



Qualification Pack

Warehousing, Inventory, Transportation (WIT) Trainee

QP Code: LSC/Q0106

Version: 1.0

NSQF Level: 4

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



Qualification Pack

Contents

LSC/Q0106: Warehousing, Inventory, Transportation (WIT) Trainee	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
LSC/N0101: Picking Packaging, Kitting, Labelling & Binning	5
LSC/N1004: Route planning and vendor coordination	12
LSC/N0107: Perform inbound and outbound documentation in a warehouse	17
LSC/N0108: Perform quality check and inventory documentation	23
LSC/N0302: Perform inbound and outbound documentation	29
LSC/N9905: Follow health, safety and security procedures.	35
LSC/N9906: Verify GST invoices	41
DGT/VSQ/N0102: Employability Skills (60 Hours)	45
Assessment Guidelines and Weightage	52
<i>Assessment Guidelines</i>	52
<i>Assessment Weightage</i>	53
Acronyms	54
Glossary	55

Qualification Pack

LSC/Q0106: Warehousing, Inventory, Transportation (WIT) Trainee

Brief Job Description

The individual performs warehouse operations and and transport coordination. information. S/he performs basic quality check and inbound/ outbound documentation.

Personal Attributes

A WIT Trainee should be proactive, organised, and eye for details. S/he should have good computer skills and numerical skills. The individual should have good interpersonal skills and ability to work with various stakeholders.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N0101: Picking Packaging, Kitting, Labelling & Binning](#)
2. [LSC/N1004: Route planning and vendor coordination](#)
3. [LSC/N0107: Perform inbound and outbound documentation in a warehouse](#)
4. [LSC/N0108: Perform quality check and inventory documentation](#)
5. [LSC/N0302: Perform inbound and outbound documentation](#)
6. [LSC/N9905: Follow health, safety and security procedures.](#)
7. [LSC/N9906: Verify GST invoices](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging), Land Transportation
Occupation	Warehousing Operations, Transport Operations , , ,
Country	India
NSQF Level	4

Qualification Pack

Credits	18
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.01 to 4321 .05 and ISCO -08/4132, 4321, 4322, NCO-2015/ 4221/4323 and ISCO -08/4323
Minimum Educational Qualification & Experience	12th Class (pursuing Students) OR 11th Class (pursuing Students) OR 10th grade pass and pursuing continuous schooling OR Certificate-NSQF (Warehouse Associate or Land Transportation Associate - level 3) with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	25/08/2025
NSQC Approval Date	25/08/2022
Version	1.0
Reference code on NQR	QG-04-TW-00346-2023-V1.1-LSC
NQR Version	1.0

Qualification Pack

LSC/N0101: Picking Packaging, Kitting, Labelling & Binning

Description

This unit is about performing picking, packing, labeling, kitting and binning operations at a warehouse.

Scope

The scope covers the following :

- Perform picking
- Perform packing and labeling
- Perform kitting
- Perform binning

Elements and Performance Criteria

Perform picking

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

- PC1.** obtain picklist from supervisor for picking and arrange MHE equipment, if required
- PC2.** locate the physical item in the warehouse
- PC3.** take the assistance of MHE operator to pick the items from the pallet or racks, if required
- PC4.** deliver to packer or binner as per instructions
- PC5.** submit daily reports to the supervisor

Perform packing and labeling

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

- PC6.** obtain packing list from the supervisor
- PC7.** collect the packing material and Non-Production Material (NPM) such as labels, tags, barcodes, etc from the stores
- PC8.** receive the items for packing from the picker or binner, check for damages and report on the same to supervisor
- PC9.** segregate and pack items, label them with bar codes and product tags and seal the packages
- PC10.** handover the packed items to binner or loader
- PC11.** clean the area after packing operations and submit daily reports to the supervisor

Perform kitting

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

- PC12.** obtain kitting list from supervisor and details of shift schedule for kitting
- PC13.** use the appropriate PPE based on the product and environment
- PC14.** check items received for kitting for damages, bar code /product label errors and report the same to supervisor
- PC15.** segregate items to be kitted and check Bill of Material (BOM) for any missing components, and report the same to supervisor
- PC16.** receive replacement or missing components

Qualification Pack

- PC17.** collect required packing cases and sealing material from the packing and storage supervisor
- PC18.** kit the items as per BOM, Standard Operating Procedures (SOP) and place it in the packing case
- PC19.** seal the packing case and label it with tags and barcodes
- PC20.** handover kitted items to picker or loader for transport
- PC21.** clean the area after kitting operation and submit daily reports to supervisor reporting total kitting done, damages, delays and accidents
- PC22.** obtain binning instructions for the day from supervisors

Perform binning

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

- PC23.** arrange for various equipment and stationery required like bins, bar codes and product tags
- PC24.** receive the items for binning, check for damages and report the same to supervisor
- PC25.** segregate items that need to be stored in the warehouse and the ones that need to be shipped in different bins of different geographical regions
- PC26.** bin the items as per instructions, seal and attach label and bar code
- PC27.** handover binned items to the picker or loader for transport
- PC28.** clean the area after binning and submit daily reports to the supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards
- KU4.** importance of the individuals role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** risk and impact of not following defined work, safety and security procedures
- KU8.** coding system followed to label items
- KU9.** Enterprise resource planning (ERP) system of the organization
- KU10.** use of computer and data handling devices
- KU11.** use of different material handling equipment and their uses
- KU12.** different geographical locations
- KU13.** types of packing material such as bubble wrap, shrink wrap, corrugated boxes, thermocol beads, etc.
- KU14.** packing techniques such as boxing, lashing, etc.
- KU15.** packaging machines and their usage
- KU16.** product type and corresponding packing process
- KU17.** country-wise product-wise packaging and labelling requirement
- KU18.** information from the ERP/ Management Information System (MIS) system, instruction list

Qualification Pack

- KU19.** various escalations regarding resolving and catering to the customer query
- KU20.** basics of overall process in operations
- KU21.** different types of goods being handled
- KU22.** handling requirements for dangerous and special goods, if any
- KU23.** various types of PPEs and their usage

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** product tags and labels
- GS4.** damage reports and daily output reports
- GS5.** daily reports
- GS6.** Communicate with supervisors and co-workers
- GS7.** collect information from supervisors
- GS8.** identify the item as damaged or not
- GS9.** assess if a problem can be resolved quickly internally or needs to be escalated
- GS10.** identify activities or orders that need to be prioritised as per instructions
- GS11.** plan and estimate the time for each activity
- GS12.** maintain punctuality
- GS13.** should respond to the supervisor in a timely manner
- GS14.** prioritize and execute tasks based on instructions
- GS15.** be a team player and achieve joint goals
- GS16.** importance of given timelines
- GS17.** urgency of priority requests as per the instructions
- GS18.** inform the supervisor regarding delays, issue in doing an activity, etc.
- GS19.** coordinate and ensure timeliness in receipt and delivery of completed items
- GS20.** verify the authenticity of the product by looking at the logo, box packaging, etc.
- GS21.** analyse and identify the best way to pack an item
- GS22.** check compliance for established norms for weights, package size, of consignments, etc.
- GS23.** identify dangerous goods
- GS24.** focus on task at hand and complete it without errors and delays

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform picking</i>	6	22	-	-
PC1. obtain picklist from supervisor for picking and arrange MHE equipment, if required	1	5	-	-
PC2. locate the physical item in the warehouse	1	5	-	-
PC3. take the assistance of MHE operator to pick the items from the pallet or racks, if required	2	4	-	-
PC4. deliver to packer or binner as per instructions	1	4	-	-
PC5. submit daily reports to the supervisor	1	4	-	-
<i>Perform packing and labeling</i>	7	14	-	-
PC6. obtain packing list from the supervisor	1	4	-	-
PC7. collect the packing material and Non-Production Material (NPM) such as labels, tags, barcodes, etc from the stores	2	2	-	-
PC8. receive the items for packing from the picker or binner, check for damages and report on the same to supervisor	1	2	-	-
PC9. segregate and pack items, label them with bar codes and product tags and seal the packages	1	2	-	-
PC10. handover the packed items to binner or loader	1	2	-	-
PC11. clean the area after packing operations and submit daily reports to the supervisor	1	2	-	-
<i>Perform kitting</i>	11	22	-	-
PC12. obtain kitting list from supervisor and details of shift schedule for kitting	1	2	-	-
PC13. use the appropriate PPE based on the product and environment	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check items received for kitting for damages, bar code /product label errors and report the same to supervisor	1	2	-	-
PC15. segregate items to be kitted and check Bill of Material (BOM) for any missing components, and report the same to supervisor	1	2	-	-
PC16. receive replacement or missing components	1	2	-	-
PC17. collect required packing cases and sealing material from the packing and storage supervisor	1	2	-	-
PC18. kit the items as per BOM, Standard Operating Procedures (SOP) and place it in the packing case	1	2	-	-
PC19. seal the packing case and label it with tags and barcodes	1	2	-	-
PC20. handover kitted items to picker or loader for transport	1	2	-	-
PC21. clean the area after kitting operation and submit daily reports to supervisor reporting total kitting done, damages, delays and accidents	1	2	-	-
PC22. obtain binning instructions for the day from supervisors	1	2	-	-
<i>Perform binning</i>	6	12	-	-
PC23. arrange for various equipment and stationery required like bins, bar codes and product tags	1	2	-	-
PC24. receive the items for binning, check for damages and report the same to supervisor	1	2	-	-
PC25. segregate items that need to be stored in the warehouse and the ones that need to be shipped in different bins of different geographical regions	1	2	-	-
PC26. bin the items as per instructions, seal and attach label and bar code	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. handover binned items to the picker or loader for transport	1	2	-	-
PC28. clean the area after binning and submit daily reports to the supervisor	1	2	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0101
NOS Name	Picking Packaging, Kitting, Labelling & Binning
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQF Clearance Date	25/08/2022

Qualification Pack

LSC/N1004: Route planning and vendor coordination

Description

This unit is about conducting route survey, preparing route plan and coordinating with vendors

Scope

The scope covers the following :

- Collect primary data and route planning
- Coordinate with internal and external stakeholders

Elements and Performance Criteria

Receive order details from customers and plan for vehicle

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

- PC1.** collect details on point of origin, point of destination, type of goods, pickup date and time, delivery date and time, volume of goods, vehicle capacity, vehicle traffic constraint and transporter details
- PC2.** calculate the pickup and delivery sequence for optimal time, allocation of loads, vehicle capacity by entering the details in route planning software
- PC3.** plan optimised routes for multiple depots ensuring cost efficiency across the whole operation
- PC4.** identify the various tolls, rest stops, driver shift change, vehicle relay, re-fueling of vehicle etc.
- PC5.** plan daily truck coverage, driver and trip assignment
- PC6.** communicate route information with staff
- PC7.** identify alternate routes to maintain service standards in case of contingency requirements like inclement weather, natural calamities etc.
- PC8.** communicate to the customer on the finalised route plan

Coordinate with internal and external stakeholders

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

- PC9.** coordinate with other internal departments regarding the route plan for consignment schedule
- PC10.** make necessary arrangements for consignment pickup/ delivery with the assigned vehicle driver or transporter
- PC11.** ensure the assigned vehicle is in good condition to operate as per the planned schedule, if not coordinate with maintenance department or transporter
- PC12.** coordinate with transportation supervisor for required drivers and cleaners allocation for the planned schedule

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** organizational procedures
- KU2.** documentation and reporting as per organization's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** use of computer and associated equipment like scanner
- KU7.** geographical spread of states and cities
- KU8.** planning w.r.t routes and network
- KU9.** types of goods being handled
- KU10.** federal and state laws pertaining to transportation
- KU11.** route optimization software
- KU12.** loading/unloading and transports that can be used for different types of shipments
- KU13.** different cargo arrangements to maximize space utilization

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** route network
- GS3.** write shipment details in the software
- GS4.** write report regarding damages, mismatch, etc
- GS5.** communicate clearly in local language with team members and vendors
- GS6.** provide guidance to peers & juniors
- GS7.** communicate with workers for delays and updates in schedules
- GS8.** identify the space required for loading and unloading based on shipment and trucking details
- GS9.** identify the optimal route for efficient fleet utilization
- GS10.** estimate time required for each activity and make realistic plans
- GS11.** maintain schedules and punctuality
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** flexibility to re-assess schedule in case of delays/additional orders
- GS14.** importance of customer timelines
- GS15.** identify trends/common causes for errors and suggest possible solutions to the supervisor
- GS16.** handle day to day problems like delays, staffing shortage, etc.
- GS17.** suggest methods to minimise errors
- GS18.** analyse breakdown to determine most cost effective and timely course of action

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive order details from customers and plan for vehicle</i> <i>Collect primary data and route planning</i>	22	46	-	-
PC1. collect details on point of origin, point of destination, type of goods, pickup date and time, delivery date and time, volume of goods, vehicle capacity, vehicle traffic constraint and transporter details	3	6	-	-
PC2. calculate the pickup and delivery sequence for optimal time, allocation of loads, vehicle capacity by entering the details in route planning software	3	6	-	-
PC3. plan optimised routes for multiple depots ensuring cost efficiency across the whole operation	3	5	-	-
PC4. identify the various tolls, rest stops, driver shift change, vehicle relay, re-fueling of vehicle etc.	3	5	-	-
PC5. plan daily truck coverage, driver and trip assignment	3	6	-	-
PC6. communicate route information with staff	3	6	-	-
PC7. identify alternate routes to maintain service standards in case of contingency requirements like inclement weather, natural calamities etc.	2	6	-	-
PC8. communicate to the customer on the finalised route plan	2	6	-	-
<i>Coordinate with internal and external stakeholders</i>	8	24	-	-
PC9. coordinate with other internal departments regarding the route plan for consignment schedule	2	6	-	-
PC10. make necessary arrangements for consignment pickup/ delivery with the assigned vehicle driver or transporter	2	6	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure the assigned vehicle is in good condition to operate as per the planned schedule, if not coordinate with maintenance department or transporter	2	6	-	-
PC12. coordinate with transportation supervisor for required drivers and cleaners allocation for the planned schedule	2	6	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1004
NOS Name	Route planning and vendor coordination
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQF Clearance Date	25/08/2022

Qualification Pack

LSC/N0107: Perform inbound and outbound documentation in a warehouse

Description

This unit is about preparing documentation for inbound and outbound goods in a warehouse

Scope

The scope covers the following :

- Perform inbound and outbound documentation
- Undertake claims documentation

Elements and Performance Criteria

Perform inbound and outbound documentation

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

- PC1.** before unloading, check packages for availability of mandatory document
- PC2.** perform the arithmetic check on inbound packages to verify accuracy of numbers in accordance with system information
- PC3.** conduct preliminary QC check along with warehouse supervisor for damaged and tampered packages
- PC4.** prepare inbound documentation and get it signed by the shipper
- PC5.** follow-up with the delivery team and update the status of the delivery in the system
- PC6.** check the delivery manifest with the pick list to cross verify that correct products are being shipped out
- PC7.** perform the arithmetic check on outbound packages to verify accuracy of numbers
- PC8.** conduct preliminary QC check of outbound packages for damages
- PC9.** update the information regarding failed delivery in the system with a valid reason
- PC10.** check if the delivery data is updated in the system for proper tracking
- PC11.** check for availability and correctness of appropriate documentation including air way bill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation etc.
- PC12.** perform complete outbound documentation and update same in ERP.

Undertake claims documentation

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

- PC13.** obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor
- PC14.** check the reason in the claim form and perform a visual inspection of the quarantined goods along with concerned supervisor
- PC15.** check whether the claims were filed within the authorised timelines and classify claims as outdated or timely

Qualification Pack

- PC16.** verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine
- PC17.** escalate false or outdated claims to the manager
- PC18.** process the claim documentations to supervisor/manager for approval. On receipt of internal approval, forward them to the concerned insurance companies along with evidence and recommendation.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys reporting structure to support and expedite project acivities
- KU2.** companys policy and work instructions on quality standards, documentation, etc.
- KU3.** importance of the individuals role in the workflow
- KU4.** occupational health and safety standards and security procedures to be followed
- KU5.** procedures for dealing with loss or damage to goods
- KU6.** coding system followed to label items
- KU7.** ERP and reporting system of the organization
- KU8.** use of computer and associated equipment like hand held data management devices
- KU9.** different material handling equipment and their uses
- KU10.** different geographical locations
- KU11.** information from the ERP system
- KU12.** labels and understand instructions
- KU13.** insurance claim documentation
- KU14.** escalations regarding resolving and catering to the customer query
- KU15.** overall process in warehouse operations
- KU16.** different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods
- KU17.** various inventory counting methods and processes

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** product instructions, invoicing label and shipment labels
- GS3.** product tags and labels
- GS4.** various reports and notes
- GS5.** write damage reports and daily output reports
- GS6.** generate daiy reports from MIS
- GS7.** Develop presentations on operational trends
- GS8.** communicate with supervisors and co-workers

Qualification Pack

- GS9.** collect information from supervisors, associates and peers
- GS10.** communicate with vendors and insurance companies
- GS11.** conduct basic checks on packages both inbound and outbound
- GS12.** identify damages and issues in accuracy of packages w.r.t checklists
- GS13.** maintain punctuality
- GS14.** plan for timely collection of information from supervisors and associates
- GS15.** organise the data to streamline data entry processes
- GS16.** Be a team player and achieve joint goals
- GS17.** adhere to the timelines
- GS18.** address issues related to non delivery of packages
- GS19.** address issues of pilferage and damage
- GS20.** resolve issues with respect to identification of damages and accuracy of product as per specification
- GS21.** suggest methods to streamline the tracking process
- GS22.** improve work processes by adopting best practices
- GS23.** concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform inbound and outbound documentation</i>	18	52	-	-
PC1. before unloading, check packages for availability of mandatory document	2	5	-	-
PC2. perform the arithmetic check on inbound packages to verify accuracy of numbers in accordance with system information	2	5	-	-
PC3. conduct preliminary QC check along with warehouse supervisor for damaged and tampered packages	2	5	-	-
PC4. prepare inbound documentation and get it signed by the shipper	2	5	-	-
PC5. follow-up with the delivery team and update the status of the delivery in the system	2	5	-	-
PC6. check the delivery manifest with the pick list to cross verify that correct products are being shipped out	1	4	-	-
PC7. perform the arithmetic check on outbound packages to verify accuracy of numbers	1	4	-	-
PC8. conduct preliminary QC check of outbound packages for damages	1	4	-	-
PC9. update the information regarding failed delivery in the system with a valid reason	1	4	-	-
PC10. check if the delivery data is updated in the system for proper tracking	1	4	-	-
PC11. check for availability and correctness of appropriate documentation including air way bill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation etc.	1	4	-	-
PC12. perform complete outbound documentation and update same in ERP.	2	3	-	-
<i>Undertake claims documentation</i>	12	18	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor	2	3	-	-
PC14. check the reason in the claim form and perform a visual inspection of the quarantined goods along with concerned supervisor	2	3	-	-
PC15. check whether the claims were filed within the authorised timelines and classify claims as outdated or timely	2	3	-	-
PC16. verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine	2	3	-	-
PC17. escalate false or outdated claims to the manager	2	3	-	-
PC18. process the claim documentations to supervisor/manager for approval. On receipt of internal approval, forward them to the concerned insurance companies along with evidence and recommendation.	2	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0107
NOS Name	Perform inbound and outbound documentation in a warehouse
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Operations
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQF Clearance Date	25/08/2022

Qualification Pack

LSC/N0108: Perform quality check and inventory documentation

Description

This unit is about performing basic quality check and inventory documentation

Scope

The scope covers the following :

- Perform basic operations quality check
- Perform inventory reconciliation
- Print labels, product tags and other codes

Elements and Performance Criteria

Perform basic operations quality check

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

- PC1.** identify the sample for quality check from the inbound and outbound shipments
- PC2.** conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in the Enterprise resource planning (ERP)
- PC3.** prepare quality check report and update to manager in case of any aberrations with respect to desired quality and product configuration

Perform inventory reconciliation

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

- PC4.** obtain list of stored items from the supervisor and the system along with location of each
- PC5.** assess the number of items to be counted daily considering the sample size and the total number of Stock Keeping Units (SKU)
- PC6.** obtain Personal Protective Equipment (PPE) for working on the shop floor
- PC7.** physically count the number of items and cross check them with the system report
- PC8.** verify inventory records with system and the physical inspection and record the same
- PC9.** prepare a daily inventory report and highlight discrepancies

Print labels, product tags, and other codes

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

- PC10.** obtain information from supervisor and MIS regarding the on-going activities for which bar codes, labels, invoices need to be printed
- PC11.** check and verify the list with the system for correctness
- PC12.** print the bar codes, product tags, address tags, labels, etc. and handover to the respective supervisors
- PC13.** maintain a count and record for daily printing activities

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** company's reporting structure to support and expedite project activities
- KU2.** company's policy and work instructions on quality standards, documentation, etc.
- KU3.** importance of the individual's role in the workflow
- KU4.** occupational health and safety standards and security procedures to be followed
- KU5.** procedures for dealing with loss or damage to goods
- KU6.** coding system followed to label items
- KU7.** ERP and reporting system of the organization
- KU8.** use of computer and associated equipment like hand held data management devices
- KU9.** using various printing devices such as barcode printers, product tag, address tag label printers
- KU10.** different material handling equipment and their uses
- KU11.** different geographical locations
- KU12.** information from the ERP/MIS system
- KU13.** labels and understand instructions
- KU14.** escalations regarding resolving and catering to the customer query
- KU15.** overall process in warehouse operations
- KU16.** different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods
- KU17.** various inventory counting methods and processes

Generic Skills (GS)

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

- GS1.** read written instructions
- GS2.** read product instructions, invoicing label and shipment labels
- GS3.** read product tags and labels
- GS4.** read various reports and notes
- GS5.** write damage reports and daily output reports
- GS6.** generate daily reports from MIS
- GS7.** develop presentations on operational trends
- GS8.** communicate with supervisors and co-workers
- GS9.** collect information from supervisors, associates and peers
- GS10.** conduct basic checks and verify the accuracy of the data provided
- GS11.** understand errors in data reporting and resolve the same or escalate if required
- GS12.** maintain punctuality
- GS13.** plan for timely collection of information from supervisors and associates
- GS14.** organise the data to streamline data entry processes
- GS15.** be a team player and achieve joint goals
- GS16.** importance of customer timelines



Qualification Pack

- GS17.** label and invoice requirement as per customer instructions
- GS18.** resolve basic issues with system operations and printer operations
- GS19.** verify the accuracy of the data and apply
- GS20.** verify the authenticity of the data and apply filters to remove aberrations in the data
- GS21.** analyse trends to identify defaults for corrective action as needed
- GS22.** observe the data to identify aberrations in inventory data
- GS23.** cross check data to check for data gaps and mistakes in reporting

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform basic operations quality check</i>	10	18	-	-
PC1. identify the sample for quality check from the inbound and outbound shipments	4	6	-	-
PC2. conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in the Enterprise resource planning (ERP)	4	6	-	-
PC3. prepare quality check report and update to manager in case of any aberrations with respect to desired quality and product configuration	2	6	-	-
<i>Perform inventory reconciliation</i>	12	32	-	-
PC4. obtain list of stored items from the supervisor and the system along with location of each	2	6	-	-
PC5. assess the number of items to be counted daily considering the sample size and the total number of Stock Keeping Units (SKU)	2	6	-	-
PC6. obtain Personal Protective Equipment (PPE) for working on the shop floor	2	5	-	-
PC7. physically count the number of items and cross check them with the system report	2	5	-	-
PC8. verify inventory records with system and the physical inspection and record the same	2	5	-	-
PC9. prepare a daily inventory report and highlight discrepancies	2	5	-	-
<i>Print labels, product tags, and other codes</i>	8	20	-	-
PC10. obtain information from supervisor and MIS regarding the on-going activities for which bar codes, labels, invoices need to be printed	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. check and verify the list with the system for correctness	2	5	-	-
PC12. print the bar codes, product tags, address tags, labels, etc. and handover to the respective supervisors	2	5	-	-
PC13. maintain a count and record for daily printing activities	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0108
NOS Name	Perform quality check and inventory documentation
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Operations
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQF Clearance Date	25/08/2022

Qualification Pack

LSC/N0302: Perform inbound and outbound documentation

Description

This unit is about performing documentation of inbound and outbound consignments

Scope

The scope covers the following :

- Receive and verify documents for inbound consignments
- Prepare documents for outbound consignments

Elements and Performance Criteria

Receive and verify documents for inbound consignments

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

- PC1.** receive the signed agreement sheet for the inbound consignment
- PC2.** prepare an arrival report based on the agreement sheet
- PC3.** receive accounts of the journey from the driver and prepare the cost sheets
- PC4.** review and verify all the documents such as insurance forms, Goods and Services Tax (GST) forms from the inbound trucks
- PC5.** verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist
- PC6.** check that the truck has been unloaded and goods are in good condition
- PC7.** prepare the goods received document and hand it over to the driver
- PC8.** receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing
- PC9.** prepare the invoices and send to accounts payable section based on the information entered in the system

Prepare documents for outbound consignments

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

- PC10.** check and approve the Lorry Receipt (LR) or Goods Consignment Note, prepared by the associate
- PC11.** update details regarding the load and the destination into the computer based on the information contained in the LR
- PC12.** prepare an agreement sheet to be given at the destination along with the consignment
- PC13.** check and verify that all the transit insurance forms and tax permits for each truck are filled correctly and is valid for the identified route of the truck
- PC14.** verify that all the required forms have been filled out and approve the documents as per the outbound documentation checklist
- PC15.** confirm with the dispatcher that the truck's destination and goods loaded have been verified
- PC16.** brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts and handover the cash and required documents

Qualification Pack

- PC17.** get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** companys customers, suppliers and their requirements
- KU3.** types of documentation in organization
- KU4.** organization policy of data maintenance, recording and handling
- KU5.** relevant safety and security procedures
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** details of transport companies the organization works with and their processes
- KU8.** procedure followed while booking trucks
- KU9.** reporting structure
- KU10.** escalation matrix for reporting identified problems
- KU11.** processes involved in inbound and outbound transport
- KU12.** use of computer for electronic documentation of information
- KU13.** use of GPS and tracking software
- KU14.** geographical destinations and transport routes
- KU15.** ERP system and its functioning
- KU16.** legal requirements, rules and regulations to be followed while preparing forms and documents for transports
- KU17.** forms required for inbound/outbound transport
- KU18.** possible difficulties and errors in documentation

Generic Skills (GS)

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

- GS1.** instructions in the checklists
- GS2.** inbound agreements, client queries, documents
- GS3.** details required in the forms
- GS4.** write details regarding inspection of each inbound consignment
- GS5.** prepare invoices and agreements
- GS6.** maintain the record as per companys policies
- GS7.** fill out forms and inspection checklist
- GS8.** communicate with all employees to ensure activities are running smoothly
- GS9.** communicate clearly with customers
- GS10.** communicate with drivers, trucking agents, other stakeholders as and when required



Qualification Pack

- GS11.** decide if a certain document would suffice the requirement of permits, agreements or any additional document would be required
- GS12.** decide on alternate routes and transports in case a shipment is stuck
- GS13.** prioritize and execute tasks within the scheduled time limits
- GS14.** adhere to the customer requirements
- GS15.** identify and correct errors in consignment documents
- GS16.** resolve any documentation issues faced by the truck drivers en-route
- GS17.** check that all the forms required in the checklist have been filled out and are ready
- GS18.** suggest methods to streamline the documentation process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive and verify documents for inbound consignments</i>	22	46	-	-
PC1. receive the signed agreement sheet for the inbound consignment	3	7	-	-
PC2. prepare an arrival report based on the agreement sheet	3	7	-	-
PC3. receive accounts of the journey from the driver and prepare the cost sheets	3	7	-	-
PC4. review and verify all the documents such as insurance forms, Goods and Services Tax (GST) forms from the inbound trucks	4	6	-	-
PC5. verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist	2	4	-	-
PC6. check that the truck has been unloaded and goods are in good condition	2	4	-	-
PC7. prepare the goods received document and hand it over to the driver	2	4	-	-
PC8. receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing	2	4	-	-
PC9. prepare the invoices and send to accounts payable section based on the information entered in the system	1	3	-	-
<i>Prepare documents for outbound consignments</i>	8	24	-	-
PC10. check and approve the Lorry Receipt (LR) or Goods Consignment Note, prepared by the associate	1	3	-	-
PC11. update details regarding the load and the destination into the computer based on the information contained in the LR	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. prepare an agreement sheet to be given at the destination along with the consignment	1	3	-	-
PC13. check and verify that all the transit insurance forms and tax permits for each truck are filled correctly and is valid for the identified route of the truck	1	3	-	-
PC14. verify that all the required forms have been filled out and approve the documents as per the outbound documentation checklist	1	3	-	-
PC15. confirm with the dispatcher that the truck's destination and goods loaded have been verified	1	3	-	-
PC16. brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts and handover the cash and required documents	1	3	-	-
PC17. get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received	1	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0302
NOS Name	Perform inbound and outbound documentation
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N9905: Follow health, safety and security procedures.

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Follow health, safety and security procedures

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

- PC1.** make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area
- PC3.** follow standard driving practice to ensure safety of life and material
- PC4.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC5.** undertake periodical preventive health check ups
- PC6.** follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods
- PC7.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC8.** comply with data safety regulations of the organisation
- PC9.** follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway

Ensure compliance to health, safety and security

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

- PC10.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC11.** inspect the activity area and equipment for appropriate and safe condition
- PC12.** check if stacking is done at defined height and is not on the walk way
- PC13.** check if walk way is free from grease/ oil
- PC14.** check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
- PC15.** participate in fire drills
- PC16.** check if standard material handling procedure are being followed
- PC17.** check if hold ladders, platforms and hand rails to be in a sound and safe condition
- PC18.** check if all the safety and security related tags, labels and signage are placed in the cargo

Qualification Pack

- PC19.** check if loading instrument is certified and operational
- PC20.** implement 5S at workplace
- PC21.** check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

- GS1.** read SOP's and safety precautions for different ground operations and handling cargo
- GS2.** read different documents related to security and movement of cargo
- GS3.** fill forms related to health, safety and security procedures
- GS4.** communicate clearly with colleagues regarding safety procedures
- GS5.** share experience and guide peers
- GS6.** decide how to avoid any damage / accident to personal health / cargo handled, whenever required
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits



Qualification Pack

- GS10.** plan and drive based on traffic and road condition using radio links/navigation aids wherever available
- GS11.** ensure safe and secure movement of shipments, cargos etc.
- GS12.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS13.** identify risks at the workplace and address them
- GS14.** analyse past mistakes and address them to avoid mishap in the future
- GS15.** check that right safety measures and procedures are in place

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	19	33	-	-
PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	3	4	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area	3	4	-	-
PC3. follow standard driving practice to ensure safety of life and material	3	4	-	-
PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	4	-	-
PC5. undertake periodical preventive health check ups	2	4	-	-
PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods	2	4	-	-
PC7. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC8. comply with data safety regulations of the organisation	1	3	-	-
PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway	1	3	-	-
<i>Ensure compliance to health, safety and security</i>	21	27	-	-
PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. check if stacking is done at defined height and is not on the walk way	1	3	-	-
PC13. check if walk way is free from grease/ oil	2	2	-	-
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	2	-	-
PC15. participate in fire drills	2	2	-	-
PC16. check if standard material handling procedure are being followed	2	2	-	-
PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition	2	2	-	-
PC18. check if all the safety and security related tags, labels and signage are placed in the cargo	2	2	-	-
PC19. check if loading instrument is certified and operational	2	2	-	-
PC20. implement 5S at workplace	2	2	-	-
PC21. check if cargo has passed security checks and report in case of any violation	2	2	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9905
NOS Name	Follow health, safety and security procedures.
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N9906: Verify GST invoices

Description

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

Scope

The scope covers the following :

- Check applicability of GST
- Verify invoice

Elements and Performance Criteria

Check applicability of GST

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

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

Verify invoice

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/01/2026
NSQC Clearance Date	29/01/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0101.Picking Packaging, Kitting, Labelling & Binning	30	70	-	-	100	20
LSC/N1004.Route planning and vendor coordination	30	70	-	-	100	20
LSC/N0107.Perform inbound and outbound documentation in a warehouse	30	70	-	-	100	10
LSC/N0108.Perform quality check and inventory documentation	30	70	-	-	100	10
LSC/N0302.Perform inbound and outbound documentation	30	70	-	-	100	10
LSC/N9905.Follow health, safety and security procedures.	40	60	-	-	100	10
LSC/N9906.Verify GST invoices	30	70	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	240	510	-	-	750	100



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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