

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. OS Units.....P.2
4. Glossary of key terms.....P.3
5. Annexure:Nomenclature for QP & NOS..P.27
6. Assessment Criteria.....P.29

Introduction

Qualifications Pack – Warehouse Binner

SECTOR: LOGISTICS

SUB-SECTOR: Warehousing Storage

OCCUPATION: Warehouse Binner

REFERENCE ID: LSC/Q2105

ALIGNED TO: NCO-2004/413.00

Brief Job Description: Warehouse Binner in the Logistics industry is also known as Binner, Floor Staff, Warehouse Associate. Individuals in this role need to bin items to put away into storage. Individuals are responsible for binning items according to an inventory list. Additional responsibilities could at times include moving cargo, re-packaging items and documenting cargo that has been moved. The difference in tasks performed under the Binner role thus varies according to the volume of operations, however the core function of the role is to bin items and put away into storage .

Personal Attributes: This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Qualifications Pack Code	LSC/Q2105		
Job Role	Warehouse Binner		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	03/12/2014
Sub-sector	Warehousing Storage	Last reviewed on	16/12/2014
Occupation	Warehouse Binner	Next review date	03/06/2016
NSQC Clearance on	19/05/2015		

Job Role	Warehouse Binner (Binner, Floor Staff, Warehouse Associate)
Role Description	Binning items according to the inward documents
NSQF level	3
Minimum Educational Qualifications*	Middle School (Class VIII)
Maximum Educational Qualifications*	Diploma (Engineering, Arts, Commerce)
Training (Suggested but not mandatory)	Trained in binning techniques
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N2101 (Prepare For Binning) LSC/N2102 (Perform Binning Activities) LSC/N2103 (Perform Post-Binning Activities) LSC/N2104 (To Carry Out Housekeeping) <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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 or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.

National Occupational Standard



Overview

This unit covers preparing for binning

Unit Code	LSC/N2101
Unit Title (Task)	Prepare for Binning
Description	This OS unit is about preparing for binning inbound packages
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Receive all packages in the receiving bay • Check received packages for errors • Pre-pack packages before storing • Safety, Security and Maintenance Aspects
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Receive all packages in the receiving bay	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain shift schedule and relevant inward documents(inbound lists, inventory log etc.) from supervisor/team lead</p> <p>PC2. Verify unloaded items against the inward documents and sign off the items as received</p> <p>PC3. Prepare report on quality, schedule variances if any</p> <p>PC4. Obtain Binning list once GRN has been generated from the data entry operator(DEO)/system executive</p> <p>PC5. In case location is not specified in the system, obtain list of items that need to be binned and locate appropriate/available storage bays for carrying out binning</p>
Check received packages for errors	<p>PC6. Identify if there are any discrepancies such as damaged/misplaced items in the received load</p> <p>PC7. Notify supervisor of any damages for potential fixes /issues</p> <p>PC8. Notify Administration/supervisor for any additional orders that need to be placed to replace misplaced/irreparable damaged items</p>
Pre-pack goods if required	<p>PC9. Identify items that require further/pre-packing</p> <p>PC10. Hand over goods to specialized packer if required</p> <p>PC11. Ensure goods have been packed as required and if preservatives (if required) have been applied</p> <p>PC12. Label package accordingly with details such as package number, inventory id etc. if required</p>

<p>Safety, Security and Maintenance Aspects</p>	<p>PC13. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC14. Wear all safety equipment including protective gear, helmets etc.</p> <p>PC15. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC1. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</p> <p>PC2. Park or handover pallet trolleys/carts in case of shift breaks to authorized personnel</p> <p>PC3. Adhere to security regulations of the company</p> <p>PC4. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Stock recording systems and procedures</p> <p>KA2. Knowledge of organizational procedures</p> <p>KA3. Role and responsibilities of colleagues on the shop floor</p> <p>KA4. Procedures for dealing with loss or damage to goods</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Nature and characteristics of goods being binned</p> <p>KA7. Knowledge of all storage areas in the warehouse</p> <p>KA8. Knowledge of client and products handled</p> <p>KA9. Knowledge of all relevant legal, safety and security procedures Implications of poor individual and team performance</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of products</p> <p>KB2. Knowledge of Binning methods that can be used for different types of storage situations</p> <p>KB3. Knowledge of scanning products using technology/ equipment available</p> <p>KB4. Types of workplace hazards that one can encounter on the job</p> <p>KB5. Knowledge of stock recording systems</p> <p>KB6. Types of equipment available for binning goods</p> <p>KB7. Knowledge of types of goods being handled or moved</p> <p>KB8. Knowledge of relevant organizational documents including inward documents/ lists, Goods receipt note, binning lists etc</p> <p>KB9. The nature and characteristics of goods being handled</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Fill in appropriate forms and documents</p> <p>SA2. Write/Re-write labels in case required</p>

LSC/N2101

Prepare for Binning

	SA3. Fill in appropriate forms for inventory received, accidents/damages
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read labels and understand the codes as per company procedures SA5. Read and understand handling instructions/labels such as 'fragile' or 'heavy' SA6. Read and understand company's safety and operating signs on the shop floor SA7. Read inventory list and task schedule and understand the codes as per company manuals/operating procedure
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	The user/individual on the job needs to know and understand how to: SA8. Communicate clearly with supervisors and peers SA9. Provide advice and guidance to peers and juniors
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Determine items that are damaged/require replacement SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Prioritize and execute tasks within the scheduled time limits SB4. Suggest methods to improve efficiency of Binning process
	Customer Centricity
	N/A
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Identify errors/damages during Binning process SB6. Identify solutions for minor issues that delay the Binning process
	Analytical Skills
The user/individual on the job needs to know and understand how to: SB7. Ability to identify products required to be binned SB8. Ability to assess the products that require further packing SB9. Basic mathematical operations such as addition, subtraction, multiplication and division	
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to: SB10. Ability to concentrate on task at hand and complete it without errors	

	Integrity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Maintain integrity with respect to company property and time</p> <p>SB12. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB13. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	Motivation
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Take responsibility for completing one's own work assignment</p> <p>SB15. Take initiative to enhance/learn skills in one's area of work</p> <p>SB16. Learn from experience in a range of settings and scenarios</p> <p>SB17. Reflect and act upon one's learning</p> <p>SB18. Be open to new ideas and ways of doing things</p> <p>SB19. Develop personal goals in alignment with organization and work towards achieving set targets</p>
	Reliability
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. Avoid absenteeism</p> <p>SB21. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB22. Work in a disciplined environment</p> <p>SB23. Be punctual</p>

NOS Version Control

NOS Code	LSC/N2101		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Warehousing Storage	Last reviewed on	16/12/2014
Occupation	Warehouse Binner	Next review date	03/06/2016

National Occupational Standard



Overview

This unit covers binning inbound items

National Occupational Standard	Unit Code	LSC/N2102
	Unit Title (Task)	Perform Binning
	Description	This OS unit is about performing binning of all inbound items
	Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Locate bay area from which packages are to be moved to storage • Bin products from pick list and store on shelves • Safety, Security and Maintenance Aspects
	Performance Criteria (PC)	
	Element	Performance Criteria
	Locate bay area from which packages are to be moved to storage	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Refer to schedule and inward documents to locate the storage bays/bins for the packages</p> <p>PC2. In case locations are not defined in the Warehouse Management System (WMS) or the relevant Enterprise Resource Planning (ERP) software, note down binning location so it may be shared with the system executive or DEO</p> <p>PC3. Notify supervisor if current location is full and obtain alternate location</p> <p>PC4. Ensure bins/containers/shelves/pallets are clean for binning process</p>
	Bin products from pick list and store on shelves	<p>PC5. Check binning list/inward documents obtained and if required collect new pick list for session</p> <p>PC6. Check nature of products (heavy items may require assistance of MHE operator) and determine method of binning</p> <p>PC7. Check if goods require any further pre-packing and hand over the same to packer and collect once packing completed</p> <p>PC8. Collect pallet trolley if required or request assistance of available MHE operator</p> <p>PC9. Apply binning methods specified by the organizational procedure for the type of goods and size of orders using equipment required and cover all items on pick list.</p> <p>PC10. Place the goods into the appropriate containers or onto pallets</p> <p>PC11. In case storage location has been changed due to overflow, inform supervisor once binning has been completed to ensure the accurate location is updated into the system</p>
	Safety, Security and Maintenance aspects	<p>PC12. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC13. Wear all safety equipment including protective gear, helmets etc.</p> <p>PC14. Follow organization procedures with respect to security, materials handling and accidents</p>

LSC/N2102

Perform Binning Activities

	<p>PC15. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</p> <p>PC16. Park or handover pallet trolleys/carts in case of shift breaks to authorized personnel</p> <p>PC17. Adhere to security regulations of the company Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc</p>
Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Stock recording systems and procedures</p> <p>KA2. Knowledge of organizational procedures</p> <p>KA3. Role and responsibilities of colleagues on the shop floor</p> <p>KA4. Procedures for dealing with loss or damage to goods</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Nature and characteristics of goods being binned</p> <p>KA7. Knowledge of all storage areas in the warehouse</p> <p>KA8. Knowledge of client and products handled</p> <p>KA9. Knowledge of all relevant legal, safety and security procedures Implications of poor individual and team performance</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of products</p> <p>KB2. Knowledge of Binning methods that can be used for different types of storage situations</p> <p>KB3. Types of workplace hazards that one can encounter on the job</p> <p>KB4. Knowledge of stock recording systems</p> <p>KB5. Types of equipment available for binning goods</p> <p>KB6. Knowledge of types of goods being handled or moved</p> <p>KB7. Knowledge of relevant organizational documents including inbound lists, Goods receipt note, binning lists etc</p> <p>The nature and characteristics of goods being handled</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p style="text-align: center;">Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Fill in appropriate forms and documents</p> <p>SA2. Write/Re-write labels in case required</p> <p>SA3. Fill in appropriate forms for inventory received, accidents/damages</p>

LSC/N2102

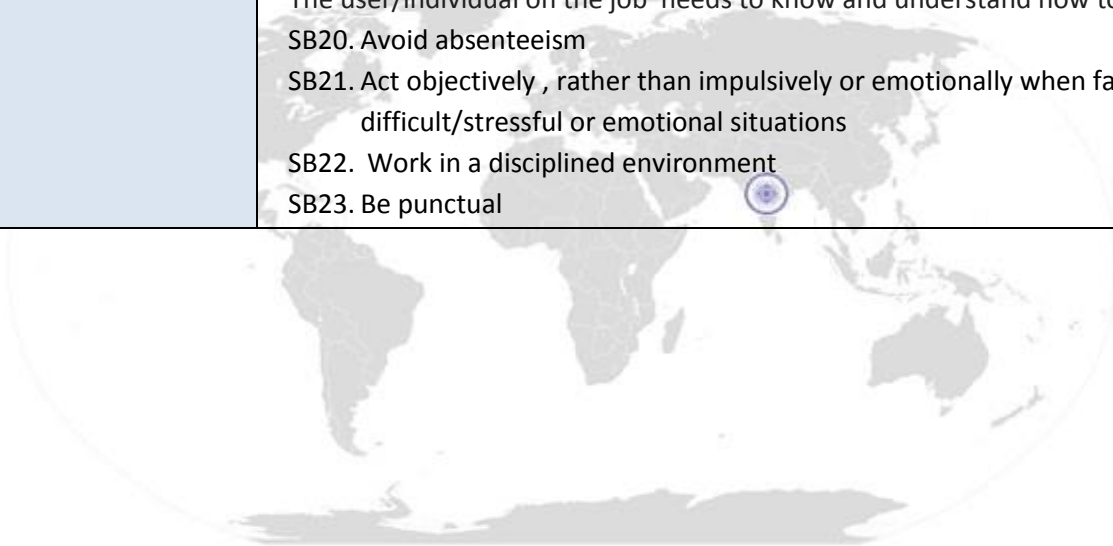
Perform Binning Activities

	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read labels and understand the codes as per company procedures SA5. Read and understand handling instructions/labels such as 'fragile' or 'heavy' SA6. Read and understand company's safety and operating signs on the shop floor SA7. Read inventory list and task schedule and understand the codes as per company manuals/operating procedure</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Communicate clearly with supervisors and peers SA9. Provide advice and guidance to peers and juniors</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Determine items that are damaged/require replacement SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Prioritize and execute tasks within the scheduled time limits SB4. Suggest methods to improve efficiency of Binning process</p>
	Customer Centricity
	N/A
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Identify errors/damages during Binning process SB6. Identify solutions for minor issues that delay the Binning process</p>
	Analytical Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Ability to identify products required to be binned SB8. Ability to assess the products that require further packing SB9. Basic mathematical operations such as addition, subtraction, multiplication and division</p>
	Critical Thinking Skills
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Ability to concentrate on task at hand and complete it without errors</p>	
Integrity	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Maintain integrity with respect to company property and time</p>	

LSC/N2102

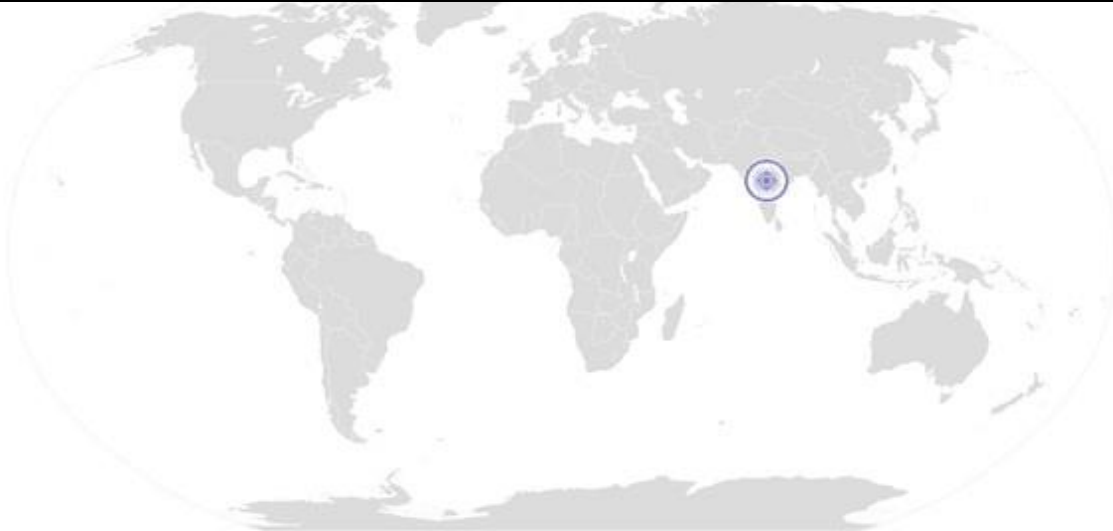
Perform Binning Activities

	<p>SB12. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB13. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p>Motivation</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Take responsibility for completing one's own work assignment</p> <p>SB15. Take initiative to enhance/learn skills in one's area of work</p> <p>SB16. Learn from experience in a range of settings and scenarios</p> <p>SB17. Reflect and act upon one's learning</p> <p>SB18. Be open to new ideas and ways of doing things</p> <p>SB19. Develop personal goals in alignment with organization and work towards achieving set targets</p>
	<p>Reliability</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. Avoid absenteeism</p> <p>SB21. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB22. Work in a disciplined environment</p> <p>SB23. Be punctual</p>



NOS Version Control

NOS Code	LSC/N2102		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Warehousing Storage	Last reviewed on	16/12/2014
Occupation	Warehouse Binner	Next review date	03/06/2016



National Occupational Standard



Overview

This unit covers performing post binning activities

LSC/N2103

Perform Post Binning Activities

National Occupational Standard	Unit Code	LSC/N2103
	Unit Title (Task)	Perform Post-binning activities
	Description	This OS unit is about performing post binning activities such as documenting undelivered items
	Scope	The unit/task covers the following: <ul style="list-style-type: none"> • Checking binned items for errors • Report status of Inventory binned to supervisor • Safety, Security and Maintenance Aspects
	Performance Criteria (PC)	
	Element	Performance Criteria
	Checking binned items for errors	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. Identify if there are any discrepancies such as damaged/misplaced items in the received load PC2. Notify supervisor of any damages for potential fixes PC3. Notify Administration for any additional orders that need to be placed to replace misplaced/irreparable damaged items
	Report status of inventory binned to supervisor	<ul style="list-style-type: none"> PC4. Report the status of all the inventory PC5. In case storage location is not specified in the binning list, convey the noted location of binned items to system executive/data entry operator PC6. Inform supervisor of any difficulties in task or time limits PC7. Report any damages/accidents that occurred during binning and fill out administrative forms for the same
	Safety, Security and Maintenance aspects	<ul style="list-style-type: none"> PC8. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc. PC9. Wear all safety equipment including protective gear, helmets etc. PC10. Follow organization procedures with respect to security, materials handling and accidents PC11. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel PC12. Park or handover pallet trolleys/carts in case of shift breaks to authorized personnel PC13. Adhere to security regulations of the company Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc
	Knowledge and Understanding (K)	
A. Organizational Context	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Stock recording systems and procedures 	

LSC/N2103

Perform Post Binning Activities

<p>(Knowledge of the company / organization and its processes)</p>	<p>KA2. Knowledge of organizational procedures KA3. Role and responsibilities of colleagues on the shop floor KA4. Procedures for dealing with loss or damage to goods KA5. Risk and impact of not following defined procedures/work instructions KA6. Nature and characteristics of goods being binned KA7. Knowledge of all storage areas in the warehouse KA8. Knowledge of client and products handled KA9. Knowledge of all relevant legal, safety and security procedures Implications of poor individual and team performance</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: KB1. Knowledge of types of products KB2. Knowledge of Binning methods that can be used for different types of storage situations KB3. Types of workplace hazards that one can encounter on the job KB4. Knowledge of stock recording systems KB5. Types of equipment available for binning goods KB6. Knowledge of types of goods being handled or moved KB7. Knowledge of relevant organizational documents including inward documents/ lists, Goods receipt note, binning lists etc KB8. The nature and characteristics of goods being handled</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to: SA1. Fill in appropriate forms and documents SA2. Write/Re-write labels in case required SA3. Fill in appropriate forms for inventory received, accidents/damages</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to: SA4. Read labels and understand the codes as per company procedures SA5. Read and understand handling instructions/labels such as 'fragile' or 'heavy' SA6. Read and understand company's safety and operating signs on the shop floor SA7. Read inventory list and task schedule and understand the codes as per company manuals/operating procedure</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to: SA8. Communicate clearly with supervisors and peers SA9. Provide advice and guidance to peers and juniors</p>

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Determine items that are damaged/require replacement SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Prioritize and execute tasks within the scheduled time limits SB4. Suggest methods to improve efficiency of Binning process
	Customer Centricity
	N/A
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. Identify errors/damages during Binning process SB6. Identify solutions for minor issues that delay the Binning process
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB7. Ability to identify products required to be binned SB8. Ability to assess the products that require further packing SB9. Basic mathematical operations such as addition, subtraction, multiplication and division
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB10. Ability to concentrate on task at hand and complete it without errors
	Integrity
	The user/individual on the job needs to know and understand how to: SB11. Maintain integrity with respect to company property and time SB12. Communicate with people in a form and manner and using language that is open and respectful SB13. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust
Motivation	
The user/individual on the job needs to know and understand how to: SB14. Take responsibility for completing one's own work assignment SB15. Take initiative to enhance/learn skills in one's area of work SB16. Learn from experience in a range of settings and scenarios SB17. Reflect and act upon one's learning	

LSC/N2103

Perform Post Binning Activities

	<p>SB18. Be open to new ideas and ways of doing things</p> <p>SB19. Develop personal goals in alignment with organization and work towards achieving set targets</p>
	<p>Reliability</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. Avoid absenteeism</p> <p>SB21. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB22. Work in a disciplined environment</p> <p>SB23. Be punctual</p>



NOS Version Control

NOS Code	LSC/N2103		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Warehousing Storage	Last reviewed on	16/12/2014
Occupation	Warehouse Binner	Next review date	03/06/2016



National Occupational Standard



Overview

This unit is about carrying out housekeeping activities

National Occupational Standard	Unit Code	LSC/N2104
	Unit Title (Task)	To carry out housekeeping
	Description	This unit is about carrying out housekeeping activities
	Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Preparing for housekeeping activities • Carry out housekeeping activities • Post housekeeping activities
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Preparing for housekeeping activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Inspect the area while taking into account various surfaces</p> <p>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>PC3. Ensure that the cleaning equipment is in proper working condition</p> <p>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</p> <p>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC6. Inform the affected people about the cleaning activity</p> <p>PC7. Display the appropriate signage for the work being conducted</p> <p>PC8. Ensure that there is adequate ventilation for the work being carried out</p> <p>PC9. Wear the personal protective equipment required for the cleaning method and materials being used</p>
	Carrying out housekeeping activities	<p>PC10. Use the correct cleaning method for the work area, type of soiling and surface</p> <p>PC11. Carry out cleaning activity without disturbing others</p> <p>PC12. Deal with accidental damage, if any, caused while carrying out the work</p> <p>PC13. Report to the appropriate person any difficulties in carrying out your work</p> <p>PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill</p>
	Post housekeeping activities	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage</p> <p>PC16. Ensure that no scrap material is lying around</p>

LSC/N2104

To Carry Out Housekeeping

	<p>PC17. Maintain and store housekeeping equipment and supplies</p> <p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose the waste garnered from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
<p>Knowledge and Understanding (K)</p>	
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that used for cleaning variety of surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during your work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p> <p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Construct simple sentences and express ideas clearly through written communication SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company SA3. Write simple letters, mails, etc
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and understand manuals, health and safety instructions, memos, reports etc SA5. Read images, graphs, diagrams SA6. Understand the various color codes, as per company nomenclature
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA7. Express statements, opinions or information clearly so that others can hear and understand SA8. Participate in and understand the main points of simple discussions SA9. Respond appropriately to any queries SA10. Communicate with supervisor
	Material and Equipment Handling
	The user/individual on the job needs to know and understand how to: SB1. Handle cleaning equipment SB2. Handle cleaning agents SB3. Handle scrap SB4. Handle chemicals and other material
B. Professional Skills	Analytical Thinking
	The user/individual on the job needs to know and understand how to: SB5. Select the appropriate cleaning compound for different jobs, sections of the shop floor SB6. Suggest improvements(if any) in process based on experience

NOS Version Control

NOS Code	LSC/N2104		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	03/12/2014
Industry Sub-sector	Warehousing Storage	Last reviewed on	16/12/2014
Occupation	Warehouse Binner	Next review date	03/06/2016

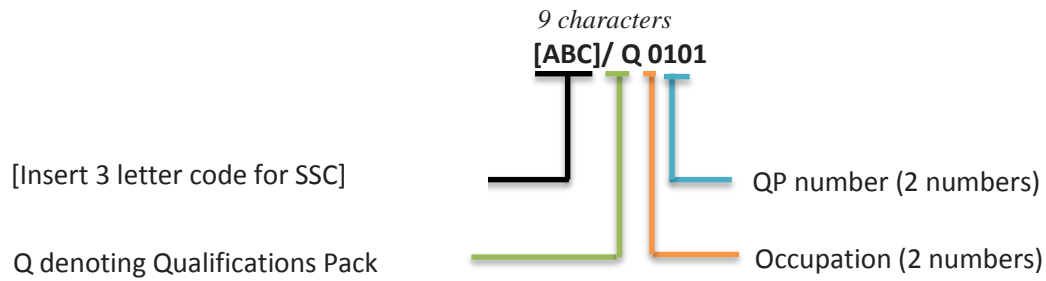


Qualifications Pack For Warehouse Binner

Annexure

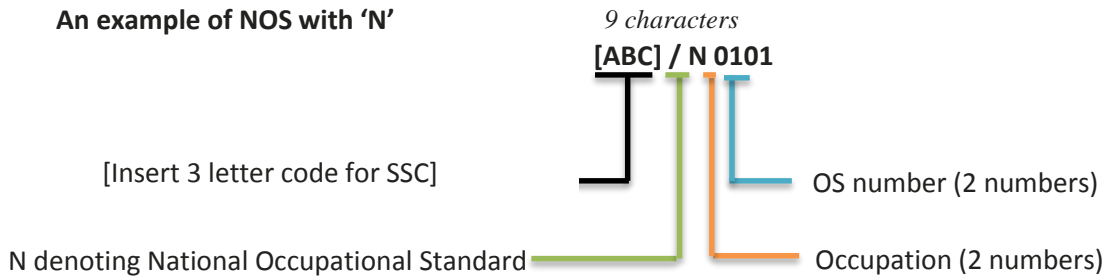
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Warehouse Binner

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier	30

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack For Warehouse Binner

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Warehouse Binner

Qualification Pack: LSC/Q2105

Sector Skill Council: LSC

Guidelines for Assessment

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 and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N2101 (Prepare for Binning)	PC1. Obtain shift schedule and relevant inward documents(inbound lists, inventory log etc.) from supervisor/team lead	100	5	2	3
	PC2. Verify unloaded items against the inward documents and sign off the items as received		5	2	3
	PC3. Prepare report on quality, schedule variances if any if required		10	2	8
	PC4. Obtain Binning list once GRN has been generated from the data entry operator(DEO)/system executive		5	1	4
	PC5. In case location is not specified in the system, obtain list of items that need to be binned and locate appropriate/available storage bays for carrying out binning		10	3	7
	PC6. Identify if there are any discrepancies such as damaged/misplaced items in the received load		5	2	3
	PC7. Notify supervisor of any damages for potential fixes /issues		5	1	4
	PC8. Notify Administration/supervisor for any additional orders that need to be placed to replace misplaced/irreparable damaged items		5	1	4
	PC9. Identify items that require further/pre-packing		5	1	4
	PC10. Hand over goods to specialized packer if required		5		5
	PC11. Ensure goods have been packed as required and if preservatives (if required) have been applied		5	1	4

Qualifications Pack For Warehouse Binner

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC12. Label package accordingly with details such as package number, inventory id etc. if required		5	1	4
	PC13. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC14. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC15. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC16. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC17. Adhere to security regulations of the company		5	2	3
			Total	100	30
2. LSC/N 2102 (Perform Binning)	PC1. Refer to schedule and inward documents to locate the storage bays/bins for the packages	100	5	2	3
	PC2. In case locations are not defined in the Warehouse Management System (WMS) or the relevant Enterprise Resource Planning (ERP) software, note down binning location so it may be shared with the system executive or DEO		5	1	4
	PC3. Notify supervisor if current location is full and obtain alternate location		5	1	4
	PC4. Ensure bins/containers/shelves/pallets are clean for binning process		5	1	4
	PC5. Check binning list/inward documents obtained and if required collect new pick list for session		10	3	7
	PC6. Check nature of products (heavy items may require assistance of MHE operator) and determine method of binning		5	1	4
	PC7. Check if goods require any further pre-packing and hand over the same to packer and collect once packing completed		5	1	4
	PC8. Collect pallet trolley if required or request assistance of available MHE operator		5	1	4
	PC9. Apply binning methods specified by the organizational procedure for the type of goods and size of orders using equipment required and cover all items on pick list.		10	3	7
	PC10. Place the goods into the appropriate containers or onto pallets		10	2	8
	PC11. In case storage location has been changed due to overflow, inform supervisor once binning has been completed to ensure the accurate location is updated into the system		5	1	4

Qualifications Pack For Warehouse Binner

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC12. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC13. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC14. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC15. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC16. Adhere to security regulations of the company		5	2	3
		Total	100	30	70
3. LSC/N2103 (Perform Post binning activities)	PC1. Identify if there are any discrepancies such as damaged/misplaced items in the received load		10	3	7
	PC2. Notify supervisor of any damages for potential fixes		10	2	8
	PC3. Notify Administration for any additional orders that need to be placed to replace misplaced/irreparable damaged items		10	2	8
	PC4. Report the status of all the inventory		10	2	8
	PC5. In case storage location is not specified in the binning list, convey the noted location of binned items to system executive/data entry operator		10	3	7
	PC6. Inform supervisor of any difficulties in task or time limits		10	2	8
	PC7. Report any damages/accidents that occurred during binning and fill out administrative forms for the same	100	10	3	7
	PC8. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC9. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC10. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC11. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC12. Adhere to security regulations of the company		5	2	3
		Total	100	30	70
4. LSC/N2104 (Carry out Housekeeping)	PC1. Inspect the area while taking into account various surfaces	100	4	1	3

Qualifications Pack For Warehouse Binner

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain		4	1	3
	PC3. Ensure that the cleaning equipment is in proper working condition		5	2	3
	PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person		5	2	3
	PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		4	2	2
	PC6. Inform the affected people about the cleaning activity		4	2	2
	PC7. Display the appropriate signage for the work being conducted		4	2	2
	PC8. Ensure that there is adequate ventilation for the work being carried out		5	2	3
	PC9. Wear the personal protective equipment required for the cleaning method and materials being used		5	2	3
	PC10. Use the correct cleaning method for the work area, type of soiling and surface		5	2	3
	PC11. Carry out cleaning activity without disturbing others		5	2	3
	PC12. Deal with accidental damage, if any, caused while carrying out the work		5	2	3
	PC13. Report to the appropriate person any difficulties in carrying out your work		5	2	3
	PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		5	2	3
	PC15. Ensure that there is no oily substance on the floor to avoid slippage		5	2	3
	PC16. Ensure that no scrap material is lying around		5	2	3
	PC17. Maintain and store housekeeping equipment and supplies		5	2	3
	PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process		5	2	3
	PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements		5	2	3
	PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored		5	2	3

Qualifications Pack For Warehouse Binner

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC21. Dispose the waste garnered from the activity in an appropriate manner		5	2	3
		Total	100	40	60

[Back to QP](#)