Warehouse Supervisor

Electives: Bonded Warehouse/ Cold Chain warehouse/ FMCG Warehouse/ Automotive Warehouse/ Dry Bulk Cargo Warehouse

Options: Profit Management/ Business Development

QP Code: LSC/Q0102

Version: 4.0

NSQF Level: 5

Logistics Sector Skill Council || No. 480 A, 7th Floor, Khivraj Complex II, Anna Salai, Nandanam

Contents

LSC/Q0102: Warehouse Supervisor

Brief Job Description

The individual supervises day to day operations at a warehouse by allocating resources, manging activities and coordinating with clients and regulatory bodies. She/he is also responsible for measuring and reporting the effectiveness of warehousing activities and employees performance.

Personal Attributes

The job holder should be physically and medically fit to undertake a warehouse operation which includes long standing hours and occasional material movement. S/he should be observant, diligent, have good mathematical ability. S/he should have good team management skills and should communicate effectively in English and vernacular language

Applicable National Occupational Standards (NOS)

Compulsory NOS:

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

2. LSC/N0128: Supervise receiving inventory and dispatch activities

3. LSC/N0201: Supervise VAS/packaging

4. LSC/N9908: Maintain and monitor integrity and ethics in operations

5. LSC/N9909: Follow and monitor health, safety and security procedures

6. LSC/N9906: Verify GST invoices

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

Electives(mandatory to select at least one):

Elective 1: Bonded Warehouse

The unit is about managing segregation, storage and process in a bonded warehouse and interaction with customs for clearance of goods

1. LSC/N0121: Supervise bonded warehouse operations

Elective 2: Cold Chain warehouse

The unit is about supervising cold chain warehouse activities such as segregation, sorting, grading, storage, quarantine, temperature control and microbiological control

1. LSC/N0122: Supervise cold storage warehouse operations

Elective 3: FMCG Warehouse

The unit is about supervising FMCG warehouse operations for a manufacturer or distributor or fulfilment centre of an e-commerce company

1. LSC/N0123: Supervise FMCG & E-Com warehouse operations

Elective 4: Automotive Warehouse

The unit is about supervising an automotive warehouse operation including storage, palletization, compliance to JIT, Kanban and similar auto sector practices

1. LSC/N0124: Supervise automotive warehouse operations

Elective 5: Dry Bulk Cargo Warehouse

The unit is about supervising dry bulk warehouse operations including quantity measurements, usage of MHE such as GSU and conveyors, pest control

1. LSC/N0125: Supervise dry bulk cargo warehouse operations

Options(Not mandatory):

Option 1: Profit Management

The unit is about preparation of budget, plan and analyze profitability and business performance trends

1. LSC/N9603: Profit and Loss account management and cost accounting

Option 2: Business Development

The unit is about developing relations with key accounts and developing new business with existing and new customers

1. LSC/N9701: Business development and stakeholder relations

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)

Occupation	Warehousing Operations
Country	India
NSQF Level	5
Credits	32
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324.1201 and ISCO-08-4321
Minimum Educational Qualification & Experience	Completed 2nd year of UG (UG Diploma) (Completed 2nd year of UG) OR Completed 2nd year diploma after 12th OR Completed 3 year diploma after 10th with 3 Years of experience relevant experience in warehouse OR Certificate-NSQF (Level 4 - Warehouse Executive) and 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 4
Minimum Job Entry Age	21 Years
Last Reviewed On	NA
Next Review Date	28/02/2026
NSQC Approval Date	28/02/2023
Version	4.0
Reference code on NQR	QG-05-TW-00235-2023-V1-LSC
NQR Version	1.0

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

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 ensue 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)

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. preoritise 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare daily work plan and allocate resources	**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	-	-
Monitor daily operations	**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	-	-

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	-	-
Resolve escalated issues	**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	-	-
Upkeep of warehouse infrastructure	**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 ensue they are corrected by the maintenance department	2	5	-	-
PC24. support in planning and executing preventive maintenance	1	3	-	-

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**	**-**	**-**

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

LSC/N0128: Supervise receiving inventory and dispatch activities

Description

This unit is about overseeing receiving inventory and dispatch activities

Scope

The scope covers the following :

- Supervise loading and unloading activities
- Supervise AI based automated QC activities
- Supervise picking activities
- Supervise order verification & dispatch operations
- Monitor inventory stored in the warehouse
- Prepare and submit reports

Elements and Performance Criteria

Supervise loading and unloading activities

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

PC1. inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays

PC2. assign spaces in the staging area for loader/ unloader for loading and unloading goods along with loading/unloading docks

PC3. ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading

PC4. monitor and report productivity and adherence to timelines during loading and unloading

PC5. inspect manual loading/unloading of goods and record spillages, breakages etc

PC6. inspect and record damage to goods while handling them using MHE

PC7. constantly monitor 'shape of the day' based on workload of different tasks and re-deploy resources as per demand

PC8. perform visual inspection of inbound and outbound goods and verify quantity w.r.t. order

Supervise AI based automated QC activities

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

PC9. check the mandatory documents on receipt of stock and before unloading and ensure right quantity is received as per the documents

PC10. inform executive if there is a difference in quantity received and review entries made in the system

PC11. inspect safe movement of goods to put-away area

PC12. Pass QC items through AI vision tunnel and monitor computer results on QC defects

PC13. quarantine damaged goods failed in AI QC and communicate to client the details of damaged goods and receive action to be taken

PC14. undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager

Supervise picking activities

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

PC15. allocate pick request to pickers per picking strategy from storage area

PC16. monitor replenishment SKUs in pick face area and provide instructions for timely actions

PC17. monitor bin utilization in storage area

PC18. perform cycle count for bin accuracy

PC19. plan for ruck/urgent order picking

Supervise order verification & dispatch operations

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

PC20. allocate storage space in the dispatch area and monitor picked goods from storage area

PC21. check the delivery manifest with the pick list to ensure the correct products and quantity are being dispatched

PC22. receive stowage plan from transport coordinator and ensure stacking as per stowage plan

PC23. monitor loading and dispatch of goods in accordance to the run sheet

PC24. inspect safe loading of goods and record any damages

PC25. quarantine damaged goods and act based on inputs from manager and client

Monitor inventory stored in the warehouse

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

PC26. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.

PC27. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it

PC28. perform wall to wall inventory count and generate report

PC29. cross verify inventory report submitted against physical vs system entry

PC30. identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager

PC31. ensure availability of inventory as per order requirements

PC32. check if replacement parts are sent to the required functions to full fill customer orders

PC33. supervise segregation of damaged goods and act as per SOP and in consultation with Manager

PC34. ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts

Prepare and submit reports

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

PC35. update information on stock receipts and dispatches

PC36. prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP

PC37. state reasons for non-dispatch, product damage, inventory discrepancies etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. documentation and reporting as per organization's mandate

KU3. security procedures to be followed

KU4. escalation matrix for reporting identified problems

KU5. IT system and Enterprise Resource Planning (ERP) system of the organization

KU6. procedure for dealing with loss or damage of goods

KU7. use of computer and associated equipment

KU8. different material handling equipment and their uses

KU9. use of stationery and equipment like scanners, bar code tagging devices, etc.

KU10. ERP handling

KU11. different types of report such as - incident report, damage report, spillage reports, labour report, inventory on hand, empty bin report, cycle counts, items in quarantine, scrap report, inventory ageing etc.

KU12. receipt and dispatch documentation

KU13. MS Office or similar program for analyzing, documenting and presenting data

KU14. inventory counting techniques

KU15. quick fixes for minor issues

KU16. how to read labels instructions

KU17. various escalations regarding resolving and catering to the customer query

KU18. overall process in warehouse operations

Generic Skills (GS)

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

GS1. read written instructions

GS2. read product instructions as per the invoicing label and shipment labels

GS3. read product tags and labels

GS4. read management directions

GS5. write damage reports and daily output reports

GS6. write end of the day reports

GS7. write down notes about accidents, damage to goods

GS8. communicate clearly in local language or English with and co-workers

GS9. communicate and collect information from co-workers

GS10. identify the item as damaged or not

GS11. check if a problem can be resolved quickly internally or needs to be escalated

GS12. identify activities or orders that need to be prioritized as per instructions

GS13. plan and estimate the time for each activity.

GS14. maintain punctuality and avoid absenteeism

GS15. translate plans into targets for each activity

GS16. importance of timelines for activities

GS17. identify trends/common causes for delays, issue in picking, packing and kitting and resolve the same

GS18. identify and correct errors

GS19. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS20. suggest methods to improve warehousing activities

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise loading and unloading activities	**7**	**16**	**-**	**-**
PC1. inform dispatcher/security guard regarding in-time, out-time and parking bay allocated for each truck and check if the trucks are docked at their assigned bays	1	2	-	-
PC2. assign spaces in the staging area for loader/unloader for loading and unloading goods along with loading/unloading docks	1	2	-	-
PC3. ensure safety precautions are complied with and the requisite Personal Protective Equipment (PPE) are used while loading and unloading	1	2	-	-
PC4. monitor and report productivity and adherence to timelines during loading and unloading	1	2	-	-
PC5. inspect manual loading/unloading of goods and record spillages, breakages etc	1	2	-	-
PC6. inspect and record damage to goods while handling them using MHE	1	2	-	-
PC7. constantly monitor 'shape of the day' based on workload of different tasks and re-deploy resources as per demand	-	2	-	-
PC8. perform visual inspection of inbound and outbound goods and verify quantity w.r.t. order	1	2	-	-
Supervise AI based automated QC activities	**6**	**12**	**-**	**-**
PC9. check the mandatory documents on receipt of stock and before unloading and ensure right quantity is received as per the documents	1	2	-	-
PC10. inform executive if there is a difference in quantity received and review entries made in the system	1	2	-	-
PC11. inspect safe movement of goods to put-away area	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Pass QC items through AI vision tunnel and monitor computer results on QC defects	1	2	-	-
PC13. quarantine damaged goods failed in AI QC and communicate to client the details of damaged goods and receive action to be taken	1	2	-	-
PC14. undertake safe disposal of damaged goods and it's documentation based on inputs from client and directions from manager	1	2	-	-
Supervise picking activities	**4**	**10**	**-**	**-**
PC15. allocate pick request to pickers per picking strategy from storage area	1	2	-	-
PC16. monitor replenishment SKUs in pick face area and provide instructions for timely actions	1	2	-	-
PC17. monitor bin utilization in storage area	1	2	-	-
PC18. perform cycle count for bin accuracy	-	2	-	-
PC19. plan for ruck/urgent order picking	1	2	-	-
Supervise order verification & dispatch operations	**5**	**12**	**-**	**-**
PC20. allocate storage space in the dispatch area and monitor picked goods from storage area	1	2	-	-
PC21. check the delivery manifest with the pick list to ensure the correct products and quantity are being dispatched	1	2	-	-
PC22. receive stowage plan from transport coordinator and ensure stacking as per stowage plan	1	2	-	-
PC23. monitor loading and dispatch of goods in accordance to the run sheet	1	2	-	-
PC24. inspect safe loading of goods and record any damages	-	2	-	-
PC25. quarantine damaged goods and act based on inputs from manager and client	1	2	-	-
Monitor inventory stored in the warehouse	**6**	**15**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. ensure goods are stored in the right location and as per the right method such as in bins, carousels, fixtures, crates, pallets, boxes etc.	1	2	-	-
PC27. identify any errors made during binning and follow Standard Operating Procedures (SOP) to rectify it	-	1	-	-
PC28. perform wall to wall inventory count and generate report	1	2	-	-
PC29. cross verify inventory report submitted against physical vs system entry	1	2	-	-
PC30. identify reason for variation between physical and system inventory, rectify process discrepancies and report the variation to Manager	1	2	-	-
PC31. ensure availability of inventory as per order requirements	1	2	-	-
PC32. check if replacement parts are sent to the required functions to full fill customer orders	-	1	-	-
PC33. supervise segregation of damaged goods and act as per SOP and in consultation with Manager	1	2	-	-
PC34. ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts	-	1	-	-
Prepare and submit reports	**2**	**5**	**-**	**-**
PC35. update information on stock receipts and dispatches	1	2	-	-
PC36. prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP	1	2	-	-
PC37. state reasons for non-dispatch, product damage, inventory discrepancies etc	-	1	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0128
NOS Name	Supervise receiving inventory and dispatch activities
Sector	Logistics
Sub-Sector	Warehousing
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

LSC/N0201: Supervise VAS/packaging

Description

This unit is about supervising packaging and quality check operations in warehouse

Scope

The scope covers the following :

- Supervise VAS/packaging process

Elements and Performance Criteria

Supervise packaging process

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

PC1. check and confirm the client's VAS/packaging and labeling requirement

PC2. ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement

PC3. monitor safe unloading of the products from the stacks and movement of product to packaging

PC4. supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)

PC5. ensure compliance to packaging and labeling requirements as per the customs requirement of different countries

PC6. verify the product details and labels with products and rectify errors if any

PC7. conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product

PC8. cross check list of products to be packaged and the products that are being packed

PC9. inspect binning, crating and palletization process to ensure safe handling of goods and adherence to process

PC10. check for goods damaged during packaging and quarantine them separately

PC11. check for optimal utilization of NPM and man hours without any damage to the products

PC12. make sure the area is cleaned after packing operations

PC13. ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP

PC14. train subordinates on packaging and labeling process for different product, client, and country requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. vision, mission and values of the company

KU2. business and performance of the company

KU3. organisation structure of the company to have better understanding of various departments and skills set present in the company

KU4. knowledge repository and various projects done by the company

KU5. reporting structure to support and expedite project activities

KU6. companys policy and work instructions on quality standards

KU7. companys policy on procurement and vendor management

KU8. companys personnel management and incentives rules

KU9. importance of the individuals role in the workflow

KU10. occupational health and safety standards

KU11. companys policy on business ethics and code of conduct

KU12. using ERP

KU13. tools for documentation: MS excel and MS Word

KU14. use of spreadsheets to tabulate and analyze the data

KU15. supply chain management

KU16. inventory management process

KU17. types of packing material such as bubble wrap, shrink wrap, corrugated boxes, thermocol beads, etc.

KU18. packing techniques such as boxing, lashing, etc.

KU19. packaging machines and their usage

KU20. product type and corresponding packing process

KU21. country-wise product-wise packaging and labelling required

KU22. fumigation certificate for packaging material

KU23. Just In Time (JIT) mode of inventory management

KU24. First-in-first out (FIFO), First-in-last-out (FILO)

KU25. quality check standards

KU26. packaging standards

Generic Skills (GS)

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

GS1. read company policy and standard work related documents

GS2. read emails and letters

GS3. read data entries in the system

GS4. prepare reports on quality check and packaging

GS5. write mails

GS6. interact with team members to work efficiently

GS7. communicate effectively with colleagues and vendors to achieve smooth workflow

GS8. communicate quality standards

GS9. listen to queries patiently and answer them aptly

GS10. decide on actions to be taken on any issues identified for not following Turn Around Time (TAT)

GS11. decide on delay in packaging and take appropriate action to avoid delays

GS12. plan and organise items before packaging and quality check

GS13. plan and organise work schedule to achieve smooth workflow from quality check to packaging

GS14. address issues of pilferage and damage

GS15. resolve interpersonal issues among employees by communicating in time, in order to achieve smooth workflow

GS16. contribute to quality of team work and achieve smooth workflow

GS17. delegate work appropriately

GS18. identify and resolve issues due to technical or human error

GS19. analyse reasons of wrong packaging and steps to avoid

GS20. improve work processes by adopting best practices

GS21. identify and resolve recurring inter-personal or system related issue

GS22. act upon constructively on any problems as pointed by manager

GS23. check products are packaged as per the defined standards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise packaging process	**30**	**70**	**-**	**-**
PC1. check and confirm the client's VAS/packaging and labeling requirement	2	5	-	-
PC2. ensure all Non-Production Material (NPM) and packaging equipment are available as per the packaging requirement	2	5	-	-
PC3. monitor safe unloading of the products from the stacks and movement of product to packaging	2	5	-	-
PC4. supervise that items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)	2	5	-	-
PC5. ensure compliance to packaging and labeling requirements as per the customs requirement of different countries	2	5	-	-
PC6. verify the product details and labels with products and rectify errors if any	2	5	-	-
PC7. conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product	3	5	-	-
PC8. cross check list of products to be packaged and the products that are being packed	2	5	-	-
PC9. inspect binning, crating and palletization process to ensure safe handling of goods and adherence to process	2	5	-	-
PC10. check for goods damaged during packaging and quarantine them separately	2	5	-	-
PC11. check for optimal utilization of NPM and man hours without any damage to the products	2	5	-	-
PC12. make sure the area is cleaned after packing operations	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP	3	5	-	-
PC14. train subordinates on packaging and labeling process for different product, client, and country requirements	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0201
NOS Name	Supervise VAS/packaging
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Packaging
NSQF Level	5
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N9908: Maintain and monitor integrity and ethics in operations

Description

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

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practice
- 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. protect customers information and ensure acquired information is not used for personal advantage

PC3. protect data and information related to business or commercial decisions

Professional and ethical practice

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

PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity

PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices

PC6. consult senior management when in an ethical dilemma

PC7. report promptly all violations of code of ethics

PC8. dress up and conduct in a professional manner

PC9. communicate with clients and stakeholders in a soft and polite manner

PC10. follow etiquettes

Ensure regulatory compliance

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

PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations

PC12. coordinate with regulatory authorities and assist in inspections and clearances

PC13. report any issues with regulatory compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on use of language

KU2. companys Human Resources policies

KU3. companys code of ethics and business

KU4. companys whistle blower policy

KU5. companys rules related to sexual harassment

KU6. companys reporting structure

KU7. companys documentation policy

KU8. principles of code of ethics and business ethics

KU9. different regulations and acts that are applicable for the sub-sector and logistics sector as a whole

KU10. understand the documentary compliance required for different type of products

Generic Skills (GS)

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

GS1. read policy documents and work related documents

GS2. read emails letters and communications

GS3. read acts and regulations

GS4. write instructions, communications to internal staff

GS5. write emails and letters

GS6. write reports

GS7. interact with internal and external stakeholders

GS8. communicate with peers and subordinates

GS9. take appropriate action in a vulnerable situation

GS10. identify breaches and take necessary actions

GS11. identify documentary requirement for a specific product or regulation and take necessary action

GS12. plan and organise steps/ actions as per companys guidelines, if any violation of code of ethics is noticed in the company

GS13. plan and organise training sessions, sensitization sessions for work force

GS14. plan review meetings to monitor compliance with ethics and regulations

GS15. prevent company and customer information leakage

GS16. provide proper advice or guidance to colleagues to deal with sensitive issue

GS17. suggest solutions to managers and workers when in an ethical dilemma

GS18. identify conflict of interests and take necessary actions

GS19. review reports to identify common trends of defaults

GS20. conduct review to analyse the reasons for default

GS21. check that all regulatory compliances are adhered to

GS22. check that any unethical behaviour gets captured before a damage or negative impact happens

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain integrity ensuring data security	**7**	**16**	**-**	**-**
PC1. refrain from indulging in corrupt practices	2	5	-	-
PC2. protect customers information and ensure acquired information is not used for personal advantage	3	6	-	-
PC3. protect data and information related to business or commercial decisions	2	5	-	-
Professional and ethical practice	**16**	**38**	**-**	**-**
PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity	3	6	-	-
PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices	2	5	-	-
PC6. consult senior management when in an ethical dilemma	2	6	-	-
PC7. report promptly all violations of code of ethics	2	5	-	-
PC8. dress up and conduct in a professional manner	2	5	-	-
PC9. communicate with clients and stakeholders in a soft and polite manner	3	6	-	-
PC10. follow etiquettes	2	5	-	-
Ensure regulatory compliance	**7**	**16**	**-**	**-**
PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations	2	5	-	-
PC12. coordinate with regulatory authorities and assist in inspections and clearances	3	6	-	-
PC13. report any issues with regulatory compliance	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9908
NOS Name	Maintain and monitor integrity and ethics in operations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	30/11/2023

LSC/N9909: Follow and monitor 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 with reference to area of operation

PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable

PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety

PC4. undertake periodical preventive health check ups

PC5. follow necessary SOP and precautions while handling dangerous and hazardous goods

PC6. follow security procedures like green gate in port, customs area, factory security, etc.

PC7. comply with data safety regulations of the organisation

PC8. instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to 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:

PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority

PC10. implement 5S at workplace

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 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. knowledge of security tags, labels and signage
KU13. handling procedure for hazardous / fragile cargo
KU14. security procedures for dangerous / hazardous goods
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 various procedures and standards related to health, safety and security
GS2.   read various 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 provide guidance to peers
GS6.   make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
GS7.   act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
GS8.   plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
GS9.   prioritize and execute tasks within the schedule time limits
GS10. Plan emergency drills, fire drills and inspections
GS11. ensure safe and secure movement of packages, 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. ensure right safety measures and procedures are in place

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow health, safety and security procedures	**15**	**34**	-	-
PC1. make note of all safety processes with reference to area of operation	2	5	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable	2	3	-	-
PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	5	-	-
PC4. undertake periodical preventive health check ups	1	3	-	-
PC5. follow necessary SOP and precautions while handling dangerous and hazardous goods	2	5	-	-
PC6. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC7. comply with data safety regulations of the organisation	2	5	-	-
PC8. instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway	2	5	-	-
Ensure compliance to health, safety and security	**15**	**36**	-	-
PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	2	4	-	-
PC10. implement 5S at workplace	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	2	5	-	-
PC12. check if stacking is done at defined height and is not on the walk way	2	5	-	-
PC13. check if walk way is free from grease/ oil	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	5	-	-
PC15. participate in fire drills	1	3	-	-
PC16. check if standard material handling procedure are being followed	2	3	-	-
PC17. check if cargo has passed security checks and report in case of any violation	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9909
NOS Name	Follow and monitor health, safety and security procedures
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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 acivities

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Check applicability of GST	**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	-	-
Verify invoice	**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**	-	-

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

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:

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.

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**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	-	-	-	-
Becoming a Professional in the 21st Century	**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	-	-	-	-
Basic English Skills	**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	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

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	-	-	-	-
Communication Skills	**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	-	-	-	-
Diversity & Inclusion	**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	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**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	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

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

LSC/N0121: Supervise bonded warehouse operations

Description

This unit is about managing operations in a bonded warehouse

Scope

The scope covers the following :

- Supervise bonded warehouse operations

Elements and Performance Criteria

Supervise bonded warehouse operations

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

PC1. interact with clients and get updated on the inward and outward goods

PC2. check goods movement status on ERP, discuss with client and clarify any doubts

PC3. demarcate bonded areas within warehouse for different customers

PC4. ensure right of access and right of operations in bonded areas

PC5. supervise operations within bonded areas and ensure compliance to timelines for timely export

PC6. arrange the export material with necessary packaging and documentation ready for customs inspection

PC7. clarify any queries raised by customs officials and provide the necessary support

PC8. coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance

PC9. interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs

PC10. coordinate with insurance agents for inspection of goods and provide the necessary support for valuation

PC11. prepare claims reports for damaged goods and coordinate with insurance agents for and preventive action

PC12. address client queries and grievances immediately and take necessary corrective

PC13. inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement

PC14. inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue

PC15. interact with clients regarding completeness of documentation, address any queries and get clarified

PC16. coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.

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 telephones and computers

KU11. operating the ERP system in which details need to be checked

KU12. vehicle planning and route planning process

KU13. various HSN code classifications

KU14. demarcation of bonded warehouse area

KU15. basic understanding of bills of entry, shipping bills, country wise classification, custom documentation requirement

KU16. exports and import classifications and documentation

KU17. SEZS, custom valuations and custom duties, etc.

KU18. customs documentation for different types of goods

KU19. labels and instructions in the customer query resolution log book and shipment package

KU20. types of shipments being handled

KU21. special characteristics and handling requirements of shipments, if any

KU22. customs documentation and procedures

KU23. insurance claims processing documentation and procedure

Generic Skills (GS)

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

GS1. read written instructions

GS2. read invoicing label and shipment labels

GS3. read cargo documentation, customs documentation and insurance documentation

GS4. reproduce customer/customs/transporter/ regulator queries when required

GS5. generate reports in ERP and CRM

GS6. prepare statutory documentation for customs and insurance

GS7. with customers and other internal and external departents

GS8. with and collect information from different departments

GS9. make a judgment as to what additional documents are required

GS10. decide which cases are to be escalated to a higher level

GS11. plan and estimate the co-ordination required for resolving a querry

GS12. maintain punctuality

GS13. should respond to the client in a timely manner

GS14. prioritize and execute tasks based on client requirements

GS15. be a team player and achieve joint goals

GS16. converse with the customer in a suitable manner

GS17. adhere to the customer timelines

GS18. identify trends/common causes for shipment hold-ups for want of documentation, transportation, customs clearance etc.

GS19. identify the type of shipment and the customs regulations pertaining to it

GS20. assess additional documents required for shipment clearance

GS21. keep track of the progress of each shipment in real time until clearance

GS22. focus on task at hand and complete it without errors and delays while maintaining high customer satisfaction levels

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise bonded warehouse operations	**30**	**70**	**-**	**-**
PC1. interact with clients and get updated on the inward and outward goods	2	5	-	-
PC2. check goods movement status on ERP, discuss with client and clarify any doubts	2	5	-	-
PC3. demarcate bonded areas within warehouse for different customers	2	5	-	-
PC4. ensure right of access and right of operations in bonded areas	2	5	-	-
PC5. supervise operations within bonded areas and ensure compliance to timelines for timely export	1	5	-	-
PC6. arrange the export material with necessary packaging and documentation ready for customs inspection	1	5	-	-
PC7. clarify any queries raised by customs officials and provide the necessary support	1	5	-	-
PC8. coordinate with custom officials, custom brokers, transport brokers, IATA agents, etc., to assist in custom clearance	1	5	-	-
PC9. interact with customs and take necessary action to release goods seized by customs by providing the required documentation and other inputs	1	5	-	-
PC10. coordinate with insurance agents for inspection of goods and provide the necessary support for valuation	1	5	-	-
PC11. prepare claims reports for damaged goods and coordinate with insurance agents for and preventive action	1	5	-	-
PC12. address client queries and grievances immediately and take necessary corrective	3	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. inform client on receipt of any damaged goods, identify reasons for damage and arrange for replacement	3	3	-	-
PC14. inform client on goods damage in the warehouse and arrange the necessary documentation for resolving the issue	3	3	-	-
PC15. interact with clients regarding completeness of documentation, address any queries and get clarified	3	3	-	-
PC16. coordinate with clients in cases of delays, product issues, and custom related documentation issues etc.	3	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0121
NOS Name	Supervise bonded warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0122: Supervise cold storage warehouse operations

Description

This unit is about engaging into handling operations in a cold chain warehouse

Scope

The scope covers the following :

- Supervise cold storage material handling

Elements and Performance Criteria

Supervise cold storage material handling

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

PC1. supervise safe handling, loading/unloading of goods

PC2. oversee segregation, sorting and grading operations in cold storage

PC3. ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP

PC4. coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations

PC5. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations

PC6. conduct regular check-up of the ripening chamber/cold storage areas and ensure proper documentation is done at every stage

PC7. follow precautions as per SOP to prevent contamination of perishables

PC8. ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other regulatory requirements

PC9. check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms

PC10. stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies

PC11. check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP

PC12. ensure effective implementation of cleaning schedule for all equipment and machines is followed

PC13. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards

KU4. importance of the individuals role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. the basic of ERP system of the organization

KU10. using a computer and data handling devices

KU11. use of different material handling equipment and their uses

KU12. different geographical locations

KU13. HACCP, HAZMAT and other training certifications required to be taken by workers

KU14. knowledge of quality systems like British Retail Consortium (BRC), Food Safety and Standards Authority of India (FSSAI), (International Organization for Standardization) ISO, Food Safety System Certification (FSSSC) etc.

KU15. appropriate PPE including gloves, jacket, shoes, goggles to be worn by operators

KU16. ideal time required for each cold chain activity

KU17. process flow of cold chain operation

KU18. types of goods in which the company deals

KU19. characteristics of the products being handled, for e.g.: texture, odour, stickiness etc

KU20. technique for measurement of hydration levels

KU21. identification of goods based on grading categories

KU22. appropriate oxygen and carbon dioxide levels to be maintained in the grading line facility

KU23. cleaning schedule of refrigeration equipment

KU24. measurement units and scales used in cold storage equipment

KU25. calibration schedule and correct measurements according to which calibration is done

KU26. emergency responses in case of malfunctioning of refrigeration equipment as a whole or its components like evaporator, condenser or compressor

KU27. information from the ERP system, instruction list

KU28. various escalations regarding resolving and catering to the customer query

KU29. handling requirements for dangerous and special goods, if any

Generic Skills (GS)

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

GS1. read work instructions, customer requirement and quality policy

GS2. read legal policies and regulations

GS3. read internal communications memorandums

GS4. read legal documentation part of the shipment/ goods

GS5. read checklists and daily reports

GS6. write forms pertaining to inventory received or dispatched

GS7. write notes about accidents, damage to cargo

GS8. write instructions for manager and staff

GS9. write daily reports regarding updates and reviews

GS10. communicate clearly with manager and subbordinates

GS11. provide advice and guidance to peers & juniors

GS12. communicate with workers for delays and updates in schedules

GS13. judge the quality of goods reciept

GS14. identify components required to make a product based on requests

GS15. assess if a problem can be resolved quickly internally or needs to be escalated

GS16. liaise with customers, government officials, vendors and staff

GS17. plan and organise review meetings with vendors, contractors

GS18. organise projects/ training plans for performance improvement

GS19. take prompt action on queries raised by the customer

GS20. comply to timelines and service levels committed to customer

GS21. resolve system and operational issues either internally or by escalating to relevant authority

GS22. identify trends/common causes for errors and suggest possible solutions

GS23. identify areas of inefficiencies and plan to curb the inefficiencies

GS24. handle day to day escalated problems like delays, staffing shortage, external factors, etc

GS25. delegate work appropriately

GS26. identify and resolve issues due to technical or human error

GS27. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc

GS28. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective

GS29. analyse reports and propose necessary actions

GS30. assess delays or non-performance in daily reporting or closures

GS31. identify key areas that are crucial for performance improvement

GS32. think tactically, with attention to details

GS33. improve work processes by adopting best practices

GS34. think through on different queries and escalations and quickly identify possible solutions and work-around

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise cold storage material handling	**30**	**70**	**-**	**-**
PC1. supervise safe handling, loading/unloading of goods	3	5	-	-
PC2. oversee segregation, sorting and grading operations in cold storage	3	5	-	-
PC3. ensure goods are stored at the allocated storage chamber maintained at the appropriate temperature as per SOP	3	5	-	-
PC4. coordinate with maintenance technician for ensuring correct pre-cooling, and cooling temperature at the storage locations	3	5	-	-
PC5. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
PC6. conduct regular check-up of the ripening chamber/cold storage areas and ensure proper documentation is done at every stage	2	6	-	-
PC7. follow precautions as per SOP to prevent contamination of perishables	2	6	-	-
PC8. ensure compliance to HACCP (Hazard Analysis and Critical Control Points), Hazardous Material (HAZMAT) and other regulatory requirements	2	6	-	-
PC9. check reports on microbiological non-conformities and ensure the cold storage is maintained as per safety norms	2	6	-	-
PC10. stop operations whenever there is likelihood of occurrence that could affect product safety and personnel safety or any other emergencies	2	5	-	-
PC11. check that damaged, spilled and contaminated goods are quarantined as per Standard Operating Procedures (SOP	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. ensure effective implementation of cleaning schedule for all equipment and machines is followed	2	5	-	-
PC13. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0122
NOS Name	Supervise cold storage warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0123: Supervise FMCG & E-Com warehouse operations

Description

This unit is about supervision of FMCG warehouse operations

Scope

The scope covers the following :

- Supervise FMCG goods handling

Elements and Performance Criteria

Supervise FMCG goods handling

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

PC1. generate picklist as per client orders and distribute to workers

PC2. supervise different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.

PC3. arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations

PC4. supervise binning, kitting, labelling and packing operations in warehouse

PC5. ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations

PC6. inspect loading/unloading process and ensure the right goods are being handled

PC7. make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code

PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same

PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations

PC10. supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)

PC11. organize inventory cycle counting as per SOP and report the status

PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

PC13. train warehouse associates on order picking, packing, sorting and documentation activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards

KU4. importance of the individuals role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. the basic of ERP system of the organization

KU10. using a computer and data handling devices

KU11. use tools for documentation: MS excel and MS Word, etc.

KU12. different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation

KU13. use of different material handling equipment and their uses

KU14. process flow of service operation and understanding of basic supply chain value chain

KU15. state/country taxes and routing

KU16. basic understanding of statistical and quantitative analysis tools

KU17. use of spreadsheets to tabulate and analyze the data

KU18. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc

KU19. procurement related concepts like Purchase order (PO), Invoices, procedures etc.Identify and understand the capacity and usage of different MHEs

KU20. usage of different information processing devices like barcode scanners, RFID scanners, etc

KU21. types of workplace hazards that one can encounter on the job and safe operating practices

KU22. shop floor operations and material planning

KU23. automated warehouse and its operations

KU24. different inventory management systems as well as counting methods

KU25. technical specifications of goods in the warehouse

KU26. how to read information from the Enterprise Resource Planning (ERP)/Management Information Systems (MIS) system, instruction list

KU27. various escalations regarding resolving and catering to the customer query

KU28. overall process in operations

KU29. different types of goods being handled

Generic Skills (GS)

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

GS1. work instructions, customer requirement and quality policy

GS2. legal policies and regulations

GS3. internal communications memorandums

GS4. legal documentation part of the shipment/ goods

GS5. checklists and daily reports

GS6. forms pertaining to inventory received or dispatched

GS7. notes about accidents, damage to cargo

GS8. instructions for manager and staff

GS9. daily reports regarding updates and reviews

GS10. communicate clearly with manager and subbordinates

GS11. provide advice and guidance to peers & juniors

GS12. communicate with workers for delays and updates in schedules

GS13. judge the quality of goods reciept

GS14. identify components required to make a product based on requests

GS15. liaise with customers, government officials, vendors and staff

GS16. plan and organise review meetings with vendors, contractors

GS17. organise projects/ training plans for performance improvement

GS18. take prompt action on queries raised by the customer

GS19. comply to timelines and service levels committed to customer

GS20. resolve system and operational issues either interally or by escalating to relevant authority

GS21. identify trends/common causes for errors and suggest possible solutions

GS22. identify areas of inefficiencies and plan to curb the inefficiencies

GS23. handle day to day escalated problems like delays, staffing shortage, external factors, etc

GS24. delegate work appropriately

GS25. identify and resolve issues due to technical or human error

GS26. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc

GS27. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective

GS28. analyse reports and propose necessary actions

GS29. assess delays or non-performance in daily reporting or closures

GS30. identify key areas that are crucial for performance improvement

GS31. think tactically, with attention to details

GS32. improve work processes by adopting best practices

GS33. think through on different queries and escalations and quickly identify possible solutions and work-around

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise FMCG goods handling	**30**	**70**	**-**	**-**
PC1. generate picklist as per client orders and distribute to workers	3	5	-	-
PC2. supervise different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.	3	5	-	-
PC3. arrange appropriate inventory storage area to manage sudden surge in orders during peak seasons and provide appropriate signages and directions for permanent and temporary storage locations	3	5	-	-
PC4. supervise binning, kitting, labelling and packing operations in warehouse	3	5	-	-
PC5. ensure that the right PPE and MHE are used, and prescribed safety precautions are followed during operations	2	6	-	-
PC6. inspect loading/unloading process and ensure the right goods are being handled	2	6	-	-
PC7. make sure that the FMCG goods are sorted and placed on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code	2	6	-	-
PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same	2	6	-	-
PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
PC10. supervise First-in-last-out/ Last-in-first-out (FIFO/LIFO) inventory management as per company/product Standard Operating Procedures (SOP)	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. organize inventory cycle counting as per SOP and report the status	2	5	-	-
PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	5	-	-
PC13. train warehouse associates on order picking, packing, sorting and documentation activities	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0123
NOS Name	Supervise FMCG & E-Com warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N0124: Supervise automotive warehouse operations

Description

This unit is about engaging into handling Automotive goods in Warehouse

Scope

The scope covers the following :

- Supervise automotive warehouse operations

Elements and Performance Criteria

Supervise automotive warehouse operations

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

PC1. coordinate with OEM/3PL/4PL for storage and dispatch of goods

PC2. check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list

PC3. ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations

PC4. check for adherence to different certifications for automotive goods

PC5. plan palletization process and ensure its executed as per design/process agreed with the client

PC6. ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately

PC7. supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation

PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same

PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations

PC10. organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status

PC11. deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics

PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards

KU4. importance of the individuals role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. the basic of ERP system of the organization

KU10. using a computer and data handling devices

KU11. use tools for documentation: MS excel and MS Word, etc.

KU12. different types of order picking such as single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking and their corresponding documentation

KU13. use of different material handling equipment and their uses

KU14. state/country taxes and routing

KU15. basic understanding of statistical and quantitative analysis tools

KU16. use of spreadsheets to tabulate and analyze the data

KU17. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc

KU18. procurement related concepts like Purchase order (PO), Invoices, procedures etc.Identify and understand the capacity and usage of different MHEs

KU19. types of workplace hazards that one can encounter on the job and safe operating practices

KU20. use of different material handling equipment and their uses

KU21. different geographical locations

KU22. racking and storage systems in automobile warehousing

KU23. Kanban inventory management

KU24. 5S, JIT, FMEA, kaizen, poka-yoke etc.

KU25. how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system, instruction list

KU26. various escalations regarding resolving and catering to the customer query

KU27. overall process in operations

KU28. different types of goods being handled

KU29. handle requirements for dangerous and special goods, if any

KU30. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. work instructions, customer requirement and quality policy

GS2. legal policies and regulations

GS3. internal communications memorandums

GS4. legal documentation part of the shipment/ goods

GS5. checklists and daily reports

GS6. forms pertaining to inventory received or dispatched

GS7. notes about accidents, damage to cargo

GS8. instructions for manager and staff

GS9. daily reports regarding updates and reviews

GS10. communicate clearly with manager and subbordinates

GS11. provide advice and guidance to peers & juniors

GS12. communicate with workers for delays and updates in schedules

GS13. judge the quality of goods reciept

GS14. identify components required to make a product based on requests

GS15. liaise with customers, government officials, vendors and staff

GS16. plan and organise review meetings with vendors, contractors

GS17. organise projects/ training plans for performance improvement

GS18. take prompt action on queries raised by the customer

GS19. comply to timelines and service levels committed to customer

GS20. resolve system and operational issues either interally or by escalating to relevant authority

GS21. identify trends/common causes for errors and suggest possible solutions

GS22. identify areas of inefficiencies and plan to curb the inefficiencies

GS23. handle day to day escalated problems like delays, staffing shortage, external factors, etc

GS24. delegate work appropriately

GS25. identify and resolve issues due to technical or human error

GS26. verify the authenticity of the product by looking at the logo, box packaging, etc.

GS27. identify from the attached certification if the product meets the regulatory requirement

GS28. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc

GS29. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective

GS30. analyse reports and propose necessary actions

GS31. assess delays or non-performance in daily reporting or closures

GS32. identify key areas that are crucial for performance improvement

GS33. check the type of packaging, approximate weight and measurement with marking and labelling for different types of cargo to assess if it is in order with the widely accepted norms

GS34. identify dangerous goods and ensure that requisite precautions are taken

GS35. suggest improvement in loading and stacking methods to increase efficiency and space utilization

GS36. focus on task at hand ad complete it without errors and delays while maintaining high efficiency and effectiveness

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise automotive warehouse operations	**30**	**70**	**-**	**-**
PC1. coordinate with OEM/3PL/4PL for storage and dispatch of goods	4	6	-	-
PC2. check if the goods are sorted and placed on racks, shelves, or in bins according to Kanban list	4	6	-	-
PC3. ensure the right serial number of goods being loaded/unloaded and ensure traceability in warehouse inventory and operations	3	5	-	-
PC4. check for adherence to different certifications for automotive goods	3	5	-	-
PC5. plan palletization process and ensure its executed as per design/process agreed with the client	2	6	-	-
PC6. ensure finished pallets of product are stored in the assigned locations and onto trailers safely and accurately	2	6	-	-
PC7. supervise preparation of goods for customs clearance with appropriate packaging, palletization, segregation and documentation	2	6	-	-
PC8. inspect handling/packaging damages, take corrective and preventive actions and report the same	2	6	-	-
PC9. inspect goods documentation for correctness, accuracy and take necessary action to rectify any deviations	2	6	-	-
PC10. organize inventory cycle counting as per Standard Operating Procedures (SOP) and report the status	2	6	-	-
PC11. deploy process improvement tools such as 5S, JIT, FMEA, kaizen, poka-yoke etc. to continuously improve process metrics	2	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	2	6	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0124
NOS Name	Supervise automotive warehouse operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N0125: Supervise dry bulk cargo warehouse operations

Description

This unit is about supervising dry bulk cargo warehouse operations

Scope

The scope covers the following :

- Supervise dry bulk cargo warehouse operations

Elements and Performance Criteria

Supervise dry bulk cargo warehouse operations

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

PC1. compute space and weight requirements for cargo and allocate space for storage of cargo

PC2. ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements

PC3. ensure safe usage of conveyors for movement of bulk cargo and ensure for smooth and spillage free movement

PC4. continuously monitor weight and volume metrics to ensure adequate storage in different locations

PC5. monitor pest control activities and supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo

PC6. ensure the right PPE, safety and security measures are being carried out

PC7. inspect spillages and handling damages, take corrective and preventive actions and report the same

PC8. inspect documentation for correctness, accuracy and take necessary action to rectify any deviations

PC9. organize inventory measurement as per Standard Operating Procedures (SOP) and report the status

PC10. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on quality, use of PPEs, use of equipment, MHEs, documentation, etc.

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards

KU4. importance of the individuals role in the workflow

KU5. occupational health and safety standards and security procedures to be followed

KU6. procedures for dealing with loss or damage to goods

KU7. risk and impact of not following defined work, safety and security procedures

KU8. coding system followed to label items

KU9. enterprise Resource Planning (ERP) system of the organization

KU10. use of computer and data handling devices

KU11. use tools for documentation: MS excel and MS Word, etc.

KU12. use of different material handling equipment and their uses

KU13. process flow of service operation and understanding of basic supply chain value chain

KU14. state/country taxes and routing

KU15. basic understanding of statistical and quantitative analysis tools

KU16. use of spreadsheets to tabulate and analyze the data

KU17. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.

KU18. procurement related concepts like Purchase order (PO), Invoices, procedures etc.Identify and understand the capacity and usage of different MHEs

KU19. types of workplace hazards that one can encounter on the job and safe operating practices

KU20. use of different material handling equipment and their uses

KU21. different geographical locations

KU22. product knowledge of goods handled in warehouse

KU23. knowledge of MHEs used in bulk warehouse

KU24. how to read information from the Enterprise Resource Planning (ERP)/ Management Information Systems (MIS) system system, instruction list

KU25. various escalations regarding resolving and catering to the customer query

KU26. overall process in operations

KU27. different types of goods being handled

KU28. handle requirements for dangerous and special goods, if any

KU29. various types of PPEs and their usage

Generic Skills (GS)

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

GS1. work instructions, customer requirement and quality policy

GS2. legal policies and regulations

GS3. internal communications memorandums

GS4. legal documentation part of the shipment/ goods

GS5. checklists and daily reports

GS6. write forms pertaining to inventory received or dispatched

GS7. write notes about spilalges, accidents, damages to cargo received

GS8. write instructions for staff

GS9. write daily reports regarding updates and reviews

GS10. communicate clearly with manager and subordinates

GS11. provide advice and guidance to peers & juniors

GS12. communicate with workers for delays and updates in schedules

GS13. judge the quality of goods reciept

GS14. identify components required to make a product based on requests

GS15. liaise with customers, government officials, vendors and staff

GS16. plan and organise review meetings with vendors, contractors

GS17. organise projects/ training plans for performance improvement

GS18. take prompt action on queries raised by the customer

GS19. comply to timelines and service levels committed to customer

GS20. resolve system and operational issues either internally or by escalating to relevant authority

GS21. identify trends/common causes for errors and suggest possible solutions

GS22. identify areas of inefficiencies and plan to curb the inefficiencies

GS23. handle day to day escalated problems like delays, staffing shortage, external factors, etc

GS24. delegate work appropriately

GS25. identify and resolve issues due to technical or human error

GS26. provide suggestions and methodologies and implement them for operational activities in order to increase the productivity of the system and making overall monitoring more effective

GS27. analyse reports and propose necessary actions

GS28. assess delays or non-performance in daily reporting or closures

GS29. identify key areas that are crucial for performance improvement

GS30. suggest improvement in loading and storage methods to increase efficiency and space utilization

GS31. focus on task at hand ad complete it without errors and delays while maintaining high efficiency and effectiveness

GS32. check for compliance regarding filling capacities of storage tanks

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise dry bulk cargo warehouse operations	**30**	**70**	**-**	**-**
PC1. compute space and weight requirements for cargo and allocate space for storage of cargo	3	7	-	-
PC2. ensure right usage of MHEs for handling of bulk cargo like (Grab Ship Unloader) GSU, dumpers, conveyor belts etc., as per cargo requirements	3	7	-	-
PC3. ensure safe usage of conveyors for movement of bulk cargo and ensure for smooth and spillage free movement	3	7	-	-
PC4. continuously monitor weight and volume metrics to ensure adequate storage in different locations	3	7	-	-
PC5. monitor pest control activities and supervise periodic checks for presence of rodents, birds, insects and other pests which affect the cargo	3	7	-	-
PC6. ensure the right PPE, safety and security measures are being carried out	3	7	-	-
PC7. inspect spillages and handling damages, take corrective and preventive actions and report the same	3	7	-	-
PC8. inspect documentation for correctness, accuracy and take necessary action to rectify any deviations	3	7	-	-
PC9. organize inventory measurement as per Standard Operating Procedures (SOP) and report the status	3	7	-	-
PC10. prepare periodic reports on operations such as employee operational metrics, work completion status, resource utilized, down time etc.	3	7	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0125
NOS Name	Supervise dry bulk cargo warehouse operations
Sector	Logistics
Sub-Sector	Warehousing
Occupation	Packaging
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

LSC/N9603: Profit and Loss account management and cost accounting

Description

This unit is about about Profit and loss account management and cost accounting

Scope

The scope covers the following :

- Profit and loss account management and review
- Analysis of activity based costs

Elements and Performance Criteria

Profit and Loss account management and review

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

PC1. review department wise budgets and make amendments if required

PC2. collate and prepare annual budgets along with sales and profit targets

PC3. schedule both capital and operational expenses accordance to the budget

PC4. analyze and review the P&L performance for the unit

PC5. analyze profitability and business performance trends department wise

PC6. periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions

PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements

PC8. undertake adequate risk management so as to meet Key Performance targets

PC9. manage and control budgets of different departments on a periodic basis to optimize financial performance

Analysis of activity based costs

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

PC10. periodically review activity and department financial performance

PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue

PC12. analyze the actual cost w.r.t physical output to draw inferences

PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required

PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. vision, mission and values of the company

KU2. companys reporting structure to support and expedite project activities

KU3. companys policy and work instructions on quality standards as well as documentation policy

KU4. importance of the individuals role in the workflow

KU5. companys policy on business ethics and code of conduct

KU6. business and performance of the company

KU7. knowledge repository and various projects done by the company

KU8. occupational health and safety standards, handling of special and dangerous goods, etc.

KU9. procedures for dealing with loss or damage to goods

KU10. value of items handled and implications of damage/loss of the same

KU11. risk and impact of not following defined work, safety and security procedures

KU12. company policy defined TATs and output metrics for daily operations

KU13. coding system followed to label items

KU14. IT system and ERP system of the organization

KU15. organizational goal for the year as well as branch/ territory targets

KU16. process flow of service operation and understanding of basic supply chain value chain

KU17. state/country taxes and routing

KU18. local and global geographies

KU19. use of enterprise resource planning software (ERP) and the MIS

KU20. use of tools for documentation: MS excel and MS Word, etc.

KU21. basics of statistical and quantitative analysis tools

KU22. use of spreadsheets to tabulate and analyze the data

KU23. structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.

KU24. transit rules and regulations

KU25. working and capacities of different MHEs and other equipment used for handling the shipment

KU26. procurement related concepts like Purchase order (PO), Invoices, procedures etc.

KU27. significance of team coordination to achieve revenue and productivity targets of the organization

KU28. various techniques for performance improvement and cost accounting

KU29. budgeting exercises

Generic Skills (GS)

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

GS1. companys work instructions, customer requirement and quality policy

GS2. egal policies and regulations

GS3. internal communications memorandums

GS4. written instructions, standard operating procedures

GS5. SOPs and documents required for all operational activities

GS6. inferences drawn from the system reports

GS7. financial statements

GS8. maintain the record of as per companys policy

GS9. make the note of instructions to team members

GS10. develop operating procedures and update them

GS11. write communications, letters, etc.

GS12. prepare daily reports, checklists

GS13. prepare reports and presentations based on data analytics and ERP reports

GS14. communicate with client, external coordinators, internal staff effectively

GS15. motivate employees

GS16. share experiences and provide guidance to juniors and peers

GS17. assess business performance to identify need for interventions

GS18. identify areas for improvement and accordingly suggest remedial action

GS19. identify areas for budget modifications and budget cuts

GS20. decide on ways to improve performance

GS21. plan and organise performance review sessions

GS22. make action plan for performance improvement

GS23. organise projects/ training plans for performance improvement

GS24. monitor the activities of the performance improvement plan

GS25. sensitive employees towards customer requirements

GS26. focus on customer satisfaction as a key part of the performance review

GS27. identify reasons for variances and resolve them in discussion with team and management

GS28. suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance

GS29. analyze reasons for variances across departments

GS30. compare with past trends to see if it is seasonal or cyclical in nature

GS31. identify areas that are crucial for improvement and accordingly revisit budgets

GS32. assess the financial performance and make strategic decisions regarding budgets, focus areas

GS33. motivate and ensure output so as to achieve financial goals

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Profit and Loss account management and review	**20**	**45**	**-**	**-**
PC1. review department wise budgets and make amendments if required	3	5	-	-
PC2. collate and prepare annual budgets along with sales and profit targets	3	5	-	-
PC3. schedule both capital and operational expenses accordance to the budget	2	5	-	-
PC4. analyze and review the P&L performance for the unit	2	5	-	-
PC5. analyze profitability and business performance trends department wise	2	5	-	-
PC6. periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions	2	5	-	-
PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements	2	5	-	-
PC8. undertake adequate risk management so as to meet Key Performance targets	2	5	-	-
PC9. manage and control budgets of different departments on a periodic basis to optimize financial performance	2	5	-	-
Analysis of activity based costs	**10**	**25**	**-**	**-**
PC10. periodically review activity and department financial performance	2	5	-	-
PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue	2	5	-	-
PC12. analyze the actual cost w.r.t physical output to draw inferences	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required	2	5	-	-
PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9603
NOS Name	Profit and Loss account management and cost accounting
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N9701: Business development and stakeholder relations

Description

This unit is about generating new business and maintaining relation with all stakeholders

Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Co-ordinate with government officials, vendors and contractors

Elements and Performance Criteria

Generate new business prospects

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

PC1. update information into ERP, inform the relevant departments on sale closure

PC2. obtain list of existing clients and new prospects from the company's sales database.

PC3. prepare sales targets and relationship strategies

PC4. prioritize the clients for contacting, based on the previous relationship building calls made to each of them

PC5. call clients and prospects to seek meeting

PC6. meet client to offer new services and take feedback for current services

PC7. identify clients business need and offer customized and bundled solutions

PC8. negotiate on costs, close the deal and collect organizational and payment details of the client

PC9. take client's feedback before leaving

Maintain customer relations

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

PC10. regularly interact with the client over phone, emails or personal visits

PC11. address the query raised by the customers effectively and timely

PC12. take appropriate actions on escalations raised by customers

PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.

PC14. provide regular information to clients regarding new offerings, discounts, customized solutions, etc.

Co-ordinate with government officials, vendors and contractors

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

PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them

PC16. analyse and manage insurance claim requests

PC17. co-ordinate with marketing agencies for publicity of services of the company

PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.

PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. vision, mission and values of the company

KU2. companys reporting structure to support and expedite project acivities

KU3. companys policy and work instructions on quality standards and documentation policy

KU4. importance of the individuals role in the workflow

KU5. companys policy on business ethics and code of conduct

KU6. business and performance of the company

KU7. knowledge repository and various projects done by the company

KU8. occupational health and safety standards and handling of dangerous and special goods

KU9. procedures for dealing with loss or damage to goods

KU10. value of items handled and implications of damage/loss of the same

KU11. risk and impact of not following defined work, safety and security procedures

KU12. company policy defined Turn Around Time (TATs) and output metrics for daily operations

KU13. just in time (JIT) mode of inventory management

KU14. coding system followed to label items

KU15. the Information Technology(IT) system and Enterprise resource planning (ERP) system of the organization

KU16. process flow of service operation, value chain and basic supply chain value map within the sub sector

KU17. state/country taxes and routing

KU18. local and global geographical knowledge

KU19. use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)

KU20. use of tools for documentation: MS excel and MS Word, etc.

KU21. basics of statistical and quantitative analysis tools

KU22. use of spreadsheets to tabulate and analyze the data

KU23. structure and implications of fees and charges involved in transportation, warehousing, etc.

KU24. transit rules and regulations

KU25. significance of team coordination to achieve revenue and productivity targets of the organisation

KU26. customer relationship management

KU27. about contract management and SLA

KU28. factors for evaluation of performance of vendors

Generic Skills (GS)

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

GS1. read company quality policy, work instructions and customer requirement

GS2. read transit rules and trade policies

GS3. read regulatory requirement associated with custom clearance

GS4. read e-mails, invoices, letters, notes, memos, agreement reports, etc.

GS5. write e-mails and letters to government officials, customers, vendors, etc.

GS6. note information about vendors on factors like quality of service,on-time order completion, cooperation etc

GS7. listen to the requirements of the client

GS8. communicate with clients, government officials and other external stakeholders by using various communication channels

GS9. exchange information with other managers, supervisory and operational staff at all levels

GS10. carefully listen to vendor concerns and issues

GS11. decide on corrective measures to improve customer ratings

GS12. decide on actions to be taken on escalations raised by the customer

GS13. decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL)

GS14. identify and prioritise on select clients and prospects for generating business

GS15. liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office

GS16. plan and organise review meetings with vendors, contractors

GS17. organise projects/ training plans for performance improvement

GS18. take prompt action on queries raised by the customer

GS19. understand customer requirement and offer customised or bundled solutions

GS20. suggest ideas and solutions to increase customer loyalty and satisfaction

GS21. resolve the queries raised by customers as well as goverment officals

GS22. address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives

GS23. identify the factors which improved the customer satisfaction as well as ratings of the organisation

GS24. identify bundles and customisations that cater to the requirement of majority of customers

GS25. analyse key reasons for non-performance and customer dis-satisfaction

GS26. identify key areas that are crucial for performance improvement

GS27. improve work processes by adopting best practices with respect to quality of service to the customers

GS28. act upon constructively on any problems as pointed by customers, vendors or government officials

GS29. handle personality clashes effectively

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Generate new business prospects	**14**	**36**	**-**	**-**
PC1. update information into ERP, inform the relevant departments on sale closure	1	4	-	-
PC2. obtain list of existing clients and new prospects from the company's sales database.	2	4	-	-
PC3. prepare sales targets and relationship strategies	2	4	-	-
PC4. prioritize the clients for contacting, based on the previous relationship building calls made to each of them	2	4	-	-
PC5. call clients and prospects to seek meeting	2	4	-	-
PC6. meet client to offer new services and take feedback for current services	2	4	-	-
PC7. identify clients business need and offer customized and bundled solutions	1	4	-	-
PC8. negotiate on costs, close the deal and collect organizational and payment details of the client	1	4	-	-
PC9. take client's feedback before leaving	1	4	-	-
Maintain customer relations	**6**	**19**	**-**	**-**
PC10. regularly interact with the client over phone, emails or personal visits	1	4	-	-
PC11. address the query raised by the customers effectively and timely	1	4	-	-
PC12. take appropriate actions on escalations raised by customers	1	4	-	-
PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. provide regular information to clients regarding new offerings, discounts, customized solutions, etc.	2	3	-	-
Co-ordinate with government officials, vendors and contractors	**10**	**15**	**-**	**-**
PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	-
PC16. analyse and manage insurance claim requests	2	3	-	-
PC17. co-ordinate with marketing agencies for publicity of services of the company	2	3	-	-
PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.	2	3	-	-
PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9701
NOS Name	Business development and stakeholder relations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion

5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles

6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

(**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/N0127.Decision science-based resource allocation and streamline operations at warehouse	30	70	-	-	100	20
LSC/N0128.Supervise receiving inventory and dispatch activities	30	70	-	-	100	20
LSC/N0201.Supervise VAS/packaging	30	70	-	-	100	10
LSC/N9908.Maintain and monitor integrity and ethics in operations	30	70	-	-	100	10
LSC/N9909.Follow and monitor health, safety and security procedures	30	70	-	-	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	**200**	**450**	**0**	**0**	**650**	**90**

Elective: 1 Bonded Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0121.Supervise bonded warehouse operations	30	70	-	-	100	10

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	**30**	**70**	**-**	**-**	**100**	**10**

Elective: 2 Cold Chain warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0122.Supervise cold storage warehouse operations	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Elective: 3 FMCG Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0123.Supervise FMCG & E-Com warehouse operations	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Elective: 4 Automotive Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0124.Supervise automotive warehouse operations	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Elective: 5 Dry Bulk Cargo Warehouse

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0125.Supervise dry bulk cargo warehouse operations	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Optional: 1 Profit Management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9603.Profit and Loss account management and cost accounting	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Optional: 2 Business Development

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9701.Business development and stakeholder relations	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Acronyms

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

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.

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.