QUALIFICATION FILE – Warehouse Manager

☒ **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: 6

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

Address if different from the above: Same as above

Tel Number: 044 4851 4607

E-mail Address: reena@lsc-india.com

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Warehouse Manager

Section 1: Basic Details

1.	**Qualification Name**	Warehouse Manager	
2.	**Sector/s**	Logistics	
3.	**Type of Qualification:** ☐ New ☒ Revised ☒ Has Electives/Options ☐ **OEM**	**NQR Code & version of the existing /previous qualification:** QG-06-TW-00347-2023-V1.1-LSC & V1.0	**Qualification Name of the existing version:** Warehouse Manager
4.	a. **OEM Name** b. **Qualification Name** *(Wherever applicable)*	Warehouse Manager	
5.	**National Qualification Register (NQR) Code & Version** *(Will be issued after NSQC approval)*	QG-06-TW-046162025-V2-LSC & V2.0	6. **NCQF/NSQF Level:** 6
7.	**Award (Certificate/Diploma/ Advanced Diploma/ Any Other)** *(Wherever applicable specify multiple entry/exits also & provide details in annexure)*	Certificate	
8.	**Brief Description of the Qualification**	A Warehouse Manager oversees the warehouse facility's daily operations and overall functioning and meeting productivity targets. The individual ensures that goods are received, stored, and dispatched efficiently and safely. Their primary goal is to optimise warehouse operations, manage staff, and ensure smooth warehouse management.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:**	

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)
1	Completed 4 year UG or equivalent	2 years of relevant experience in warehousing
2	Completed 3 year UG	3 years of relevant experience in warehousing
3	Completed 3 year diploma after 10th	5 years of relevant experience in warehousing

		4	Previous relevant Qualification of NSQF Level 5	3 years of relevant experience in warehousing

b.   Age:

10.	**Credits Assigned to this Qualification** *(as per National Credit Framework (NCrF))*	20		**11. Common Cost Norm Category (I/II/III)** *(wherever applicable)*: 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)*	☒Offline Only ☐ Online Only ☐ Blended Total hours = 540 + 1 elective (60 Hours) = 600

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	190	320	30		540
Online					

(Refer Blended Learning Annexure for details)

14.	**Aligned to NCO/ISCO Code/s** *(if code is not available, then mention the same)*	NCO-2015/4321.0103
15.	**Progression Path After Attaining the Qualification** *(Please show Professional and Academic progression) (wherever applicable)*	Senior 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**	☐ Yes ☒ No URLs of similar Qualifications:
18.	**Is the Job Role Amenable to Persons with Disability**	☐ Yes ☒ 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 in equality to men.
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it), wherever applicable*	☐ Yes ☒ No

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21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ 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:** 07-10-2025	**24. Validity Duration:** 3 years		**25. Next Review Date:** 07-10-2028

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/NSQF 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 Manager	Bridge module	Non-core	6	1	20	10	-	-	30	0	0		0	0	0
2.	Review and facilitate daily operations	LSC/N9601 & V4.0	Core	6	2	20	35	5		60	30	60	-	10	100	10
3.	Manage Business and stakeholder relations	LSC/N9701 & V4.0	Core	6	2	20	35	5		60	30	60	-	10	100	10
4.	Manage operations and employee performance	LSC/N9914 & V1.0	Core	6	2	20	35	5		60	30	60	-	10	100	10
5.	Profit and Loss account	LSC/N9603 & V3.0	Core	6	2	20	35	5		60	30	60	-	10	100	10

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF 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)*
	management and cost accounting															
6.	Support in warehouse layout design	LSC/N0111 & V3.0	Core	6	2	20	35	5		60	30	60	-	10		20
7.	Optimise and continuously improve warehouse operations	LSC/N0139 & V1.0	Core	6	2	20	35	5		60	30	60	-	10		10
8.	Follow health, safety and security procedures and maintain integrity and ethics at the workplace	LSC/N9911 & V1.0	Core	6	2	20	40			60	30	60	-	10	100	10
9.	Employability Skills (90 Hours)	DGT/VSQ/N0103 & V1.0	Non-Core	6	3	30	60			90	20	30	-	-	50	10
	Duration (in Hours) / Total Marks				**18**	**190**	**320**	**30**	**-**	**540**	**230**	**450**	**-**	**70**	**750**	**90**

Elective NOS:
Elective NOS 1: Automated Warehouse

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF 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	Automated warehouse operations	LSC/N0112 & V3.0	Core	6	2	30	30	-	60	30	30	60		10	100	10

Elective NOS 2: Cold Chain 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	Cold Chain Operations	LSC/N0113 & V3.0	Core	6	2	30	30	-	60	30	30	60		10	100	10

Elective NOS 3: Dry Bulk 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	Dry Bulk warehouse operations	LSC/N0114 & V5.0	Core	6	2	30	30	-	60	30	30	60		10	100	10

Elective NOS 4: 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	Bonded warehouse operations	LSC/N0115 &V5.0	Core	6	2	30	30	-	60	30	30	60		10	100	10

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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)*

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 Manager" mapped to QP: "LSC/Q0103, v3.0". Minimum accepted score is 80%
3.	**Tools and Equipment Required for the Training**	☒Yes ☐No *(If "Yes", details to be provided in Annexure)*
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	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)** *(as per NCVET guidelines) wherever applicable*	Any degree + 2 years of relevant industrial experience Certified for Job Role: "Warehouse Manager" mapped to QP: "LSC/QQ0103, v3.0". Minimum accepted score is 80%
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines) wherever applicable*	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** *(Specify the assessment mode)*	Online and Offline
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

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

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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 *(Mandatory)*	Yes
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	Yes
3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	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. 1) Guidelines on affiliation of assessment agencies: As per NSDC guidelines on affiliation of assessment agency, we are adhering the following: a) Application evaluation b) Affiliation certificate c) SME profile validation d) Question bank validation e) TOA process f) Link through SIP 2) Assessment process:

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		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.
		2) AB submits Assessor's details, their experience and credentials to LSC for approval.
		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.
		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
		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 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 *(Mandatory)*	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 validated and approved by the SSC. 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria 5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles. 6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack.
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is Blended Learning)*	No
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	No
7.	**Annexure:** Acronym and Glossary *(Optional)*	Yes
8.	**Supporting Document:** Model Curriculum *(Mandatory - Public view)*	Yes
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	Yes
10.	**Supporting Document:** Occupational Map *(Mandatory)*	Yes
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	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	• S/he would be able to run the in-plant logistics warehouse effectively tracking inventory, timely catering to production demands and organizing replenishment of stock	The process involves engaging into both routine and non-routine activities. The job holder manages daily routine jobs like analyzing requirement based on material and distribution demands, catering to the same through timely dispatch, reviewing daily inventory count, receipts and dispatches, manage information over ERP. S/he would also engage in monitoring performance of resources, streamlining logistics operations to increase productivity. Additionally, s/he also undertakes non-routine activities like catering to immediate demand surges, catering to ad-hoc procurement requirements to keep the manufacturing ongoing, tackle unforeseen delays and failures on part of third parties, etc.	6
Professional and Technical Skills/ Expertise/ Professional Knowledge	• S/he would have knowledge of the sub sector, value chain, warehouse operations and layout, ERP and managerial concepts required to run the unit efficiently.	The job holder is required to know the entire warehouse and logistics value chain, key operations associated with inventory management, various inventory models, warehouse designing, and ERP management. S/he is also required to know managerial concepts related to performance review, budgeting and forecasting, procurement functions and statistical concepts.	6

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Employment Readiness & Entrepreneurship **Skills & Mind-set/Professional Skill**	• S/he would have business skills to make decisions related to inventory management, receipt and dispatch operations, suppliers and contracts management, and forecasting	The job holder demonstrates cognitive and practical skills required to generate solutions to daily staffing and resource allocation problems, identify areas for performance improvement, enhance productivity and ensure optimal utilization of resources. S/he is also required to exercise skills to handle urgent issues with respect to material movement, dispatch, procurement, finalizing vendors, etc. **6**
Broad Learning Outcomes/Core Skill	• S/he would have skills to anticipate make logical conclusions, forecast and plan, make effective communications and leadership qualities	The job holder should have good logical skills and mathematical skills to develop inventory forecasts and track inventory movement S/he will collect, organise and analyse data and information from operations and inventory models to draw inferences with respect to purchase and replenishment. S/he will maintain cordial and social relations with various manufacturing unit stakeholders and vendors. S/he should be able to maintain and implement organizational policies within the department. S/he will be an effective communicator to all stakeholders and will be able to present data, information and inferences in a comprehensible manner **6**
Responsibility	• S/he would be accountable for overall business and functioning of the inventory warehouse and safety and security of the stock	S/he is responsible and accountable for material storage and movement within the manufacturing unit. S/he would be accountable for timely and smooth supply of required inventory for manufacturing needs, training and development of staff and safety of stores. **6**

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	1
2.	Computers with web camera, MS office	Standard Make	1
3.	Scanners, system tools, printers	Standard Make	1 each
4.	MHE	Standard Make	1
5.	PPE	Standard Make	5
6.	Barcode scanner	Standard Make	2
7.	RFID software	Standard Make	1
8.	Inventory management software	Standard Make	30
9.	Warehouse design software	Standard Make	10
10.	Performance review software	Standard Make	15
11.	Budgeting software		
12.	Forecasting and analytical software		
13.	Standard forms	Standard Make	5
14.	Sample documentation	Standard Make	5
15.	SOP	Standard Make	5
16.	ERP, MIS	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

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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.	EPT Global Logistics Pvt Ltd	Darshan Mashroo	Director	Ahmedabad			
2.	St John Freight Systems Ltd	Suresh Kumar	Senior District Manager	Chennai			
3.	FFAF Logistics India Pvt Ltd	Ragini Gupta	Head HR and Business	Bangalore			
4.	Flyjac Logistics Pvt Ltd	Madhava Priyan	VP	Chennai			
5.	AFFREIGHTER LOGISTICS PVT LTD	Akalya Mohan	Vice President	Bangalore			

6.	Denken Global Supply Chain Pvt Ltd	Shyamsundar CK	Director	Chennai		
7.	EXPRESS ROADWAYS PVT LTD	Saloni Gupta	HR Head	New Delhi		
8.	Om Logistics Ltd	Chirag Sehgal	HRD Manager	New Delhi		
9.	Tripath Logistics Private Limited	Balasubramanian	Director	Bengaluru		
10.	Navata Road Transport	Thaviti Naidu	Asst Manager	Chennai		
11.	Federal Transport Pvt Ltd	Meena	Accounting Manager	Chennai		
12.	Apeksha Logistics	Geetha Bhaskar	Director HR	Bangalore		
13.	Galaxy Freight Private Limited	Afiya Khan	Manager HR	Mumbai		
14.	Gaerish Logistics Pvt Ltd	Wesley Prasad A	Manager HR	Chennai		
15.	Star Freight Private Limited	Samir J Shah	Director	Ahmedabad		
16.	Janex Logistics Pvt Ltd	Jane Crispen	Business Development Executive	Chennai		
17.	Jasvant B Shah	Samir J Shah	Director	Ahmedabad		
18.	Tulsidas Khimji Pvt Ltd	Pinakin Pandya	VP	Ahmedabad		
19.	Ravindra Logistics	Ravindra Singh Bhatia	CEO	Pune		

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| 20. | INDELOX SERVICES PVT LTD | Swetha N | HR Manager | Bengaluru | | | |
| 21. | Snowman Logistics Limited | Rajni Aarya | DGM HR | New Delhi | | | |

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2024-25	50		10			
2025-26	50		10			
2026-27	50		10			

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
2.0	2024-2025	390	304	277									
2.0	2023-2024	45	45	45									
2.0	2022-2023	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:

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1.
2.

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	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	☐Showing Practical Demonstrations to the learners		
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	☐Tutorials/ Assignments/ Drill/ Practice		
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

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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
Review and facilitate daily operations	PC 1. Review the agenda for the day and brief the team on objectives, priorities, and important updates.	1	2	-	0.5
	PC 2. Communicate any special tasks, challenges, or deadlines and update the team members on operational targets and key metrics.	1	2	-	-
	PC 3. Assess the previous day's reports with supervisors, including inspection and output reports.	1	2	-	0.5
	PC 4. Identify pending works and approve pending orders of the previous day.	1	2	-	-
	PC 5. Resolve issues about pending activities or escalate them to senior management or an external consultant/ technician.	1	2	-	0.5
	PC 6. Review performance and utilisation of budgeted resources, making amendments as required.	1	2	-	-
	PC7. Ensure the department meets its daily performance targets.	1	2	-	0.5
	PC8. Confirm that all necessary resources (materials, equipment, personnel) are available and aligned with the day's tasks.	1	2	-	-
	PC9. Analyse any operational challenges from the previous day, such as bottlenecks or delays, and ensure they are resolved.	1	2	-	0.5
	PC10. Analyse trend patterns and make suitable assumptions for forecasting.	1	2	-	0.5
	PC 11.Prepare forecasts and accordingly plan and budget for workforce and other resources.	1	2	-	-

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PC 12. Set up consensus meetings with peers and seniors and get their approval on the forecast and budgets.	1	2	-	0.5
PC 13. Prepare weekly and monthly work plans as per the forecast and budget.	1	2	-	-
PC14. Make amendments to budgeted resources based on daily performance reviews.	1	2	-	0.5
PC15. Identify priority tasks and inform supervisors and executives.	1	2	-	0.5
PC16. Approve and share the weekly work plan with supervisors, allocating resources per the plan.	1	2	-	-
PC17. Review and approve any ad-hoc request for alternate or additional resources.	1	2	-	0.5
PC18. Approve daily work plans prepared by supervisors and examine staff turnover issues.	1	2	-	-
PC19. Take immediate action to address discrepancies, such as allocating additional resources or providing guidance to staff.	1	2	-	0.5
PC20. Coordinate with other departments and external resources to escalate and expedite stuck cases	1	2	-	-
PC21. Actively promote knowledge and resource sharing with peers and across functions.	1	2	-	0.5
PC22. Administer & optimise administration processes and procedures.	1	2	-	-
PC23. Prepare reports, MIS and other artefacts as necessitated by the senior management	1	2	-	0.5
PC24. Identify the avenues for driving cost efficiency and productivity	1	2	-	-
PC25. Actively manage department budget	1	2	-	0.5
PC26. Focus on new revenue opportunities while strengthening and sustaining current revenue opportunities.	1	2	-	-
PC27. Coordinate with clients and keep them updated on delays, pendency, etc.	-	1	-	0.5

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	PC28. Analyse the work of executives and supervisors to check for errors.	1	1	-	-
	PC29. Review reports to monitor operational performance.	-	1	-	0.5
	PC30. Guide the team in using the latest technology, ERP, and available IT infrastructure.	1	1	-	-
	PC31. Address any equipment breakdowns, staffing shortages, or safety concerns.	-	1	-	0.5
	PC32. Coordinate with relevant teams to troubleshoot and find quick solutions.	1	1	-	0.5
	PC33. Monitor compliance with relevant local, country and international laws and processes regularly.	-	1	-	0.5
	PC34. Monitor compliance concerning organisational policies and procedures.	1	1	-	0.5
	NOS Total	**30**	**60**	**-**	**10**
Manage Business and stakeholder relations	PC1. Build market intelligence and stay current with service offerings and developments in the organisation and the industry.	2	4	-	0.5
	PC2. Prepare and implement a sales plan for acquiring new clients	2	4	-	0.5
	PC3. Obtain the list of existing clients and new prospects from the Company's sales database.	2	4	-	0.5
	PC4. Prepare sales targets and relationship strategies	2	4	-	0.5
	PC5. Prioritise the clients for contacting, based on the previous relationship-building calls made to each of them	2	4	-	0.5
	PC6. Meet clients to offer new services and take feedback for current services	2	4	-	0.5
	PC7. Identify clients' business needs and offer customised and bundled solutions	1	2	-	0.5
	PC8. Negotiate on costs, close the deal and collect organisational and payment details of the client	1	2	-	0.5

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PC9. Take the client's feedback before leaving	1	2	-	0.5
PC10. Regularly interact with the client over the phone, through emails, or personal visits.	1	2	-	0.5
PC11. Address customers' queries effectively and take appropriate action on customer escalations.	1	2	-	0.5
PC12. Handle customer grievances such as shipment damage or tampering, extra charges levied, failure to deliver as per commitment, and delays.	1	2	-	0.5
PC13. Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	1	2	-	0.5
PC14. Represent the interests of the Company whenever required and manage & protect the Company's reputation.	1	2	-	0.5
PC15. Liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc., and build strong professional relations with them	1	2	-	0.5
PC16. Participate in advisory groups to put forth ideas/suggestions for improvements	1	2	-	0.5
PC17. Discuss and review a holistic assessment of the Company's assets, facilities, equipment, and activities with stakeholders to identify security needs and threats.	1	2	-	-
PC18. Review regularly, adhere to SLA agreed to by vendors/contractors in documented contracts	1	2	-	0.5
PC19. Conduct forensic audits to flag any deviation in contract awards if required, along with procurement & finance teams	1	2	-	-
PC20. Analyse and manage insurance claim requests	1	2	-	0.5
PC21. Coordinate with marketing agencies for publicity of services of the Company	1	2	-	-
PC22. Ensure adherence to SLA agreed to by vendors/contractors in documented contracts	1	2	-	0.5

Warehouse Manager

	PC23. Negotiate with carriers, warehouse and transport operators, customs brokers, insurance company representatives, vendors, etc., for services, preferential rates, service level agreements (SLA), payment periods, etc.	1	2	-	-
	PC24. Coordinate with labour contractors and local vendors for sufficient workforce, carrier vehicle availability as per work demand	1	2	-	0.5
	NOS Total	**30**	**60**	**-**	**10**
Manage operations and Employee Performance	PC1. Analyse activity-related performance metrics	2	4	-	0.5
	PC2. Review output reports for escalated cases to identify reasons	2	4	-	-
	PC3. Examine asset utilisation rates and revenue per workforce	2	4	-	0.5
	PC4. Analyse reasons for non-performance concerning each operation and department	1	2	-	-
	PC5. Analyse the trends of various output metrics like average time per case, average number of delays per week, defaults, etc., along with their reasoning, to measure operational performance	1	2	-	0.5
	PC6. Identify process improvement areas and training needs.	1	2	-	-
	PC7. Ensure development and implementation of training plans according to needs.	1	2	-	0.5
	PC8. Analyse resource utilisation trends to arrive at cases of under-utilisation and poor equipment management.	1	2	-	-
	PC9. Develop and implement strategic action plans to increase overall worker and operational efficiency	1	2	-	0.5
	PC10. Confirm that the training needs of new hires, existing workforce, and supervisory staff are identified.	1	2	-	0.5
	PC11. Ensure that the training calendar and content are prepared to address the training needs and are followed by the L&D team.	1	2	-	-

PC12. Identify the underperforming departments and staffs and take necessary actions to improve performance.	1	2	-	0.5
PC13. Track regular performance output concerning set goals and take corrective actions	1	2	-	-
PC14. Establish key performance indicators and conduct performance appraisals for the team on a half-yearly/yearly basis to ensure that KRA/goals that are mutually agreed upon have been met.	1	2	-	0.5
PC15. Drive Performance Improvement Plans (PIP) for underperforming employees	1	2	-	-
PC16. Address all employee performance problems promptly and directly per personnel policies	1	2	-	0.5
PC17. Take necessary action in case of unethical practices, theft or fiddling with the goods.	1	2	-	0.5
PC18. Organise seminars and workshops that focus on recent developments in crisis management that are not covered in planned training.	1	2	-	0.5
PC19. Develop, implement, and manage departmental policies, procedures, standards and strategies as required	1	2	-	0.5
PC20. Set objectives and guide and support team members in achieving them.	1	2	-	0.5
PC21. Communicate and emphasise policies and standards in line with the regulations laid down by various governing Acts	1	2	-	0.5
PC22. Meet with staff to assess the group's overall performance, discuss ideas for improvement and update them on new developments.	1	2	-	0.5
PC23. Collaborate with HR to manage the recruitment and selection, induction/onboarding process, and probation of new hires.	1	2	-	0.5
PC24. Resolve all people management issues and challenges per established HR policies	1	2	-	0.5
PC25. Coach and mentor new/existing employees continuously	1	2	-	0.5

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	PC26. Recognise outstanding performers and create a robust reward and recognition system with HR & senior management.	1	2	-	0.5
	PC27. Participate in any committees constituted by the organisation to look into issues of indiscipline/misconduct/misappropriation through departmental enquiries	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**
Support in warehouse layout design	PC1. Identify the type of products and volume to be stored in the warehouse - palletised Fast Moving Consumer Goods (FMCG) products, electronics and appliances, automotive and assembly line products, bulk cargo, etc.	2	3	-	1
	PC2. Classify the warehouse's purpose, such as storage, distribution, order fulfilment, etc.	2	3	-	-
	PC3. Estimate the required size of the warehouse based on expected inventory levels and throughput (incoming and outgoing goods) with future scalability.	2	3	-	1
	PC4. Define specific goals such as improving pick times, reducing labour costs, optimising space utilisation, or automating processes.	2	3	-	1
	PC5. Create a Floor Plan Design that allows for efficient operations and flow of goods.	1	3	-	1
	PC6. Ensure the warehouse design allows for smooth movement of goods without unnecessary backtracking or congestion.	1	3	-	1
	PC7. Plan for logical pathways between the receiving, storage, picking, and shipping areas to reduce handling time.	1	3	-	-
	PC8. Design the process layout based on the storage requirement of each type of product and for optimum utilisation of Material Handling Equipment (MHE) usage	1	3	-	1
	PC9. Ensure stock of fast-moving goods is placed near the loading and unloading bays and slow-moving products at higher levels	2	3	-	-
	PC10. Design the warehouse layout with flexibility and future scalability in mind	1	3	-	1
	PC11. Ensure different categories of items have separate areas for storage and retrieval	2	3	-	-

	PC12. Ensure the hazardous goods storage area meets the storage standard operating procedure (SOP) requirement.	1	3	-	1
	PC13. Map process flow routes for the movement of equipment and personnel within the warehouse	1	3	-	-
	PC14. Coordinate with the technology team in warehouse design and test-run	1	3	-	-
	PC15. Evaluate the technology feasibility of the proposed design	1	3	-	-
	PC16. Ensure that the layout and design comply with Safety regulations.	2	3	-	-
	PC17. Assist top management with performance reporting of new designs/processes	1	3	-	-
	PC18. Be instrumental during the construction, erection and commissioning of the warehouse and provide the necessary inputs	2	2	-	1
	PC19. Implement technologies and methodologies like WMS, RFID/Barcode Technology, Automated Picking, Data Analytics, etc., to manage inventory, track goods, and optimise workflows.	1	2	-	-
	PC20. Integrate Sustainability Considerations like Energy-Efficient Lighting, Green Building Design, Waste Management, etc.	2	3	-	1
	PC21. Designate clear emergency exits and routes for evacuations in case of emergencies.	1	2	-	-
	NOS Total	**30**	**60**	**-**	**10**
Optimise and continuously improve warehouse operations	PC1. Execute Lean Principles like Value Stream Mapping, 5S, Kanban System and Kaizen to Eliminate waste, streamline processes, and improve efficiency.	1	2	-	0.5
	PC2. Implement Technology and Automation such as Automated Storage and Retrieval Systems (AS/RS), WMS, Pick-to-Light / Voice Picking, AGVs, etc., to increase efficiency, reduce errors, and improve inventory management.	1	2	-	-
	PC3. Classify products into A, B, and C categories based on their sales volume and store high-demand (A) items near the picking area to reduce picking time.	1	2	-	0.5

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PC4. Perform regular cycle counts instead of full physical inventories to maintain accurate inventory levels and reduce the impact on daily operations.	1	2	-	-
PC5. Use historical data, sales trends, and market analysis to predict demand and adjust inventory levels accordingly.	1	2	-	0.5
PC6. Implement automatic reordering systems based on predefined thresholds to avoid stockouts while minimising excess inventory.	1	2	-	-
PC7. Assign specific tasks (e.g., receiving, picking, packing) to specialised workers to reduce time spent switching between tasks.	1	2	-	0.5
PC8.Implement demand-based labour scheduling to ensure the right number of workers are available during peak hours and reduce labour costs during off-peak hours.	1	2	-	-
PC9. Apply key performance indicators (KPIs) like picking accuracy, order cycle time, and inventory turnover to measure performance and identify areas for improvement.	1	2	-	0.5
PC10. Use algorithms or WMS systems to optimise the picking path and minimise travel time within the warehouse.	1	2	-	-
PC11. Implement software that helps optimise shipping routes, calculate optimal packaging sizes, and compare carrier rates to reduce transportation costs.	1	2	-	0.5
PC12. Organise products in the warehouse based on demand (ABC analysis), ensuring fast-moving items are easily accessible and slow-moving items are stored further away.	1	2	-	0.5
PC13. Implement a flexible slotting system that adjusts based on seasonal demand, sales trends, or inventory changes.	1	2	-	-
PC14. Optimise aisle width based on equipment (e.g., narrow aisles for forklifts, wider aisles for manual picking).	1	2	-	0.5
PC15. Use drive-in racking or high-bay shelving for low-demand or large-volume items.	1	2	-	-

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PC16. Optimise the racking by maximising the vertical storage space, e.g., using Selective Pallet Racks, Push-Back Racks, or adding Mezzanine Floors.	1	2	-	0.5
PC17. Ensure cross-aisles connect different zones and reduce travel time.	1	2	-	-
PC18. Minimise backtracking or unnecessary movement by planning for a one-way flow of goods (receiving → storage → picking → packing → shipping).	1	2	-	0.5
PC19. Empower workers to suggest small, actionable changes to improve their work environment.	1	2	-	0.5
PC20. Conduct regular audits to assess warehouse performance, identify bottlenecks, and evaluate efficiency.	1	2	-	-
PC21. Track KPIs to gauge improvement using data-driven metrics.	1	2	-	0.5
PC22. Use tools like Pareto Analysis, Fishbone Diagrams, or 5 Whys to identify the root causes of inefficiencies or issues and take corrective action.	1	2	-	0.5
PC23. Compare your warehouse operations with industry best practices or competitors to identify areas where you can improve.	1	2	-	0.5
PC24. Train employees regularly on safety protocols, proper equipment handling, and emergency procedures to reduce accidents.	1	2	-	0.5
PC25. Continuously track performance and make data-driven decisions for further optimisation.	1	2	-	0.5
PC26. Create standard operating procedures (SOPs) to ensure consistency and improve efficiency across the warehouse.	1	2	-	0.5
PC27. Ensure continuous improvement efforts remain aligned with changing business needs and warehouse operations.	1	2	-	0.5
PC28. Choose energy-efficient lighting (sodium lights or high-frequency fluorescents) and recommend installing skylights, LEDs with sensors (intelligent occupancy sensors, motion sensors, heat maps), etc.	1	2	-	0.5

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	PC29. Use machinery and equipment like MHE that runs on electric or alternative clean energy.	2	4	-	0.5
	NOS Total	**30**	**60**	**-**	**10**
Follow health, safety, and security procedures and maintain integrity, ethics at workplace	PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
	PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
	PC3. Follow organisation procedures concerning documentation.	1	2	-	-
	PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
	PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
	PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
	PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
	PC8. Undertake periodical preventive health checkups.	1	3	-	1
	PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
	PC10. Act immediately during emergencies and move to safety.	2	2	-	1
	PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-
	PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
	PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
	PC14. Refrain from indulging in corrupt practices.	2	3	-	-
	PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
	PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
	PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
	PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1

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	PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
	PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
	PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
	PC22. Report any issues with regulatory compliance.	2	4	-	1
	NOS Total	**30**	**60**	**-**	**10**
Employability Skills (90 Hours)	**Introduction to Employability Skills**	1	1	-	-
	PC1. Understand the significance of employability skills in meeting the current job market requirement and future of work.	-	-	-	-
	PC2. Identify and explore learning and employability relevant portals.	-	-	-	-
	PC3. Research about the different industries, job market trends, latest skills required and the available opportunities.	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC4.Recognise 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.	-	-	-	-
	PC5.Follow environmentally sustainable practices.	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	PC6. Recognise the significance of 21st Century Skills for employment.	-	-	-	-
	PC7. 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.	-	-	-	-
	PC8. Adopt a continuous learning mindset for personal and professional development.	-	-	-	-
	Basic English Skills	3	4	-	-
	PC9. Use basic English for everyday conversation in different contexts, in person and over the telephone.	-	-	-	-
	PC10. Read and understand routine information, notes, instructions, mails, letters etc. written in English.	-	-	-	-
	PC11. Write short messages, notes, letters, emails etc. in English.	-	-	-	-
	Career Development & Goal Setting	1	2	-	-

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PC12. Identify career goals based on the skills, interests, knowledge, and personal attributes.	-	-	-	-
PC13. Prepare a career development plan with short- and long-term goals.	-	-	-	-
Communication Skills	2	2	-	-
PC14. Follow verbal and non-verbal communication etiquette while communicating in professional and public settings.	-	-	-	-
PC15. Use active listening techniques for effective communication.	-	-	-	-
PC16. Communicate in writing using appropriate style and format based on formal or informal requirements.	-	-	-	-
PC17. Work collaboratively with others in a team.	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC18. Communicate and behave appropriately with all genders and PwD.	-	-	-	-
PC19. Escalate any issues related to sexual harassment at workplace according to POSH Act.	-	-	-	-
Financial and Legal Literacy	2	3	-	-
PC20. Identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. Carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook.	-	-	-	-
PC22. Identify common components of salary and compute income, expenses, taxes, investments etc.				
PC23. Identify relevant rights and laws and use legal aids to fight against legal exploitation.				
Essential Digital Skills	3	5	-	-
PC24. Operate digital devices and use their features and applications securely and safely.	-	-	-	-
PC25. Carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. Display responsible online behaviour while using various social media platforms.	-	-	-	-
PC27. Create a personal email account, send and process received messages as per requirement.	-	-	-	-
PC28. Carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications.	-	-	-	-
PC29. Utilise virtual collaboration tools to work effectively.	-	-	-	-

	Entrepreneurship	2	3	-	-
	PC30. Identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research.	-	-	-	-
	PC31. Develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion.	-	-	-	-
	PC32. Identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity.	-	-	-	-
	Customer Service	1	2	-	-
	PC33. Identify different types of customers and ways to communicate with them.	-	-	-	-
	PC34. Identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC35. Use appropriate tools to collect customer feedback.	-	-	-	-
	PC36. Follow appropriate hygiene and grooming standards.	-	-	-	-
	Getting ready for apprenticeship & Jobs	2	3	-	-
	PC37. Create a professional Curriculum vitae (Resume).	-	-	-	-
	PC38. Search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively.	-	-	-	-
	PC39. Apply to identified job openings using offline /online methods as per requirement.	-	-	-	-
	PC40. Answer questions politely, with clarity and confidence, during recruitment and selection.	-	-	-	-
	PC41. Identify apprenticeship opportunities and register for it as per guidelines and requirements.	-	-	-	-
	NOS Total	**20**	**30**	**-**	**-**
Automated Warehouse Operations	PC1. Follow the steps involved to support the designing of a warehouse layout.	2	3	-	1
	PC2. Divide the picking area into zones based on item types (e.g., small items in one area, large items in another).	2	3	-	1
	PC3. Provide inputs for layout and usage of automated devices such as Automatic Storage and Retrieval Systems (ASRS), automated racking, Automated Guided Vehicle (AGV), automated packaging system, robotic palletisation and depalletisation, product profiling systems, product identification systems and other equipment to be used	2	2	-	1
	PC4. Provide inputs for the design of conveyor movement incorporating horizontal and vertical movement, merging of conveyors, and sorting systems	2	3	-	1

PC5. Suggest routes for movement of AGV and other Material Handling Equipment (MHE)	2	3	-	1
PC6. Ensure designed routes have adequate spacing between different bar codes and tags to ensure smooth and collision-free movement	2	3	-	-
PC7. Assist in the design and selection of storage racks and pallets to ensure easy access by automated equipment	1	3	-	-
PC8. Support in designing the grid of Radiofrequency identification (RFIDs) and bar codes to map the entire warehouse	1	3	-	1
PC9. Use vertical storage racking systems that allow robots or cranes to store and retrieve goods automatically.	1	3	-	-
PC10. Ensure that all automation systems are tested, calibrated, and function according to specifications before full deployment.	1	3	-	-
PC11. Confirm that automated systems are fully integrated into existing warehouse operations and that there is a smooth handoff between manual and automated processes.	1	3	-	1
PC12. Ensure correct and optimal usage of automated and computerised systems as per Standard Operating Procedure (SOP)	1	3	-	-
PC13. Coordinate with technical support teams or in-house maintenance staff to ensure that the automated systems are well-maintained, troubleshoot issues, and manage downtime effectively.	2	3	-	1
PC14. Track the performance of automated systems using data from sensors, robotics, or Warehouse Management Systems (WMS).	1	3	-	-
PC15. Ensure real-time data is accurate and accessible to all relevant teams.	1	3	-	1
PC16. Use data analytics and KPIs to identify inefficiencies or opportunities for performance gains.	1	3	-	-
PC17. Conduct regular inspections and Supervise the maintenance of automated warehouse equipment	1	3	-	-
PC18. Propose upgrades and new technologies to improve operational performance.	1	2	-	-

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	PC19. Ensure that warehouse staff are properly trained in interacting with automated systems and can effectively and safely use the technologies to meet operational goals.	1	3	-	-
	PC20. Monitor costs associated with automation, including maintenance, upgrades, and system failures.	1	1	-	1
	PC21. Use predictive analytics to foresee when parts of the automated system might fail and plan maintenance before breakdowns happen.	1	1	-	1
	PC22. Analyze data from automated systems to identify inefficiencies, trends, and potential areas for cost savings	1	2	-	-
	PC23. Provide inputs for re-design of automated warehouse equipment in case of change in process/product.	1	1	-	-
	NOS Total	**30**	**60**	**-**	**10**
Cold Chain Operations	PC1. Analyse the types of products being stored, their volume, turn-around time and other business requirements of the cold chain warehouse	2	3	-	1
	PC2. Coordinate with designers to design the entire overall layout and provide inputs for storage space allocation based on the type of goods, temperature requirements, and material handling requirements	2	2	-	-
	PC3. Ensure that refrigerant and gasses (ethylene, etc.) are stored safely and adequate evacuation routes are provided for movement of perishable goods	2	3	-	1
	PC4. Support in designing storage racks, pallets and pathways within the warehouse	1	2	-	1
	PC5. Assist in the selection of appropriate equipment/ machines to be deployed in the warehouse	1	3	-	-
	PC6. Organise the layout with a clear separation between receiving, storage, and dispatch to reduce the chance of cross-contamination and improve efficiency.	1	3	-	1
	PC7. Ensure that racking and shelving are designed to allow easy airflow, which is vital for maintaining temperature control.	1	2	-	-

PC8. Use sensors for real-time temperature and humidity tracking to prevent spoilage and ensure quality control.	1	2	-	1
PC9. Accommodate processes to maintain zero wastage/ emission or a net-positive water footprint by implementing ways to conserve and reuse water, e.g., installing automated/sensor-enabled water faucets, integrating sensors with IoT for temperature control, installing low-flow faucets and toilets, fixing leaks promptly, optimising water-intensive processes, installing water treatment plants, etc.	1	3	-	-
PC10. Ensure ambient temperature and handling precautions are adhered to as per Standard operating procedure (SOP) for various perishable products	1	3	-	-
PC11. Confirm periodic examination and preventive maintenance of protective devices, pressure vessels and pipelines, and pipework parts by a refrigeration equipment maintenance specialist to prevent defects.	1	3	-	1
PC12. Ensure compliance with safe handling, loading/unloading of goods, pre-cooling temperature and storage conditions.	1	2	-	1
PC13. Verify goods documentation for correctness and accuracy and take necessary action to rectify any deviations	1	2	-	-
PC14. Ensure compliance with segregation, sorting, grading, packing, and temperature maintenance, and coordinate with the supervisor for any deviation	1	3	-	1
PC15. Ensure that FSSAI, CDSCO, and BIS regulations are followed as per the products stored.	1	3	-	-
PC16. Ensure compliance with Hazard Analysis and Critical Control Points (HACCP), Hazardous Material (HAZMAT) and other regulatory requirements	1	2	-	-
PC17. Verify operational fitness of cold chain storage equipment at regular intervals.	1	3	-	1
PC18. Check for correct contamination, damage or leakage segregation and facilitate quarantine/ disposal of items as per policy.	2	3	-	1
PC19. Verify that implementation of the cleaning schedule for all equipment and machines is followed	1	2	-	-

	PC20. Analyse and find root cause in case of delays at different stages of the cold chain operations, and Initiate action to prevent the occurrence of any microbiological non-conformities at any stage of cold chain operations.	1	2	-	-
	PC21. Coordinate with reefer vehicle operators to ensure cleanliness and maintenance of appropriate temperatures in the vehicles	1	1	-	-
	PC22. Regularly inspect the operational area, such as the ripening chamber, transport, packhouse, and cold storage areas, for compliance with safety, security, and cleanliness norms/5S.	1	1	-	-
	PC23. Prepare periodic reports on operations such as work completion status, resource utilised, downtime, etc.	1	2	-	-
	PC24. Follow hygiene & sanitation standards of Government bodies like FSSAI, APEDA and /or EIA or importing countries like FAO, EU standards	1	1	-	-
	PC25. Ensure no sign of pest infestation and install rodent traps, fly glues and insectocutors wherever needed	1	2	-	-
	PC26. Confirm that the staff working in cold storage and handling goods follow the protocols for standard health, safety and hygiene procedures for cold storage units.	1	2	-	-
	NOS Total	**30**	**60**	**-**	**10**
Dry Bulk warehouse operations	PC1. Determine the type of dry bulk materials/commodities being stored (e.g., grains, powders, pellets, chemicals), their volume, turn- around time (TAT) and their storage requirements (e.g., silos, bins, open piles).	2	3	-	1
	PC2. Select the right kind of storage method as per the product/commodity type to maintain temperature, humidity and other storage conditions	2	3	-	1
	PC3. Ensure fitness of the site for dry bulk warehouse operations regarding a. ground condition and suitability b. cargo size, weight, height and size of stows/heaps c. electrical installations d. stack integrity and product flow dynamics e. arrangements for operational and emergency situations, traffic, requirements for permanent or movable bulk walls and maintenance cleaning requirements f. likely vehicle fumes in bulk storage areas g. other operational units in the vicinity h. type of equipment going	3	3	-	2

PC4. Optimise by using vertical space for storage, particularly for materials that do not require frequent access.	2	3	-	1
PC5. Design conveyors to move materials efficiently from receiving areas to storage and from storage to packaging or shipping areas.	1	3	-	-
PC6. Ensure the layout meets industry standards and regulations regarding fire safety, ventilation, and worker safety.	2	3	-	1
PC7. Provide inputs for layout and usage of Material Handling Equipment (MHEs) and other equipment to be used	1	3	-	-
PC8. Ensure designed routes have adequate spacing between different bar codes and tags to ensure smooth, collision-free movement and plan separate pathways for pedestrians, forklifts, or other MHE.	2	3	-	2
PC9. Support in the development of systems to monitor the storage of cargo and tracking of capacity utilisation	1	3	-	-
PC10. Plan for fire suppression systems, especially if handling flammable or combustible dry bulk materials and include dust suppression measures where necessary.	1	3	-	-
PC11. Ensure that hazardous materials are stored and handled according to safety regulations (e.g., proper labelling and containment).	1	3	-	-
PC12. Consider automated systems, such as robotic palletising, automated sorting, or conveyors for material transport.	1	3	-	-
PC13. Check periodically on the safety of the stored products and take necessary preventive action	1	3	-	-
PC14. Ensure different materials are stored separately to avoid contamination or cross-contamination.	1	3	-	-
PC15. Utilise robust inventory methods such as FIFO (First In, First Out) or LIFO (Last In, First Out) depending on the material's shelf life or demand patterns.	1	3	-	-

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	PC16. Contain product loss to a minimum by ensuring adequate dust suppression systems, pest/rodent control measures, monitoring spillages/breakages and taking necessary preventive and corrective action	2	3	-	-
	PC17. Continuously monitor weight and volume metrics to ensure adequate storage in different locations	1	3	-	1
	PC18. Conduct regular inspections to ensure all equipment is functional and Set up a preventive maintenance schedule.	1	3	-	-
	PC19. Ensure that disaster recovery plans, such as response plans for fires or spills, are up to date and known by all staff members.	2	3	-	-
	PC20. Conduct regular reviews regarding challenges, accidents, system failures, etc.	1	2	-	1
	PC21. Review daily operation reports w.r.t storage space utilisation and prepare periodic reports for top management on warehouse performance.	1	1	-	-
	NOS Total	**30**	**60**	**-**	**10**
Bonded warehouse operations	PC1. Evaluate site fitness for a bonded warehouse in terms of a. industrial development of the proposed area for availability of importers and exporters b. warehouses are to be appointed/licensed at designated places as per govt requirements c. comprehend the types of products being stored, their volume, turnaround time and other business requirements of the warehouse	2	3	-	1
	PC2. Allocated Separate areas for different types of goods based on their customs status (e.g., bonded, cleared for release, re-export or goods pending inspection).	2	3	-	1
	PC3. Provide inputs for layout and usage of Material Handling Equipment (MHEs) and other equipment to be used	2	3	-	-
	PC4. Support the development of systems to monitor the storage of cargo and tracking of capacity utilisation	1	3	-	1
	PC5. Design location of storage racks and pallets according to the type of goods getting stored, e.g. temperature-controlled goods, hazardous materials, etc., for ease of movement and operation	1	2	-	-

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PC6. Ensure the warehouse layout allows easy access for customs inspections and efficient storage management.	1	2	-	1
PC7. Maintain a documented record of all movements (merchandise received and shipped) made in the warehouse.	1	2	-	1
PC8. Ensure that all bonded goods are properly tracked in a system, with the details about nature, quantity, and movement of goods in and out of the warehouse.	2	3	-	-
PC9. Issue bond to the customer for the placement of goods in the warehouse	1	3	-	1
PC10. Draft and present regular reports of goods movements in the bonded warehouse to the Customs Authorities	1	3	-	-
PC11. Maintain a detailed and accurate inventory of goods held in bond with their customs status (e.g., whether they are in bond or have been cleared for release).	2	3	-	-
PC12. Oversee the processes of releasing goods when customs duties are paid, ensuring compliance with customs regulations and timely duty payment.	1	3	-	-
PC13. Interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs	2	3	-	-
PC14. Address client queries and grievances immediately and take necessary corrective and preventive action	2	3	-	-
PC15. Apply opportune changes or updates per the legal regulations governing bonded warehouse	1	3	-	-
PC16. Conduct regular reviews regarding challenges, accidents, system failures, etc., and daily operation reports w.r.t storage space utilisation and physical inventory against recorded data.	1	2	-	-
PC17. Supervise maintenance activities of warehouse systems and equipment	1	3	-	-
PC18. Prepare for and participate in any audits by customs or regulatory bodies, maintaining transparency and compliance with the bond terms.	1	3	-	1
PC19. Ensure goods are handled carefully to prevent theft, damage, or loss.				

		2	3	-	-
	PC20. Develop strategies to minimise risks associated with holding goods in bond, such as fire, theft, or spoilage.	1	2	-	1
	PC21. Coordinate with custom officials, custom brokers, transport brokers, International Air Transport Association (IATA) agents, etc., to assist in custom clearance	1	2	-	1
	PC22. Coordinate with clients regarding delays, product issues, custom-related documentation issues, etc.	1	3	-	1
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:

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- 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.

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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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