

Qualification Pack

Warehouse Executive

Forecasting and trend analysis / Decision science-based resource allocation and streamline operations at a warehouse

QP Code: LSC/Q0301

Version: 2.0

NSQF Level: 4

Logistics Sector Skill Council || No. 480 A, 7th Floor, Khivraj Complex II, Anna Salai, Nandanam
Chennai-600035 || email:hari@lsc-india.com

Qualification Pack

Contents

LSC/Q0301: Warehouse Executive	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Elective 1: Forecasting and trend analysis</i>	3
<i>Elective 2: Decision science-based resource allocation and streamline operations at a warehouse</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
LSC/N0129: Warehouse data management and analysis using ERP	5
LSC/N0130: Perform inbound and outbound ERP operations and reporting	11
LSC/N0131: Perform operations quality check and inventory reconciliation	17
LSC/N0132: Perform vehicle planning and transport coordination	23
LSC/N9905: Follow health, safety and security procedures.	27
LSC/N9904: Maintain integrity and ethics in operation	33
LSC/N9906: Verify GST invoices	38
DGT/VSQ/N0102: Employability Skills (60 Hours)	42
LSC/N0110: Forecasting and trend analysis	50
LSC/N0127: Decision science-based resource allocation and streamline operations at warehouse ...	54
Assessment Guidelines and Weightage	60
<i>Assessment Guidelines</i>	60
<i>Assessment Weightage</i>	61
Acronyms	63
Glossary	64

Qualification Pack

LSC/Q0301: Warehouse Executive

Brief Job Description

The individual is responsible for updating warehouse data into the ERP system, prepare reports, analyse of data for trends, prepare forecasts, print labels, and coordinate with line functions to ensure seamless operation of warehouse functions.

Personal Attributes

A warehouse executive should be proactive, organised, and eye for details. S/he should be able to draw key findings based on data analysis. 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/N0129: Warehouse data management and analysis using ERP](#)
2. [LSC/N0130: Perform inbound and outbound ERP operations and reporting](#)
3. [LSC/N0131: Perform operations quality check and inventory reconciliation](#)
4. [LSC/N0132: Perform vehicle planning and transport coordination](#)
5. [LSC/N9905: Follow health, safety and security procedures.](#)
6. [LSC/N9904: Maintain integrity and ethics in operation](#)
7. [LSC/N9906: Verify GST invoices](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Forecasting and trend analysis

1. [LSC/N0110: Forecasting and trend analysis](#)

Elective 2: Decision science-based resource allocation and streamline operations at a warehouse

1. [LSC/N0127: Decision science-based resource allocation and streamline operations at warehouse](#)

Qualification Pack

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
Country	India
NSQF Level	4
Credits	19
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.01 to 4321 .05 and ISCO-88/4132, 4321, 4322
Minimum Educational Qualification & Experience	12th grade Pass OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience OR Certificate-NSQF (Level 3 - Data Feeder-Warehouse) with minimum education as 8th Grade pass) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Should be proficient and cleared Level 3
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	28/02/2026
NSQC Approval Date	28/02/2023
Version	2.0
Reference code on NQR	QG-04-TW-00234-2023-V1-LSC
NQR Version	1.0

Qualification Pack

LSC/N0129: Warehouse data management and analysis using ERP

Description

This unit is about making/monitoring data entries and updatations in ERP as well as analysing data to draw inferences and ensuring correct information flow

Scope

The scope covers the following :

- Feed in information/monitor information flow into ERP
- Analyse transactional data and report summary
- Coordinate and communicate internally and to external stakeholders

Elements and Performance Criteria

Feed information/monitor information flow into ERP

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

PC1. collect information from associate regarding shipments, loading, unloading, packing and binning activities, etc. and feed into ERP for manual operations. For integrated ERP operations, monitor correct information flow in system

PC2. obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, customer feedback etc. and feed into ERP. In case integrated ERP operations, do so if manual intervention is required

PC3. Perform inventory reconciliation and resolve discrepancies

Analyze transactional data and report summary

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

PC4. Analyse transactional data flown/made into the ERP with respect to daily warehouse operations

PC5. perform various data analysis such as flow balancing, variance analysis, billing analysis, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc.

PC6. provide a daily report to management regarding different activities which are part of KPI/SLA

Coordinate and communicate internally and to external stakeholders

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

PC7. coordinate with customers to understand their requirements on receiving, dispatch, tracking of orders, goods in transit, SLAs etc.

PC8. coordinate with departments to resolve queries and provide information

PC9. liaise with clients, suppliers and transport companies and provide the necessary information

PC10. prepare periodic reports and update the management

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** Information Technology (IT) system and ERP system of the organization
- KU9.** use of computer and associated equipment
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** using the ERP
- KU12.** data analysis
- KU13.** report preparation
- KU14.** geographical spread of states and cities
- KU15.** how to read labels and understand instructions in the customer query resolution log book
- KU16.** understanding of various escalations regarding resolving and catering to the customer query
- KU17.** overall process from pickup to delivery and different departments engaged in the process
- KU18.** types of shipments being handled
- KU19.** special characteristics and handling requirements of shipments, if any

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 Management Information System (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.** identify errors in data reporting in ERP and resolve the same or escalate if required
- GS12.** draw inferences and conclusions based on trend analysis
- GS13.** maintain punctuality
- GS14.** plan for timely collection of information from supervisors and associates
- GS15.** organize the data to streamline data entry processes
- GS16.** be a team player and achieve joint goals
- GS17.** adhere to customer timelines

Qualification Pack

- GS18.** address urgency of customers
- GS19.** speak politely with customers and take their feedback constructively
- GS20.** identify common trends as per analysis and report the same to management
- GS21.** suggest possible solutions for the common issues in daily operations identified based on information
- GS22.** verify the accuracy of the data and apply filters before updating the data into ERP
- GS23.** verify the authenticity of the data and apply filters to remove abberations in the data
- GS24.** analyse trends to identify defaults for corrective action as needed
- GS25.** observe the data to identify abberations in the same
- GS26.** 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>Feed information/monitor information flow into ERP</i>	9	21	-	-
PC1. collect information from associate regarding shipments, loading, unloading, packing and binning activities, etc. and feed into ERP for manual operations. For integrated ERP operations, monitor correct information flow in system	3	7	-	-
PC2. obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, customer feedback etc. and feed into ERP. In case integrated ERP operations, do so if manual intervention is required	3	7	-	-
PC3. Perform inventory reconciliation and resolve discrepancies	3	7	-	-
<i>Analyze transactional data and report summary</i>	9	21	-	-
PC4. Analyse transactional data flown/made into the ERP with respect to daily warehouse operations	3	7	-	-
PC5. perform various data analysis such as flow balancing, variance analysis, billing analysis, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc.	3	7	-	-
PC6. provide a daily report to management regarding different activities which are part of KPI/SLA	3	7	-	-
<i>Coordinate and communicate internally and to external stakeholders</i>	12	28	-	-
PC7. coordinate with customers to understand their requirements on receiving, dispatch, tracking of orders, goods in transit, SLAs etc.	3	7	-	-
PC8. coordinate with departments to resolve queries and provide information	3	7	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. liaise with clients, suppliers and transport companies and provide the necessary information	3	7	-	-
PC10. prepare periodic reports and update the management	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0129
NOS Name	Warehouse data management and analysis using ERP
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N0130: Perform inbound and outbound ERP operations and reporting

Description

This unit is about performing ERP operations for inbound and outbound for a warehouse operations and reporting

Scope

The scope covers the following :

- Perform inbound and outbound ERP operations for correct information flow in system
- Undertake/resolve descrepancies/claims in inbound and outbound information flow and process

Elements and Performance Criteria

Perform inbound and outbound ERP operations for correct information flow in system

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

PC1. before unloading, check for pre-alert or advanced shipment notice and mandatory documents

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 report on received and damaged goods and get it signed by the shipper

PC5. Verify GRN (goods receive note) data and put-away accuracy w.r.t. location and inventory

PC6. Monitor orders received in system or punch orders for manual operations and generate/allocate pick list for picking

PC7. perform the arithmetic check on outbound packages to verify accuracy of numbers

PC8. conduct preliminary QC check of outbound packages for damages

PC9. check the delivery manifest with the pick list to cross verify that correct products are being shipped out

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. prepare complete outbound report and update same in ERP

Undertake /resolve descrepancies/claims in inbound and outbound information flow and process

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 authorized 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. 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. 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. 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

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.** organize 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 ERP operations for correct information flow in system</i>	20	47	-	-
PC1. before unloading, check for pre-alert or advanced shipment notice and mandatory documents	1	4	-	-
PC2. perform the arithmetic check on inbound packages to verify accuracy of numbers in accordance with system information	2	4	-	-
PC3. conduct preliminary QC check along with warehouse supervisor for damaged and tampered packages	2	4	-	-
PC4. prepare inbound report on received and damaged goods and get it signed by the shipper	2	4	-	-
PC5. Verify GRN (goods receive note) data and put-away accuracy w.r.t. location and inventory	2	4	-	-
PC6. Monitor orders received in system or punch orders for manual operations and generate/allocate pick list for picking	2	4	-	-
PC7. perform the arithmetic check on outbound packages to verify accuracy of numbers	2	4	-	-
PC8. conduct preliminary QC check of outbound packages for damages	1	3	-	-
PC9. check the delivery manifest with the pick list to cross verify that correct products are being shipped out	2	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.	2	4	-	-
PC12. prepare complete outbound report and update same in ERP	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Undertake /resolve desirabilities/claims in inbound and outbound information flow and process</i>	10	23	-	-
PC13. obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor	2	4	-	-
PC14. check the reason in the claim form and perform a visual inspection of the quarantined goods along with concerned supervisor	2	4	-	-
PC15. check whether the claims were filed within the authorized timelines and classify claims as outdated or timely	1	4	-	-
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	4	-	-
PC17. escalate false or outdated claims to the manager	1	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	4	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0130
NOS Name	Perform inbound and outbound ERP operations and reporting
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N0131: Perform operations quality check and inventory reconciliation

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 along with location and physical quantity from the supervisor and match the same with system data w.r.t. location of each item and quantity

PC5. assess the number of items to be counted daily considering the throughput velocity of SKUs and number of locations touched for picking

PC6. In case of discrepancy found in system data versus system data, 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

Qualification Pack

Knowledge and Understanding (KU)

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

Qualification Pack

- GS15.** be a team player and achieve joint goals
- GS16.** importance of customer timelines
- 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 abberations in the data
- GS21.** analyse trends to identify defaults for corrective action as needed
- GS22.** observe the data to identify abberations 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 along with location and physical quantity from the supervisor and match the same with system data w.r.t. location of each item and quantity	2	6	-	-
PC5. assess the number of items to be counted daily considering the throughput velocity of SKUs and number of locations touched for picking	2	6	-	-
PC6. In case of discrepancy found in system data versus system data, 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/N0131
NOS Name	Perform operations quality check and inventory reconciliation
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Warehousing Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N0132: Perform vehicle planning and transport coordination

Description

This unit is about performing transport coordination with clients, warehouse and transporters.

Scope

The scope covers the following :

- Plan vehicle requirement & coordinate with internal teams and transport operators

Elements and Performance Criteria

Coordinate with internal teams and transport operators

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

- PC1.** identify transporters based on shipping requirements of clients
- PC2.** plan vehicle requirement in terms of size of vehicles and number of vehicles based on load movement and analyze cost per lane
- PC3.** finalize the transporter(s) based on lanes and prepare the necessary documentation and seek requisites approvals
- PC4.** coordinate with transporters for pickup
- PC5.** inform the supervisors in various departments regarding the pickup timing and transporter(s) schedule
- PC6.** check that the documents of the transporter(s) are in order while pickup
- PC7.** resolve any transportation problems or complaints and
- PC8.** update the transport information in ERP once pickup is done
- PC9.** follow up in-transit vehicle movement and monitor milestones
- PC10.** verify uploaded PoD and other mandatory fields in ERP once vehicle reaches destination and material in handed over to consignee

Knowledge and Understanding (KU)

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 Information Technology (IT) 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

Qualification Pack

- KU10.** transportation documentation
- KU11.** types of trucks for different types of goods
- KU12.** different geographical locations
- KU13.** information from the ERP system
- KU14.** labels and understand instructions
- KU15.** escalations regarding resolving and catering to the customer query
- KU16.** overall process in warehouse operations
- KU17.** different types of shipments being handled
- KU18.** precautions and procedures with respect to shipments particularly handling of special items and dangerous goods
- KU19.** 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 daiy reports from Management Information System MIS
- GS7.** Develop presentations on operational trends
- GS8.** communicate with supervisors and co-workers
- GS9.** collect information from supervisors, associates and peers
- GS10.** analyse and identify the most appropriate transporter keeping customer requirements at forefront
- GS11.** decide if there are any mistakes or issues with transporter's documents
- GS12.** maintain punctuality
- GS13.** organise the data to streamline data entry processes
- GS14.** be a team player and achieve joint goals
- GS15.** importance of customer timelines
- GS16.** transport requirement as per customer instructions
- GS17.** resolve basic issues with respect to various documentation of the transporter
- GS18.** verify the accuracy of the data and apply filters before analyzing data
- GS19.** analyse data of different transporters to identify the appropriate transporter
- GS20.** observe the data to identify abberations in data
- GS21.** cross check data to check for data gaps and mistakes in analysis

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate with internal teams and transport operators</i>	30	70	-	-
PC1. identify transporters based on shipping requirements of clients	3	7	-	-
PC2. plan vehicle requirement in terms of size of vehicles and number of vehicles based on load movement and analyze cost per lane	3	7	-	-
PC3. finalize the transporter(s) based on lanes and prepare the necessary documentation and seek requisites approvals	3	7	-	-
PC4. coordinate with transporters for pickup	3	7	-	-
PC5. inform the supervisors in various departments regarding the pickup timing and transporter(s) schedule	3	7	-	-
PC6. check that the documents of the transporter(s) are in order while pickup	3	7	-	-
PC7. resolve any transportation problems or complaints and	3	7	-	-
PC8. update the transport information in ERP once pickup is done	3	7	-	-
PC9. follow up in-transit vehicle movement and monitor milestones	3	7	-	-
PC10. verify uploaded PoD and other mandatory fields in ERP once vehicle reaches destination and material in handed over to consignee	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0132
NOS Name	Perform vehicle planning and transport coordination
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Warehousing Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/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 not 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	30/05/2024
Next Review Date	30/05/2027
NSQC Clearance Date	30/05/2024

Qualification Pack

LSC/N9904: Maintain integrity and ethics in operation

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain integrity ensuring data security

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

- PC1.** refrain from indulging in corrupt practices.
- PC2.** avoid using company's funds, property or resources for undertaking personal activities
- PC3.** protect customer's information and ensure it is not misused
- PC4.** protect data and information related to business or commercial decisions
- PC5.** avoid acceptance of cash or kind from vendors for support or contract negotiations
- PC6.** demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues
- PC7.** avoid nepotism
- PC8.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC9.** report promptly all violations of code of ethics
- PC10.** dress up and conduct in a professional manner
- PC11.** communicate with clients and stakeholders in a soft and polite manner
- PC12.** follow etiquettes in accordance to the place
- PC13.** check for regulatory documentation and compliances for the shop floor as per information from the supervisor
- PC14.** perform activities considering the regulatory requirements
- PC15.** use Personal Protective Equipment (PPEs) in accordance to regulatory requirements
- PC16.** identify the different types of dangerous goods and handling methodologies
- PC17.** follow the SOP for handling of different types of dangerous goods
- PC18.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC19.** promptly report all regulatory violations

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** company's policies on use of language
- KU2.** company's Human Resources policies
- KU3.** company's code of ethics
- KU4.** company's whistle blower policy
- KU5.** company's rules related to sexual harassment
- KU6.** company's reporting structure
- KU7.** company's documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** various regulatory requirements
- KU10.** documentary compliance for various regulations
- KU11.** different dangerous shipment
- KU12.** regulations with regard to w.r.t dangerous shipment

Generic Skills (GS)

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

- GS1.** read company policy documents and work related documents
- GS2.** read emails and written instructions
- GS3.** fill documentation pertaining to ethics and regulatory requirement
- GS4.** communicate with team members to work efficiently
- GS5.** communicate with peers and subordinates about information security and building trust
- GS6.** identify a shipment as dangerous goods
- GS7.** assess if the situation needs to be reported regarding regulations
- GS8.** plan and organise actions as per company's guidelines
- GS9.** prevent company and customer information leakage
- GS10.** advise colleagues regarding sensitive issues pertaining to conduct and regulations
- GS11.** provide professional services diligently and with integrity
- GS12.** avoid defaming company's name by indulging into pilferage or fiddling with quality or quantity of shipment
- GS13.** be fair and reasonable in profession and disclose conflict of interests

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	40	60	-	-
PC1. refrain from indulging in corrupt practices.	3	3	-	-
PC2. avoid using company's funds, property or resources for undertaking personal activities	3	3	-	-
PC3. protect customer's information and ensure it is not misused	2	4	-	-
PC4. protect data and information related to business or commercial decisions	2	4	-	-
PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations	2	4	-	-
PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues	2	3	-	-
PC7. avoid nepotism	2	3	-	-
PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC9. report promptly all violations of code of ethics	2	3	-	-
PC10. dress up and conduct in a professional manner	2	3	-	-
PC11. communicate with clients and stakeholders in a soft and polite manner	2	3	-	-
PC12. follow etiquettes in accordance to the place	2	3	-	-
PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor	2	3	-	-
PC14. perform activities considering the regulatory requirements	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements	2	3	-	-
PC16. identify the different types of dangerous goods and handling methodologies	2	3	-	-
PC17. follow the SOP for handling of different types of dangerous goods	2	3	-	-
PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC19. promptly report all regulatory violations	2	3	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9904
NOS Name	Maintain integrity and ethics in operation
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	30/05/2024
Next Review Date	30/05/2027
NSQC Clearance Date	30/05/2024

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	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

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	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

LSC/N0110: Forecasting and trend analysis

Description

This unit is about forecasting and doing trend analysis of goods volume movement, variance etc. and forecasting warehouse operational parameters

Scope

The scope covers the following :

- Conduct Trend analysis
- Forecast

Elements and Performance Criteria

Conduct trend analysis

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

PC1. understand the trend analysis to be done and collect the relevant information from ERP/documentation/ standalone computer files

PC2. apply data filters to process data before conducting analysis

PC3. conduct trend analysis to identify time trends and seasonal trends of operational and business performance

PC4. conduct trend analysis of new business to identify seasonality and cyclical natures

PC5. draw inferences and develop report based on trend analysis

Forecast

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

PC6. identify key parameters for forecasting based on past trends as well as regulatory and business environment

PC7. prepare data for accepted forecasting approach

PC8. develop forecasts and share the data with management

PC9. conduct review meetings to finalize on the forecast

PC10. develop resource plan and budgets based on forecasts in consultation with Manager

Knowledge and Understanding (KU)

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

Qualification Pack

- KU7.** ERP and Information Technology (IT) system of the organization
- KU8.** use a computer and associated data management devices
- KU9.** different material handling equipment and their uses
- KU10.** trend analysis and forecasting techniques
- KU11.** quantitative tools used in trend analysis and forecasting
- KU12.** different geographical locations
- KU13.** information from the ERP system
- 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 in ERP
- GS3.** read reports and notes shared by supervisors and associates
- GS4.** write damage reports and daily output reports
- GS5.** generate daily reports from ERP
- GS6.** print required stationery
- GS7.** Communicate with supervisors and co-workers
- GS8.** collect information from supervisors and external stakeholders
- GS9.** identify the most appropriate transporter considering customer requirements
- GS10.** decide if there are any mistakes or issues with transporters documents
- GS11.** maintain punctuality
- GS12.** organise the data to streamline data entry processes
- GS13.** be a team player and achieve joint goals
- GS14.** adhere to the timelines
- GS15.** factor in customer urgency while preparing forecasts
- GS16.** resolve basic issues with respect to various documentation of the transporter
- GS17.** verify the accuracy of the data and apply filters before analyzing data
- GS18.** analyse data trends to identify most suitable options
- GS19.** observe the data to identify aberrations in data
- GS20.** cross check data to check for data gaps and mistakes in analysis

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct trend analysis</i>	16	39	-	-
PC1. understand the trend analysis to be done and collect the relevant information from ERP/documentation/ standalone computer files	4	7	-	-
PC2. apply data filters to process data before conducting analysis	3	8	-	-
PC3. conduct trend analysis to identify time trends and seasonal trends of operational and business performance	3	8	-	-
PC4. conduct trend analysis of new business to identify seasonality and cyclical natures	3	8	-	-
PC5. draw inferences and develop report based on trend analysis	3	8	-	-
<i>Forecast</i>	14	31	-	-
PC6. identify key parameters for forecasting based on past trends as well as regulatory and business environment	3	8	-	-
PC7. prepare data for accepted forecasting approach	3	8	-	-
PC8. develop forecasts and share the data with management	4	8	-	-
PC9. conduct review meetings to finalize on the forecast	3	6	-	-
PC10. develop resource plan and budgets based on forecasts in consultation with Manager	1	1	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0110
NOS Name	Forecasting and trend analysis
Sector	Logistics
Sub-Sector	Courier / Express Services, Warehousing (Storage & Packaging)
Occupation	Customer relationship management
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Prepare daily work plan and allocate resources

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

PC1. obtain daily work order and enter respective details in decision tool

PC2. read output of decision tool (which is based on decision science) and put values in work plan format

PC3. get the work plan approved from the manager and allocate tasks to workers and associates as per decision tool output approved

PC4. run task manager and it will automatically allocate tasks to respective users

PC5. budget and allocate the requisite MHE for tasks at hand

Monitor daily operations

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

PC6. inspect warehouse operational area for compliance to safety, security and cleanliness norms/5'S

PC7. review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance

PC8. engage resources in alternate operation when there is a delay of planned operations

PC9. allocate additional and ad-hoc manpower and equipment during exigency

PC10. act as a liaison between different warehousing activities to ensure continuity of operations

PC11. escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager

PC12. provide corrective and preventive action plans based on accident and damage reports

PC13. check for correct segregation of items

PC14. check for contamination, damage or leakage of items

PC15. check and facilitate disposal of contaminated, damage or leakage items as per policy

PC16. update tracker of stored inventory

Resolve escalated issues

Qualification Pack

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

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

Upkeep of warehouse infrastructure

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

Qualification Pack

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0129.Warehouse data management and analysis using ERP	30	70	-	-	100	20
LSC/N0130.Perform inbound and outbound ERP operations and reporting	30	70	-	-	100	10
LSC/N0131.Perform operations quality check and inventory reconciliation	30	70	-	-	100	10
LSC/N0132.Perform vehicle planning and transport coordination	30	70	-	-	100	10
LSC/N9905.Follow health, safety and security procedures.	40	60	-	-	100	10
LSC/N9904.Maintain integrity and ethics in operation	40	60	-	-	100	10
LSC/N9906.Verify GST invoices	30	70	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
Total	250	500	0	0	750	90

Elective: 1 Forecasting and trend analysis

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0110.Forecasting and trend analysis	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 2 Decision science-based resource allocation and streamline operations at a warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0127.Decision science-based resource allocation and streamline operations at warehouse	30	70	-	-	100	10
Total	30	70	-	-	100	10

Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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