines during loading and unloading	1	3	-	0.5
	PC8. Inspect manual loading/unloading of goods and record spillages, breakages, etc.	1	2	-	0.5
	PC9. Inspect and record damage to goods while handling them using MHE	1	2	-	0.5
	PC10 Constantly monitor 'shape of the day' based on workload of different tasks and redeploy resources as per demand	1	3	-	0.5
	PC11. Perform visual inspection of inbound and outbound goods and verify quantity with respect to the order	1	3	-	0.5
	PC12. Allocate pick requests to pickers per the picking strategy from the storage area and plan for ruck/urgent order picking	2	3	-	0.5

	PC13. Monitor replenishment SKUs in the pick face area and provide instructions for timely actions	1	3	-	-
	PC14. Monitor bin utilisation in the storage area and perform cycle count for bin accuracy	1	2	-	0.5
	PC15. Allocate storage space in the dispatch area and monitor picked goods from the storage area	1	3	-	0.5
	PC16. Check the delivery manifest with the pick list to ensure the correct products and quantity are being dispatched	1	3	-	0.5
	PC17. Receive the stowage plan from the transport coordinator and ensure stacking as per the stowage plan.	2	3	-	0.5
	PC18 Monitor loading and dispatch of goods in accordance to the run sheet	1	3	-	0.5
	PC19 Inspect the safe loading of goods and record any damages	1	2	-	-
	PC20 Quarantine damaged goods and act based on inputs from the manager and the client	2	3	-	-
	PC21 Update information on stock receipts and dispatches	1	2	-	0.5
	PC22 Prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP	1	2	-	0.5
	PC23 State reasons for non-dispatch, product damage, inventory discrepancies etc.	1	2	-	0.5
	NOS Total	30	60		10
Supervise VAS activities	PC1 Check and confirm the client's VAS/packaging and labelling requirements	2	4	-	0.5
	PC2 Ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement	2	4	-	1

PC3 Monitor the safe unloading of the products from the stacks and the movement of the products to the packaging	2	4	-	-
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	4	-	0.5
PC5 Ensure compliance with packaging and labelling requirements as per the customs requirements of different countries	2	4	-	0.5
PC6 Verify the product details and labels with the products and rectify errors, if any	2	3	-	0.5
PC7 Conduct a random check for the authenticity of the product by verifying the manufacturing address, the logo of the product, the shape, size and specification of the product	1	3	-	0.5
PC8 Cross-check the list of products to be packaged and the products that are being packed	2	3	-	0.5
PC9 Inspect binning, crating and palletization processes to ensure safe handling of goods and adherence to process	2	3	-	0.5
PC10 Check for goods damaged during packaging and quarantine them separately	2	3	-	0.5
PC11 Check for optimal utilization of NPM and man hours without any damage to the products	2	3	-	0.5
PC12 Make sure the area is cleaned after packing operations	2	3	-	-
PC13 Ensure that the packed goods are moved to the staging/storage/dispatch area, and their corresponding documentation is updated in ERP	1	3	-	0.5
PC14 Train subordinates on the packaging and labelling process for different products, clients, and country requirements	2	3	-	1
PC15 Plan and Schedule VAS Activities based on demand and customer requirements.	1	3	-	1
PC16 Monitor VAS work progress throughout the shift and ensure that proper execution (correct labels, accurate kit components), Clean, damage-free packaging and rejected or damaged items are logged and reported.	1	4	-	1
PC17 Perform Quality Checks and process checks on VAS-processed items	1	3	-	0.5

	PC18 Report and Analyze VAS Performance by tracking daily metrics such as Units processed, Rework percentage, On-time completion, Labor hours per job, Error or return rate (if customer reports issues), etc.	1	3	-	0.5
	NOS TOTAL	30	60		10
Follow health, safety, and security procedures and maintain integrity, ethics at workplace	PC1. Check Basic Invoice Details and Ensure the invoice includes all mandatory fields such as Supplier's Name, Address & GSTIN (15 characters), Invoice Number (unique, serial), Invoice Date, Buyer's Name, Address & GSTIN, Place of Supply & State Code, Delivery Address (if different), Description of goods/services, Quantity, Rate, and Total Value, etc.	2	3	-	1
	PC2. Confirm the correct HSN code (for goods) or SAC code (for services) and ensure the code matches the item classification and tax rate.	1	3	-	-
	PC3. Identify the location of the service recipient and the place of supply of services	1	2	-	-
	PC4. 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)	2	3	-	1
	PC5. Check correct GST rate: 5%, 12%, 18%, or 28% and Verify correct split of CGST + SGST (intra-state) or IGST (inter-state)	2	3	-	1
	PC6. Identify if GST is payable under reverse charge if the service provider is an unregistered party, and validate GSTIN numbers.	1	2	-	-
	PC7. Recalculate tax amounts to verify accuracy.	1	2	-	-
	PC8. Obtain name, address, GST Identification Number (GSTIN), Permanent Account Number (PAN), email ID of service/shipment provider and recipient	1	3	-	1
	PC9. Obtain description of service, Service accounting code (SAC)/Harmonised System of Nomenclature (HSN) code	1	3	-	1
	PC10. Receive a unique identification number (UIN) for a multilateral entity	1	2	-	-
	PC11. Check for relevant notification in case of exempt clients	1	2	-	-

PC12. Match invoice data with Purchase Order (for incoming goods), Sales Order (for outgoing goods) and confirm item quantity, pricing, and delivery terms.	1	3	-	1
PC13. Confirm Signature or Authorisation and Check for E-Invoice & E-Way Bill (if applicable).	1	3	-	-
PC14. Calculate the taxable value considering the applicable rate of GST based on SAC/HSN	1	3	-	1
PC15. Check for vendor invoices for all mandatory particulars and applicable GST	1	2	-	-
PC16. File both physical and digital copies and ensure invoices are available for audit and return filing	1	2	-	1
PC17. Record and update the invoice in the ERP or accounting software system	1	3	-	-
PC18. Check threshold limits and mandatory requirements for e-Way Bill generation based on type of goods, invoice value, and movement type (inter/intra-state)	1	2	-	-
PC19. Log in to the government e-Way Bill portal or use integrated ERP features to generate e-Way Bills with all required details (consignor/consignee info, HSN, invoice value, distance, transporter ID, etc.)	1	2	-	1
PC20. Fill Part A and Part B of the e-Way Bill accurately and ensure timely generation before movement	1	2	-	-
PC21. Ensure timely inward (purchase/inbound) entry of goods in the ERP post receipt and match with e-Way Bill and invoice	2	2	-	-
PC22. Record outward (sales/outbound) entries in ERP along with invoice, transport details, and the generated e-Way Bill.	2	2	-	1
PC23. Ensure e-Invoice compliance by validating IRN (Invoice Reference Number) and QR Code (if applicable)	1	3	-	-
PC24. Maintain proper documentation for GST audit including digital and hard copies of invoices, e-Way Bills, and statutory returns linkage	2	3	-	-

	NOS Total	30	60	-	10
Verify GST invoice	PC1 Check Basic Invoice Details and Ensure the invoice includes all mandatory fields such as Supplier's Name, Address & GSTIN (15 characters), Invoice Number (unique, serial), Invoice Date, Buyer's Name, Address & GSTIN, Place of Supply & State Code, Delivery Address (if different), Description of goods/services, Quantity, Rate, and Total Value, etc.	2	3	-	1
	PC2 Confirm the correct HSN code (for goods) or SAC code (for services) and ensure the code matches the item classification and tax rate	1	3	-	-
	PC3 Identify the location of the service recipient and the place of supply of services	1	2	-	-
	PC4 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)	2	3	-	1
	PC5. Check correct GST rate: 5%, 12%, 18%, or 28% and verify correct split of CGST + SGST (intra-state) or IGST (inter-state)	2	3	-	1
	PC6. Identify if GST is payable under reverse charge if the service provider is an unregistered party, and validate GSTIN numbers.	1	2	-	-
	PC7. Recalculate tax amounts to verify accuracy	1	2	-	-
	PC8. Obtain name, address, GST Identification Number (GSTIN), Permanent Account Number (PAN), email ID of service/shipment provider and recipient	1	3	-	1
	PC9. Obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code	1	3	-	1
	PC10. Receive a unique identification number (UIN) for a multilateral entity	1	2	-	-
	PC11. Check for relevant notification in case of exempt clients	1	2	-	-
	PC12. Match invoice data with Purchase Order (for incoming goods), Sales Order (for outgoing goods) and confirm item quantity, pricing, and delivery terms	1	3	-	1
	PC13. Confirm Signature or Authorization and Check for E-Invoice & E-Way Bill (if applicable).	1	3	-	-

	PC14. Calculate the taxable value considering the applicable rate of GST based on SAC/HSN	1	3	-	1
	PC15. Check for vendor invoices for all mandatory particulars and applicable GST	1	2	-	-
	PC16. File both physical and digital copies and ensure invoices are available for audit and return filing	1	2	-	1
	PC17. Record and update the invoice in the ERP or accounting software system	1	3	-	-
	PC18. Check threshold limits and mandatory requirements for e-Way Bill generation based on type of goods, invoice value, and movement type (inter/intra-state)	1	2	-	-
	PC19. Log in to the government e-Way Bill portal or use integrated ERP features to generate e-Way Bills with all required details (consignor/consignee info, HSN, invoice value, distance, transporter ID, etc.)	1	2	-	1
	PC20. Fill Part A and Part B of the e-Way Bill accurately and ensure timely generation before movement	1	2	-	-
	PC21. Ensure timely inward (purchase/inbound) entry of goods in the ERP post receipt and match with e-Way Bill and invoice	2	2	-	-
	PC22. Record outward (sales/outbound) entries in ERP along with invoice, transport details, and the generated e-Way Bill.	2	2	-	1
	PC23. Ensure e-Invoice compliance by validating IRN (Invoice Reference Number) and QR Code (if applicable)	1	3	-	-
	PC24. Maintain proper documentation for GST audit including digital and hard copies of invoices, e-Way Bills, and statutory returns linkage	2	3	-	-
	NOS TOTAL	30	60		10
Employability Skills (60 Hours)	<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	-	-
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	-	-	-	-
Essential Digital Skills	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-

	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	NOS Total	20	30	-	-
Supervise bonded warehouse operation	PC1 Interact with clients and get updated on the inward and outward goods.	1	2	-	1
	PC2 Verify that all bills of entry for warehousing (BEW) and documents are filed in ICEGATE	1	2	-	-
	PC3 Ensure goods are brought in only after clearance under Section 60 by the customs officer	1	3	-	1
	PC4 Oversee inspection, weighing, and labelling of goods	1	2	-	1
	PC5 Ensure that stock is updated in the Warehouse Register (Form A) and the digital inventory system.	1	3	-	-
	PC6 Check goods movement status on ERP, discuss with the client and clarify any doubts	1	2	-	1
	PC7 Demarcate bonded areas within the warehouse for different customers and Store goods in demarcated, lockable sections to ensure segregation and to prevent pilferage.	2	3	-	1
	PC8 Maintain strict access control (CCTV, biometric logs, visitor entry records) for entry and the right of operations in bonded areas.	1	2	-	-
	PC9 Arrange for customs inspection, sealing, or sampling when required and keep all correspondence and approvals well-documented and accessible	1	3	-	-
	PC10 Supervise operations within bonded areas and ensure timelines are met for export	1	2	-	-
	PC11 Arrange the export material with the necessary packaging and documentation ready for customs inspection	1	2	-	-
	PC12 Record inward and outward movements with date, Bill of Entry, invoice, item description, quantity, and balance.	2	3	-	-

	PC13 Coordinate with customs officials, customs brokers, transport brokers, IATA agents, etc., to assist in customs clearance	2	3	-	-
	PC14 Interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs	2	3	-	-
	PC15 Coordinate with insurance agents for inspection of goods and provide the necessary support for valuation	1	3	-	-
	PC16 Prepare claims reports for damaged goods and coordinate with insurance agents for preventive action	1	2	-	1
	PC17 Maintain Form A register and other prescribed formats (can be digital but must be accessible and printable).	2	3	-	-
	PC18 Ensure sensitive items' conditions, like temperature and humidity, are maintained	1	2	-	1
	PC19 Inform the client of the goods damage in the warehouse and arrange the necessary documentation, replacement, etc., to resolve the issue	1	2	-	-
	PC20 Ensure a valid Bill of Entry for Home Consumption (BEHC) or Ex-Bond Bill of Entry is filed before dispatch..	2	3	-	1
	PC21 Coordinate with clients in cases of delays, product issues, and custom-related documentation issues.	1	2	-	1
	PC22 Maintain up-to-date knowledge of legal obligations, import/export restrictions, and tax/duty deferrals and ensure all staff are trained in compliance requirements.	1	3	-	-
	PC23. Comply with the conditions of the Bonded Warehouse license (e.g., security arrangements, record-keeping, etc.).	1	3	-	1
	PC24. Conduct regular security checks and fire safety drills.	1	2	-	-
	NOS Total	30	60		10
Supervise Perishable and FMCG operations	PC1. Ensure appropriate PPE usage for FMCG and perishable handling operations	1	2	-	0.5
	PC2. Monitor sanitation of work areas, tools, equipment, MHE and handling zones	0.5	1	-	-

PC3. Supervise hygiene practices including hand sanitation, work discipline and contamination control	1	2	-	0.5
PC4. Ensure cold storage PPE (insulated gloves, jackets, boots) is used as per SOP	1	2	-	-
PC5. Monitor temperature and humidity levels of cold storage and perishable zones	0.5	1	-	0.5
PC6. Validate temperature and humidity logs and take corrective action for deviations	0.5	1	-	0.5
PC7. Inspect storage infrastructure for mould, fungus, pests and contamination risks	0.5	1	-	-
PC8. Enforce hygiene zoning to prevent cross- contamination between FMCG and perishables	1	2	-	0.5
PC9. Ensure sanitation of employees and handling equipment is conducted periodically	0.5	1	-	-
PC10. Enforce HACCP, FSSAI, HAZMAT and other regulatory safety requirements	1	2	-	0.5
PC11. Generate picklists and distribute them to warehouse associates	0.5	1	-	-
PC12. Supervise different picking methods such as single order, batch, zone, wave, pick-and-pass and multi-batch picking	0.5	1	-	0.5
PC13. Ensure FIFO/FEFO/LIFO practices are followed as per product and SOP requirements	0.5	1	-	-
PC14. Organise segregation of goods based on expiry, shelf life, category and storage conditions	0.5	1	-	0.5
PC15. Plan and arrange storage areas for peak season surge and high-volume operations	0.5	1	-	-
PC16. Ensure appropriate signage and zoning for permanent and temporary storage locations	0.5	1	-	-
PC17. Supervise binning, kitting, labelling and packing operations	0.5	1	-	-
PC18. Ensure correct zoning for receiving, quarantine, storage, picking and dispatch	1	2	-	0.5

	PC19. Inspect loading and unloading operations for correctness and safety compliance	0.5	1	-	-
	PC20. Ensure FMCG and perishable goods are stored as per predetermined storage sequence and coding systems	1	2	-	-
	PC21. Supervise use of appropriate MHE and storage equipment for all product types	1	2	-	0.5
	PC22. Monitor storage hygiene and pest control measures	1	2	-	-
	PC23. Inspect handling and packaging damages and initiate corrective and preventive actions	1	2	-	0.5
	PC24. Organise inventory cycle counting and verify accuracy of records	1	2	-	-
	PC25. Inspect goods documentation for correctness and regulatory compliance	0.5	1	-	-
	PC26. Ensure dispatch documentation matches labeling and physical goods	0.5	1	-	0.5
	PC27. Validate temperature logs, inventory records and movement registers	0.5	1	-	0.5
	PC28. Monitor microbiological and quality non- conformance reports	0.5	1	-	-
	PC29. Ensure compliance with regulatory frameworks such as FSSAI, HACCP, ISO, BRC, FSSC	1	2	-	0.5
	PC30. Prepare periodic operational reports including manpower metrics, utilisation, downtime and productivity	1	2	-	-
	PC31. Use KPI dashboards to track OTIF, order accuracy, shrinkage, spoilage and losses	0.5	1	-	0.5
	PC32. Leverage WMS, ERP, scanners, automation tools and digital dashboards for operational control	0.5	1	-	-
	PC33. Train warehouse associates on hygiene, safety, picking, packing and documentation processes	1	2	-	0.5

	PC34. Monitor adherence to SOPs and work instructions	1	2	-	-
	PC35. Allocate manpower and resources based on workload and priority	1	2	-	0.5
	PC36. Manage escalations related to delays, damages, contamination and non-compliance	1	2	-	0.5
	PC37. Coordinate with QC, transport, vendors and regulatory authorities	1	2	-	-
	PC38. Implement corrective actions for process deviations and operational risks	1	2	-	0.5
	PC39. Monitor productivity, accuracy and service levels	0.5	1	-	-
	PC40. Drive continuous improvement initiatives for efficiency and quality enhancement	1	2	-	0.5
	NOS Total	30	60	-	10
Supervise automotive warehouse operations	PC1. Coordinate with OEM/3PL/4PL for storage and dispatch of goods	2	4	-	0.5
	PC2. Check if the goods are sorted and placed on racks, shelves, or in bins according to the Kanban list	2	4	-	1
	PC3. Ensure the right serial number of goods being loaded/unloaded, and ensure traceability in warehouse inventory and operations	2	5	-	1
	PC4. Check for adherence to different certifications for automotive goods	2	4	-	1
	PC5. Ensure that parts are checked thoroughly before packing, such as matching part numbers, quantities, and destinations.	2	4	-	0.5
	PC6. Plan the palletisation process and ensure it is executed as per the design/process agreed with the client	2	4	-	1
	PC7. Ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately	3	5	-	1
	PC8. Supervise the preparation of goods for customs clearance with appropriate packaging, palletisation, segregation and documentation	2	4	-	1

	PC9. Inspect handling/packaging damages, take corrective and preventive actions and report the same	2	4	-	0.5
	PC10. Inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	3	4	-	0.5
	PC11. Organise inventory cycle counting as per Standard Operating Procedures (SOP) and report the status	2	5	-	0.5
	PC12. Deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to improve process metrics continuously	2	4	-	0.5
	PC13. Prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilisation, downtime, etc.	2	4	-	0.5
	PC14. Monitor the process for returns (RMA) from workshops, dealers, or lineside and ensure that Returns, Rejections, Scrap, damaged, expired, or recalled parts are segregated and handled as per SOP	2	5	-	0.5
	NOS Total	30	60	-	10
Supervise dry bulk cargo warehouse operations	PC1. Compute space and weight requirements, and allocate space for storage according to the nature of the bulk cargo.	3	4	-	0.5
	PC2. Ensure the right usage of bulk-handling equipment like conveyors, hoppers, front-end loaders, or pneumatic systems (Grab Ship Unloader) GSU, dumpers, etc., as per cargo requirements.	3	5	-	1
	PC3. Monitor temperature, humidity, and ventilation (especially for grains or moisture- sensitive materials).	2	4	-	1
	PC4. Continuously monitor weight and volume metrics to ensure adequate storage in different locations	2	5	-	1
	PC5. Conduct daily measurements of stockpiles (using laser or drone surveys for large yards) and use bin cards, tally sheets, or digital warehouse systems to log movements.	3	5	-	1
	PC6. Monitor pest control activities and supervise periodic checks for the presence of rodents, birds, insects and other pests which affect the cargo				

		2	5	-	1
	PC7. Ensure the right PPE, safety and security measures are being carried out	2	4	-	0.5
	PC8. Inspect for quality, moisture content, contamination, or damage and take corrective and preventive actions and report the same	2	4	-	1
	PC9. Inspect documentation for correctness, accuracy and take necessary action to rectify any deviations	2	4	-	0.5
	PC10. Organise inventory measurement as per Standard Operating Procedures (SOP) and report the status	2	5	-	0.5
	PC11. Prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilisation, downtime, etc.	3	5	-	1
	PC12. Monitor Dispatch Operations and ensure proper tarping or sealing of trucks for materials prone to leakage or contamination.	2	5	-	0.5
	PC13. Issue and validate weighbridge slips, gate passes, and shipping documents.	2	5	-	0.5
	NOS Total	30	60	-	10
Supervise E-commerce operations	PC1. Monitor verification of received goods against inbound orders from sellers or fulfilment centres	1	2	-	0.5
	PC2. Ensure inspection of goods for damage, missing items or incorrect SKUs	1	2	-	-
	PC3. Ensure inbound inventory is accurately scanned and recorded in WMS/ERP systems	1	2	-	0.5
	PC4. Supervise storage of goods in designated bins, shelves or zones as per SKU mapping	1	2	-	0.5
	PC5. Ensure bin labelling and digital location mapping are maintained for fast retrieval	1	2	-	-
	PC6. Monitor secure storage of high-value and sensitive e-commerce items	1	2	-	0.5
	PC7. Generate and distribute picklists based on order priority, SLA and courier cut-offs	1	2	-	0.5

	PC8. Supervise zone, batch and wave picking processes for order accuracy and speed	1	2	-	0.5
	PC9. Ensure scanning and verification of items before packing	1	2	-	-
	PC10. Ensure appropriate packaging materials are used based on product category	1	2	-	0.5
	PC11. Supervise multi-order and single-order packing as per WMS instructions	1	2	-	-
	PC12. Ensure shipping labels, invoices and inserts are correctly attached	1	2	-	0.5
	PC13. Enforce enhanced handling and security protocols for high-value items	1	2	-	0.5
	PC14. Supervise operation of conveyors, sorters, scanners and weighing systems	1	2	-	0.5
	PC15. Ensure parcels are sorted, scanned and routed as per courier and pincode logic	1	2	-	-
	PC16. Monitor staging of parcels based on dispatch priority and cut-off times	1	2	-	0.5
	PC17. Ensure segregation and tagging of RTO and NDR parcels	1	2	-	0.5
	PC18. Coordinate dispatch readiness with transporters and last-mile partners	1	2	-	-
	PC19. Monitor quality checks for damages, mismatches, leakage or incorrect specifications	1	2	-	0.5
	PC20. Ensure escalation of quality issues before order confirmation or dispatch	1	2	-	-
	PC21. Enforce cleanliness, pest control and safe storage conditions	1	2	-	-
	PC22. Ensure compliance with safety norms while handling fragile or hazardous items	1	2	-	0.5
	PC23. Monitor exception handling for mismatches, missing barcodes, system errors or damages	1	2	-	-
	PC24. Ensure all inventory movements are accurately recorded in ERP/WMS systems	1	2	-	0.5

	PC25. Review daily fulfilment, backlog, RTO and cancellation reports	1	2	-	0.5
	PC26. Track key KPIs such as order accuracy, TAT, SLA adherence and productivity	1	2	-	-
	PC27. Allocate manpower and resources based on order volume and peak loads	1	2	-	0.5
	PC28. Train associates on e-commerce fulfilment processes and system usage	1	2	-	0.5
	PC29. Handle escalations related to delays, errors and customer impact	1	2	-	0.5
	PC30. Drive continuous improvement initiatives to enhance speed, accuracy and cost efficiency	1	2	-	0.5
	NOS Total	30	60	-	10
Profit and Loss account management and cost accounting	PC1. Review department-wise budgets and make amendments if required.	2	4	-	0.5
	PC2. Regularly track actual performance against budgeted figures to forecast future financial trends.	2	4	-	0.5
	PC3. Collate and prepare annual budgets along with sales and profit targets.	2	4	-	0.5
	PC4. Manage expenses carefully to ensure profitability by identifying and minimising waste.	2	4	-	0.5
	PC5. Assess different revenue streams and find growth opportunities, such as pricing strategies or exploring new markets.	1	2	-	0.5
	PC6. Review direct and indirect costs regularly to identify areas for cost reduction without impacting product quality or customer satisfaction.	1	2	-	0.5
	PC7. Use ratios such as gross profit margin, operating margin, and net profit margin to evaluate financial performance and guide decision-making.	1	2	-	0.5
	PC8. Schedule both capital and operational expenses following the budget.	1	2	-	0.5
	PC9. Analyse and review the unit's overall P&L performance.	1	2	-	0.5
	PC10. Analyse profitability and business performance trends department-wise.	1	2	-	0.5

PC11. Periodically analyse expenditure variances concerning the budget and the budget's physical output and performance.	1	2	-	0.5
PC12. Identify improvement areas and accordingly take corrective actions.	1	2	-	0.5
PC13. Undertake adequate risk management to meet Key Performance targets.	1	2	-	0.5
PC14. Manage and control budgets of different departments periodically to optimise financial performance.	1	2	-	-
PC15. Use Software like QuickBooks, Xero, or SAP to automate P&L generation and track real-time data.	1	2	-	0.5
PC16. Periodically review activity and department financial performance.	1	2	-	0.5
PC17. Ensure Proper allocation of overhead costs to various products or services to comprehend their true cost and profitability.	1	2	-	-
PC18. Regularly track variances from standard or budgeted costs to identify inefficiencies and implement corrective actions.	1	2	-	0.5
PC19. Perform Break-Even Analysis to calculate the point at which total revenues equal total costs (no profit or loss).	1	2	-	-
PC20. Perform a Cost-Volume-Profit (CVP) Analysis to examine the relationships between cost, volume, and profit to analyse how changes in sales and costs affect profitability.	1	2	-	0.5
PC21. Use cost data to establish pricing strategies that ensure profitability while remaining competitive.	1	2	-	-
PC22. Efficiently manage inventory to minimise carrying costs, avoid stockouts, and prevent overproduction.	1	2	-	0.5
PC23. Analyse the actual cost w.r.t physical output to draw inferences.	1	2	-	-

	PC24. Identify reasons in discussion with the department and take remedial and corrective actions wherever required.	1	2	-	0.5
	PC25. Work towards rationalising the cost of the activity-wise operations to achieve higher financial goals.	1	2	-	-
	PC26. Use Tools like Sage, Oracle NetSuite, and Microsoft Dynamics NAV to track and allocate costs.	1	2	-	0.5
	NOS Total	30	60	-	10
Business development and stakeholder relations	PC1. Update information into ERP, inform the relevant departments on sale closure	1	3	-	1
	PC2. Obtain the list of existing clients and new prospects from the company's sales database.	2	3	-	1
	PC3. Prepare sales targets and relationship strategies	2	3	-	-
	PC4. Prioritize the clients for contact based on the previous relationship building calls made to each of them	2	3	-	-
	PC5. Call clients and prospects to seek a meeting	2	3	-	-
	PC6. Meet clients to offer new services and take feedback for current services	2	3	-	-
	PC7. Identify client's business needs and offer customized and bundled solutions	1	3	-	1
	PC8. Negotiate costs, close the deal and collect organizational and payment details of the client	1	4	-	1
	PC9. Take the client's feedback	1	3	-	-
	PC10. Regularly interact with the client over the phone, emails or personal visits and quickly respond to their queries	1	3	-	1
	PC11. Address the queries raised by the customers effectively and on time	1	4	-	-
	PC12. Take appropriate actions on escalations raised by customers	1	3	-	-

PC13. Handle customer grievances such as damage or tampering with shipment, extra charges levied, failure to deliver as per commitment, delays, etc.	1	4	-	1
PC14. Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	2	3	-	1
PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	1
PC16. analyse and manage insurance claim requests	2	3	-	1
PC17. coordinate with marketing agencies for publicity of company services	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 periods, etc.	2	3	-	1
PC19. Coordinate with labour contractors and local vendors for sufficient workforce carrier vehicle availability per work demand	2	3	-	-
Nos Total	30	60	-	10

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

1. Assessment System Overview:

- SSC will receive batches through SIP or email to schedule assessment.
- Batches will be assigned to the NCVET affiliated assessment agencies for conducting the assessment.

- Assessment agencies send the assessment confirmation and procedure to TP/TC looping SSC.
- Assessment agency deploys the ToA certified Assessor for executing the assessment.
- SSC will monitor the assessment process & records.

2. Testing Environment:

- Check the Assessment location, date and time is same as SIP data.
- Specified equipment must be available to facilitate assessment.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME of LSC.
- Questions are mapped to the specified assessment criteria.
- Assessor must be ToA certified.
- Mock test/Self assessment will be conducted during training through LSC softwares.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- 21 points check list must be adhered by both AA and assessor.

5. Method of verification or validation:

- LSC will validate the evidence and results through LSC portal.
- Validation will be candidate wise scrutiny.

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored by AA for certain years.
- Softcopies of evidences will be stored in LSC portal.

On the Job (OJT assessment applicable):

1. The candidate must score 60% to successfully complete the OJT.
2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT

3. Assessment of each Module will ensure that the candidate is able to:

- Effective engagement with the customers
- Understand the working of various tools and equipment.

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.

Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf

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