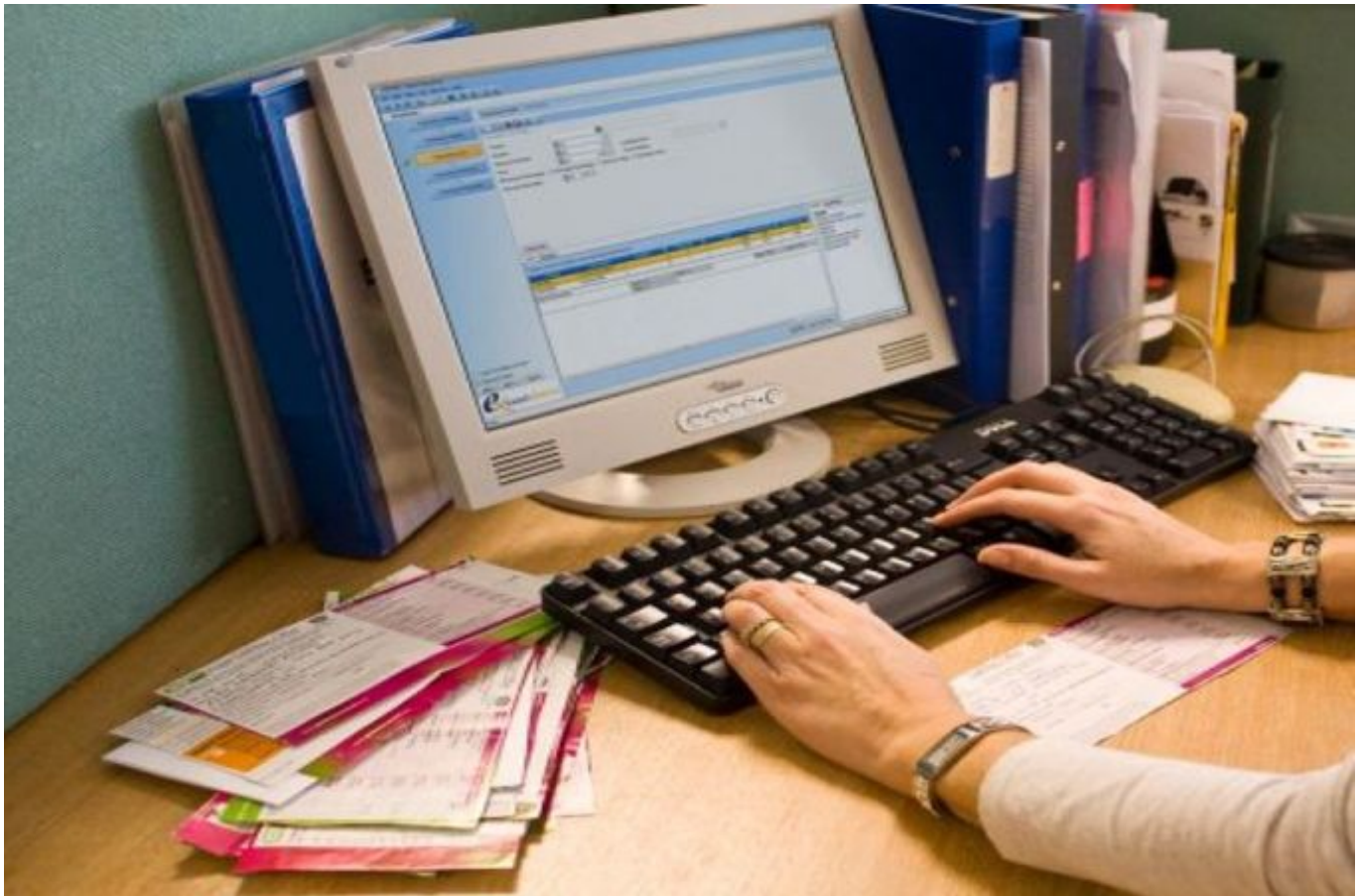**Qualification Pack**

Data Feeder - Warehouse

Analyse Data using AI Tools and Utilise data in Business Productivity

QP Code: LSC/Q2306

Version: 4.0

NSQF Level: 4

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

Contents

LSC/Q2306: Data Feeder - Warehouse

Brief Job Description

Data Feeder - Warehouse is responsible for accurately entering and managing data related to warehouse operations, ensuring the smooth flow of inventory and logistics information into the company's database or warehouse management system (WMS)/ ERP. In the Logistics industry, a data feeder - warehouse is also known as a system executive, warehouse data executive or warehouse data entry operator. Individuals in this role must electronically process all orders and provide database management support for warehouse operations. Responsibilities include logging orders, maintaining reports, and generating pick lists and schedules.

Personal Attributes

This job requires the individual to concentrate and complete the job without errors. The individual should also be skilled in performing numerous computer operations and have a keen eye for accuracy and spotting errors. The individual must also be able to maintain confidentiality and manage sensitive information.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N2301: Prepare for Operations

2. LSC/N1139: Carry Out Documentation

3. LSC/N1140: Perform data entry and management

4. LSC/N1141: Leverage IoT applications for automating data entry

5. LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

6. DGT/VSQ/N0101: Employability Skills (30 Hours)

Options(Not mandatory):

Option : Analyse Data using AI Tools and Utilise data in Business Productivity

1. TEL/N6608: Analyze Data using AI Tools and Utilize data in Business Productivity

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting, Technology
Country	India
NSQF Level	4
Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4132.9900
Minimum Educational Qualification & Experience	12th grade Pass (or equivalent) OR I.T.I (2-year NTC/NAC) OR Completed 3 year diploma after 10th OR 10th grade pass with 3 Years of experience (Relevant experience in warehousing) OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience (Relevant experience in warehousing)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Must be trained in operating a computer and use excel
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	18/02/2028
NSQC Approval Date	18/02/2025
Version	4.0
Reference code on NQR	QG-04-TW-03633-2025-V2-LSC
NQR Version	1.0

LSC/N1139: Carry Out Documentation

Description

This unit is about carrying out documentation and quality control

Scope

The scope covers the following :

- Complete all requisite documentation
- Perform a check on the shop floor if required
- Ensure Data Security

Elements and Performance Criteria

Complete all requisite documentation

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

PC1. Obtain proof of delivery, generate print-outs for all transports and maintain logs and files of said documents.

PC2. Transcribe information from customers' bills of lading into the cargo management system.

PC3. Update the system to include the day's transactional milestones.

PC4. Perform day-to-day administrative documentation such as maintaining information files and processing paperwork.

PC5. Generate daily, monthly and annual reports and MIS trackers based on performance.

PC6. Stay updated with AI-based tools such as image-to-text for reading, processing, and digitalising handwritten labels, delivery notes, etc.

PC7. Use modern AI-based tools such as image-to-text for reading, processing and digitalising handwritten labels, delivery notes, etc.

PC8. Maintain an organised filing system for easy access to historical documentation.

PC9. Ensure proper filing, archiving, and retrieval of physical and electronic records, following company policies for document retention.

PC10. Maintain accurate records of all warehouse transactions, including product receipts, stock adjustments, and inventory counts.

Perform a check on the shop floor if required

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

PC11. Verify data accuracy of quantity of the movement and storage of goods.

PC12. Coordinate with inspectors by providing documents and data for spot checks to check missing goods, unreported damage, etc.

PC13. In case of an issue with documentation on the shopfloor, visit the specific area and perform a physical check to reconcile data with documentation/system.

Ensure Data Security

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

PC14. Follow best practices for data confidentiality.

PC15. Perform basic data management activities such as receiving, organising, and storing information.

PC16. Comply with data security protocols.

PC17. Analyse and apply data confidentiality in real-world cases.

PC18. Ensure data/file is stored in a secured folder/location as per the policy of the organisation.

PC19. Backup documents and files regularly.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Types of documentation in an organisation, e.g. daily maintenance checklist and importance of the same.

KU2. Risk and impact of not following defined work, safety and security procedures.

KU3. Records and log books to be maintained and the importance of the same.

KU4. Security procedures to be followed.

KU5. Stock recording procedures followed by the organisation.

KU6. Escalation matrix for reporting identified problems.

KU7. Chain of command for reporting problems and status of delivery.

KU8. Value of items handled and implications of damage/loss of the same.

KU9. Rules and regulations at pick-up site (warehouse, factory, office etc.).

KU10. Knowledge of various clients and their supporting software/database management systems.

KU11. Knowledge of assigned responsibilities of all shopfloor employees.

KU12. Implications of poor performance, such as delayed pick-up, improper documentation and high error rate.

KU13. Escalation matrix for technical issues for ERP/GICS/WMS (troubleshoot, debug and optimum utilisation).

KU14. Knowledge of the entire chain of activities at the warehouse.

KU15. Knowledge of various clients and their supporting software/database management systems.

KU16. Nature of the products stored and the variances in their characteristics.

KU17. Application of stock recording, inventory management procedures such as FIFO, etc.

KU18. Detailed knowledge of ERP software and its applications.

KU19. Knowledge of all stock recording procedures and methods.

KU20. Knowledge of the relevant technicians to be reached out to for various technical issues.

KU21. Knowledge of common technical problems and solutions for the same.

KU22. Knowledge of Microsoft Excel or other data management tools.

KU23. Knowledge of controls and processes for operating computer terminal.

KU24. Knowledge of warehouse operations, including shipping, receiving, and inventory management, is beneficial.

KU25. Knowledge of processes and differences in processes across clients/products.

KU26. Knowledge of the firm's planning and procurement processes.

KU27. Awareness of the best practices in digital warehouse inventory management.

KU28. Knowledge of the firm's best practice for adopting user-friendly systems while working at a computer terminal.

Generic Skills (GS)

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

GS1. Ability to make a note of instructions for the supervisor/shopfloor staff.

GS2. Ability to develop operating procedures improvements and create documents for internal understanding/use.

GS3. Apply for insurance coverage, etc., if required.

GS4. Good reading skills to understand computer instructions, operating procedures.

GS5. Read and interpret orders and instructions.

GS6. Read and interpret documents required for operational activities.

GS7. Focus on accuracy and thoroughness when entering data.

GS8. Provide advice and guidance to juniors and peers.

GS9. Communicate effectively with client representatives/warehouse staff, supervisors and peers.

GS10. Maintain integrity concerning company property and time.

GS11. Communicate with people in a form and manner and using language that is open and respectful.

GS12. Ability to prioritise and manage multiple tasks efficiently in a fast-paced environment.

GS13. Take responsibility for completing a work assignment.

GS14. Take the initiative to enhance/learn skills in one's area of work.

GS15. Manage large volumes of data with minimal errors.

GS16. Proficient in Microsoft Excel or other data management tools.

GS17. Introduce innovations or new practices to increase efficiency.

GS18. Collaborate with warehouse teams, management, and external partners.

GS19. Maintain punctuality and avoid absenteeism.

GS20. Prioritise and execute tasks within the scheduled time limits.

GS21. Organise work schedules to ensure all orders are met within the requisite timelines.

GS22. Ability to balance multiple tasks and complete them within timelines.

GS23. Manage multiple orders clients with efficient order systems.

GS24. Cope with technical errors and system breakdowns in case of emergencies through manual documentation.

GS25. Ability to bundle orders in the most efficient manner possible.

GS26. Be a team player and achieve joint goals.

GS27. Concentrate on the task at hand and complete it without errors.

GS28. Check for damaged computers and terminals and ensure it is in working condition.

GS29. Conduct maintenance tasks, e.g. software updates, etc.

GS30. Escalate severe issues to the data entry supervisor.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Complete all requisite documentation	**20**	**30**	**-**	**6**
PC1. Obtain proof of delivery, generate print-outs for all transports and maintain logs and files of said documents.	2	3	-	1
PC2. Transcribe information from customers' bills of lading into the cargo management system.	2	3	-	-
PC3. Update the system to include the day's transactional milestones.	2	3	-	1
PC4. Perform day-to-day administrative documentation such as maintaining information files and processing paperwork.	2	3	-	-
PC5. Generate daily, monthly and annual reports and MIS trackers based on performance.	2	3	-	1
PC6. Stay updated with AI-based tools such as image-to-text for reading, processing, and digitalising handwritten labels, delivery notes, etc.	2	3	-	1
PC7. Use modern AI-based tools such as image-to-text for reading, processing and digitalising handwritten labels, delivery notes, etc.	2	3	-	-
PC8. Maintain an organised filing system for easy access to historical documentation.	2	3	-	-
PC9. Ensure proper filing, archiving, and retrieval of physical and electronic records, following company policies for document retention.	2	3	-	1
PC10. Maintain accurate records of all warehouse transactions, including product receipts, stock adjustments, and inventory counts.	2	3	-	1
Perform a check on the shop floor if required	**4**	**9**	**-**	**-**
PC11. Verify data accuracy of quantity of the movement and storage of goods.	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Coordinate with inspectors by providing documents and data for spot checks to check missing goods, unreported damage, etc.	1	3	-	-
PC13. In case of an issue with documentation on the shopfloor, visit the specific area and perform a physical check to reconcile data with documentation/system.	1	3	-	-
Ensure Data Security	**6**	**21**	**-**	**4**
PC14. Follow best practices for data confidentiality.	1	3	-	1
PC15. Perform basic data management activities such as receiving, organising, and storing information.	1	3	-	1
PC16. Comply with data security protocols.	1	3	-	-
PC17. Analyse and apply data confidentiality in real-world cases.	1	4	-	-
PC18. Ensure data/file is stored in a secured folder/location as per the policy of the organisation.	1	4	-	1
PC19. Backup documents and files regularly.	1	4	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1139
NOS Name	Carry Out Documentation
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Documentation and Reporting, Technology
NSQF Level	4
Credits	3
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

LSC/N1140: Perform data entry and management

Description

This unit is responsible for performing data entry work using a computer and appropriate software, entering, updating, researching, verifying and retrieving data into/from various systems, and ensuring the accuracy and confidentiality of information recorded.

Scope

The scope covers the following :

- Collect and enter the data
- Perform basic data analysis and report management.
- Resolve errors and issues

Elements and Performance Criteria

Collect and enter the data

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

PC1. Gather the necessary data and documents from the appropriate sources, departments, and systems, utilising the relevant automated tools.

PC2. Classify the data according to its characteristics, intended use, and management hierarchy.

PC3. Validate the accuracy of the materials and source documents before input.

PC4. Use built-in validation tools in Excel or other systems to flag invalid data.

PC5. Arrange the data in the required formats and rectify any errors in the source.

PC6. Transcribe and input data into the appropriate software and other records.

PC7. Utilise features of Excel such as autocomplete, linkages and drop-down menus to enhance efficiency and reduce errors.

PC8. Maintain files of source documents or other relevant information associated with the entered data.

PC9. Update and maintain system records for product categorisation, stock locations, and inventory levels.

Perform basic data analysis and report management

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

PC10. Analyse the data using advanced MS Excel features such as aggregate functions, VLOOKUP and HLOOKUP, pivot tables, INDEX, dashboards, VBA, macros, and other tools for creating comprehensive reports.

PC11. Offer support and maintenance for existing management information systems (MIS), ensuring their optimal functionality and addressing any issues as they arise.

PC12. Recommend updating the current management information system (MIS) to enhance reporting efficiency, accuracy, and consistency.

PC13. Leverage AI technology to make enterprise data accessible to various organisational stakeholders, improving data-driven decision-making and collaboration.

PC14. Generate reports using tools and software such as ERP (Enterprise Resource Planning), WMS (Warehouse Management System), and other relevant platforms.

PC15. Automate and schedule the generation of reports to ensure timely and consistent delivery.

PC16. Create and distribute management reports accurately and on time, ensuring they meet the required standards and deadlines.

PC17. Maintain reports and data, including daily, weekly, and monthly MIS reports, for audit purposes, ensuring they are organised and readily accessible.

PC18. Identify opportunities to automate report generation, snapshots, and dashboards using advanced formulas, macros, VBA, and other techniques to streamline processes and improve efficiency.

PC19. Store the data using an appropriate medium or service, such as a cloud server, to facilitate easy retrieval, secure storage, and efficient analysis.

PC20. Assist in filing and storing security and backup data files, ensuring they are securely organised and easily retrievable when needed.

PC21. Evaluate quality of data, identify errors, ensure data backup and secure storage.

Resolve errors and issues

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

PC22. If the system provides error messages or warnings, review them carefully to analyse the cause of the issue.

PC23. Check the entered data for common mistakes, such as typographical errors, incorrect formats, or missing information, and ensure all mandatory fields are completed.

PC24. Prepare a checklist for repetitive data entry tasks to reduce common errors.

PC25. Follow suggested troubleshooting steps or use the message to guide further investigation.

PC26. Restart the application or the system if needed to clear any temporary glitches.

PC27. Verify that the file formats, data fields, and input methods are compatible with the software or platform.

PC28. Examine the logs or history for clues about potential issues (e.g., server errors, system crashes, or failed processes).

PC29. Obtain help or advice from the supervisor for troubleshooting.

PC30. Refer the problem to the technical support team and provide them with detailed information about the problem, including any error messages and steps you've taken to troubleshoot.

PC31. Monitor the problem and keep relevant stakeholders informed about progress or any delays in the process.

PC32. Record and perform the service request accurately as per organisational processes and policies.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Relevant legislation, standards, policies, and procedures followed in the company.

KU2. How to engage with both internal and external specialists for support to perform the desired task.

KU3. Data entry procedures, tools, and techniques.

KU4. Potential helpdesk customers and their typical requirements.

KU5. The role and importance of the data entry operator in supporting business operations.

KU6. The adequacy of existing helpdesk feedback systems, and suggestions for improvements.

KU7. Basic understanding of computers and their terminology.

KU8. Different software needed for report writing including MS office suit or Open-source software.

KU9. Basic and advanced PC workstation configuration, maintenance, networking as well and troubleshooting.

KU10. The operation and use of a standard alphanumeric keyboard.

KU11. Compile basic reports from entered data and compare them using various database management software tools.

KU12. How to make error-free data entry with the help of software devices.

KU13. Common customer issues and their solutions, including alternative or situational workarounds.

KU14. Typical response times and service times for problem mitigation.

KU15. The importance of documenting, classifying, prioritising service requests, crowd management and others.

KU16. Maintain a knowledge base of the known problems, helpdesk system, policies, etc.

Generic Skills (GS)

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

GS1. Document call logs, reports, task lists, and schedules with co-workers.

GS2. Prepare status and progress reports and write in at least one language.

GS3. Read about the software and the documents, products and services concerning the organisation.

GS4. Keep up-to-date with the latest knowledge by reading newspapers, pamphlets, and product information sheets.

GS5. Read comments, suggestions, and responses to frequently asked questions (FAQs) posted on the helpdesk portal.

GS6. Discuss task lists, schedules, and workloads with co-workers.

GS7. Question customers appropriately to understand the nature of the problem and make a diagnosis.

GS8. Give clear instructions to customers to perform the task and inform them about the progress.

GS9. Avoid using jargon, slang or acronyms when communicating with a customer unless it is required.

GS10. Follow rule-based decision-making processes to identify anomalies in data and refer it to the supervisor.

GS11. Work effectively, independently and collaboratively in a team environment.

GS12. Carry out rule-based transactions in line with customer-specific guidelines/procedures and service level agreements.

GS13. Apply problem-solving approaches in different situations.

GS14. Configure data and disseminate relevant information to others.

GS15. Use information technology effectively to input and extract data accurately.

GS16. Apply balance judgments to different situations in a detailed and constructive way.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Collect and enter the data	**9**	**18**	**-**	**2.5**
PC1. Gather the necessary data and documents from the appropriate sources, departments, and systems, utilising the relevant automated tools.	1	2	-	0.5
PC2. Classify the data according to its characteristics, intended use, and management hierarchy.	1	2	-	-
PC3. Validate the accuracy of the materials and source documents before input.	1	2	-	0.5
PC4. Use built-in validation tools in Excel or other systems to flag invalid data.	1	2	-	-
PC5. Arrange the data in the required formats and rectify any errors in the source.	1	2	-	0.5
PC6. Transcribe and input data into the appropriate software and other records.	1	2	-	-
PC7. Utilise features of Excel such as autocomplete, linkages and drop-down menus to enhance efficiency and reduce errors.	1	2	-	0.5
PC8. Maintain files of source documents or other relevant information associated with the entered data.	1	2	-	-
PC9. Update and maintain system records for product categorisation, stock locations, and inventory levels.	1	2	-	0.5
Perform basic data analysis and report management	**12**	**24**	**-**	**3**
PC10. Analyse the data using advanced MS Excel features such as aggregate functions, VLOOKUP and HLOOKUP, pivot tables, INDEX, dashboards, VBA, macros, and other tools for creating comprehensive reports.	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Offer support and maintenance for existing management information systems (MIS), ensuring their optimal functionality and addressing any issues as they arise.	1	2	-	0.5
PC12. Recommend updating the current management information system (MIS) to enhance reporting efficiency, accuracy, and consistency.	1	2	-	-
PC13. Leverage AI technology to make enterprise data accessible to various organisational stakeholders, improving data-driven decision-making and collaboration.	1	2	-	0.5
PC14. Generate reports using tools and software such as ERP (Enterprise Resource Planning), WMS (Warehouse Management System), and other relevant platforms.	1	2	-	-
PC15. Automate and schedule the generation of reports to ensure timely and consistent delivery.	1	2	-	0.5
PC16. Create and distribute management reports accurately and on time, ensuring they meet the required standards and deadlines.	1	2	-	-
PC17. Maintain reports and data, including daily, weekly, and monthly MIS reports, for audit purposes, ensuring they are organised and readily accessible.	1	2	-	0.5
PC18. Identify opportunities to automate report generation, snapshots, and dashboards using advanced formulas, macros, VBA, and other techniques to streamline processes and improve efficiency.	1	2	-	-
PC19. Store the data using an appropriate medium or service, such as a cloud server, to facilitate easy retrieval, secure storage, and efficient analysis.	1	2	-	0.5
PC20. Assist in filing and storing security and backup data files, ensuring they are securely organised and easily retrievable when needed.	1	2	-	-
PC21. Evaluate quality of data, identify errors, ensure data backup and secure storage.	1	2	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Resolve errors and issues	**9**	**18**	**-**	**4.5**
PC22. If the system provides error messages or warnings, review them carefully to analyse the cause of the issue.	1	2	-	-
PC23. Check the entered data for common mistakes, such as typographical errors, incorrect formats, or missing information, and ensure all mandatory fields are completed.	1	2	-	0.5
PC24. Prepare a checklist for repetitive data entry tasks to reduce common errors.	1	2	-	-
PC25. Follow suggested troubleshooting steps or use the message to guide further investigation.	1	2	-	0.5
PC26. Restart the application or the system if needed to clear any temporary glitches.	1	2	-	0.5
PC27. Verify that the file formats, data fields, and input methods are compatible with the software or platform.	1	2	-	0.5
PC28. Examine the logs or history for clues about potential issues (e.g., server errors, system crashes, or failed processes).	1	2	-	0.5
PC29. Obtain help or advice from the supervisor for troubleshooting.	1	1	-	0.5
PC30. Refer the problem to the technical support team and provide them with detailed information about the problem, including any error messages and steps you've taken to troubleshoot.	1	1	-	0.5
PC31. Monitor the problem and keep relevant stakeholders informed about progress or any delays in the process.	-	1	-	0.5
PC32. Record and perform the service request accurately as per organisational processes and policies.	-	1	-	0.5
NOS Total	**30**	**60**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1140
NOS Name	Perform data entry and management
Sector	Logistics
Sub-Sector	
Occupation	Documentation and Reporting, Technology
NSQF Level	4
Credits	3
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

LSC/N1141: Leverage IoT applications for automating data entry

Description

This unit is about applying futuristic technologies, such as voice-to-text, image-to-text, etc., to improve document efficiency and accuracy. This NOS will impart learning and usage of speech recognition software to enhance operations.

Scope

The scope covers the following :

- Perform Data Entry using voice-to-text system
- Perform Data Entry using the image-to-text system
- Perform Data Entry using Automated Document Processing System (Part of Natural Language Processing)
- Ensuring data safety

Elements and Performance Criteria

Perform Data entry using the voice-to-text system

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

PC1. Ensure readiness of the computer for the start of operations.

PC2. Check the power cables and all connections and switch on the computer.

PC3. Complete any software updates (voice-to-text applications) required before the start of operations.

PC4. Properly connect headphones with a mic to the system.

PC5. Conduct audio input checks and configure audio settings to optimise voice-to-text accuracy.

PC6. Practice voice commands and keyboard shortcuts.

PC7. Ensure clear communication with technology.

PC8. Identify errors in transcriptions and edit the transcribed text to maintain clarity.

PC9. Save the completed document in the prescribed format at a specific location/folder so that it can be easily retrieved.

PC10. Ensure the translation work meets the agreed requirements.

Perform Data entry using the image-to-text system

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

PC11. Ensure the computer is ready for operations and check for connections and updates.

PC12. Properly connect necessary devices such as scanner and/or HD camera to the system.

PC13. Test connections to confirm functionality.

PC14. Ensure the drivers for scanners and cameras are updated and functioning properly.

PC15. Conduct image input checks and discard those that do not meet quality standards.

PC16. Configure image settings (for example, resolution, brightness, contrast, etc.) to optimise image-to-text accuracy.

PC17. Practice functions of image-to-text software.

PC18. Familiarise with key features of image-to-text software such as text recognition, image correction, iso noise correction, image restoration and enhancement etc.

PC19. Practice shortcut key functions to enhance efficiency while using image-to-text recognition.

PC20. identify errors in transcriptions and edit the transcribed text to maintain clarity.

PC21. Save the completed document in the prescribed format at a specific location/folder so that it can be easily retrieved.

Perform Data Entry using Automated Document Processing System (Part of Natural Language Processing)

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

PC22. Ensure the computer is ready for operations and check for connections and updates.

PC23. Properly connect necessary devices such as scanner, document reader cum capture device to the system.

PC24. Test connections to confirm functionality.

PC25. Ensure the drivers for scanners and document reader cum capture are updated and functioning properly.

PC26. Conduct image input checks and discard those that do not meet quality standards

PC27. Configure settings in document processing software and adjust parameters such as 'Optical Character Recognition' to optimise accuracy.

PC28. Practice functions of document processing software.

PC29. Practice shortcut key functions to enhance efficiency while using image-to-text recognition.

PC30. identify errors in transcriptions and edit the transcribed text to maintain clarity.

PC31. Save the completed document in the prescribed format at a specific location/folder so that it can be easily retrieved and ensure the translation work meets the agreed requirements.

Perform data entry using IoT user devices

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

PC32. Extract data from IoT devices and sensors, such as GPS trackers, RFID tags, and wearable devices.

PC33. Analyse the IoT-generated auto-captured data for accuracy.

PC34. Organise and input the IoT-generated data into the relevant columns of the Management Information System (MIS) for efficient tracking and analysis.

PC35. Ensure the accurate and up-to-date documentation of IoT user equipment and device operations for proper tracking, maintenance, and troubleshooting.

PC36. Exhibit a thorough understanding of IoT security threats and risks, including potential vulnerabilities, data breaches, unauthorised access, and the importance of securing devices, networks, and data transmissions.

PC37. Maintain strong access control mechanisms to safeguard IoT devices and data.

PC38. Ensure that all data transmitted and stored by IoT devices is encrypted using strong encryption protocols (e.g., AES, TLS) to protect against unauthorised access.

PC39. Update IoT systems and devices regularly with the latest security patches and firmware updates to protect against vulnerabilities.

PC40. Ensure that data collected and used by IoT applications is handled ethically and responsibly by adhering to privacy laws and regulations (e.g., GDPR, CCPA).

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. The principles of speech recognition and its applications.

KU2. The priorities for the usage of voice-to-text and IoT-based software.

KU3. Functionalities of software and hardware systems.

KU4. How to prioritise your workload according to urgency using software and technologies.

KU5. Importance of enhancing operational efficiency.

KU6. The organisation's policies and procedures, especially for dealing with confidential information, and the importance of complying with these.

KU7. The purpose of keeping others updated with the progress of the work.

KU8. Data safety regulations.

KU9. Best practices using mobile devices in-store/warehouse management.

KU10. Role of clear communication.

KU11. Troubleshooting skills.

Generic Skills (GS)

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

GS1. Read instructions, guidelines, procedures, rules and service-level agreements.

GS2. Ask for clarification and advice from line managers.

GS3. Communicate orally with colleagues.

GS4. Make decisions on suitable courses.

GS5. Plan and organise the work to achieve targets and deadlines.

GS6. Agree to objectives and work requirements.

GS7. Deliver consistent and reliable service to customers.

GS8. Communicate clearly with voice-directed systems.

GS9. Refer anomalies to the line manager.

GS10. Seek clarification on problems from others.

GS11. Provide relevant information to others.

GS12. Analyse needs, requirements and dependencies to meet the work requirements.

GS13. Apply judgments to different situations.

GS14. Ensure the work is complete and free from errors.

GS15. Get the work checked by peers.

GS16. Work effectively in a team environment.

GS17. Use information technology effectively to input and extract data accurately.

GS18. Identify and refer to anomalies in data.

GS19. Store and retrieve information.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform Data entry using the voice-to-text system	**10**	**20**	**-**	**2**
PC1. Ensure readiness of the computer for the start of operations.	1	2	-	0.5
PC2. Check the power cables and all connections and switch on the computer.	1	2	-	-
PC3. Complete any software updates (voice-to-text applications) required before the start of operations.	1	2	-	-
PC4. Properly connect headphones with a mic to the system.	1	2	-	0.5
PC5. Conduct audio input checks and configure audio settings to optimise voice-to-text accuracy.	1	2	-	-
PC6. Practice voice commands and keyboard shortcuts.	1	2	-	-
PC7. Ensure clear communication with technology.	1	2	-	0.5
PC8. Identify errors in transcriptions and edit the transcribed text to maintain clarity.	1	2	-	-
PC9. Save the completed document in the prescribed format at a specific location/folder so that it can be easily retrieved.	1	2	-	-
PC10. Ensure the translation work meets the agreed requirements.	1	2	-	0.5
Perform Data entry using the image-to-text system	**11**	**21**	**-**	**2.5**
PC11. Ensure the computer is ready for operations and check for connections and updates.	1	2	-	-
PC12. Properly connect necessary devices such as scanner and/or HD camera to the system.	1	2	-	0.5
PC13. Test connections to confirm functionality.	1	2	-	-
PC14. Ensure the drivers for scanners and cameras are updated and functioning properly.	1	2	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. Conduct image input checks and discard those that do not meet quality standards.	1	2	-	-
PC16. Configure image settings (for example, resolution, brightness, contrast, etc.) to optimise image-to-text accuracy.	1	2	-	-
PC17. Practice functions of image-to-text software.	1	2	-	0.5
PC18. Familiarise with key features of image-to-text software such as text recognition, image correction, iso noise correction, image restoration and enhancement etc.	1	2	-	-
PC19. Practice shortcut key functions to enhance efficiency while using image-to-text recognition.	1	2	-	0.5
PC20. identify errors in transcriptions and edit the transcribed text to maintain clarity.	1	2	-	-
PC21. Save the completed document in the prescribed format at a specific location/folder so that it can be easily retrieved.	1	1	-	0.5
Perform Data Entry using Automated Document Processing System (Part of Natural Language Processing)	**5**	**10**	**-**	**3**
PC22. Ensure the computer is ready for operations and check for connections and updates.	-	1	-	0.5
PC23. Properly connect necessary devices such as scanner, document reader cum capture device to the system.	1	1	-	-
PC24. Test connections to confirm functionality.	-	1	-	0.5
PC25. Ensure the drivers for scanners and document reader cum capture are updated and functioning properly.	1	1	-	-
PC26. Conduct image input checks and discard those that do not meet quality standards	-	1	-	0.5
PC27. Configure settings in document processing software and adjust parameters such as 'Optical Character Recognition' to optimise accuracy.	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC28. Practice functions of document processing software.	-	1	-	0.5
PC29. Practice shortcut key functions to enhance efficiency while using image-to-text recognition.	1	1	-	0.5
PC30. identify errors in transcriptions and edit the transcribed text to maintain clarity.	-	1	-	-
PC31. Save the completed document in the prescribed format at a specific location/folder so that it can be easily retrieved and ensure the translation work meets the agreed requirements.	1	1	-	0.5
Perform data entry using IoT user devices	**4**	**9**	**-**	**2.5**
PC32. Extract data from IoT devices and sensors, such as GPS trackers, RFID tags, and wearable devices.	-	1	-	0.5
PC33. Analyse the IoT-generated auto-captured data for accuracy.	1	1	-	-
PC34. Organise and input the IoT-generated data into the relevant columns of the Management Information System (MIS) for efficient tracking and analysis.	-	1	-	0.5
PC35. Ensure the accurate and up-to-date documentation of IoT user equipment and device operations for proper tracking, maintenance, and troubleshooting.	1	1	-	0.5
PC36. Exhibit a thorough understanding of IoT security threats and risks, including potential vulnerabilities, data breaches, unauthorised access, and the importance of securing devices, networks, and data transmissions.	-	1	-	-
PC37. Maintain strong access control mechanisms to safeguard IoT devices and data.	1	1	-	0.5
PC38. Ensure that all data transmitted and stored by IoT devices is encrypted using strong encryption protocols (e.g., AES, TLS) to protect against unauthorised access.	-	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC39. Update IoT systems and devices regularly with the latest security patches and firmware updates to protect against vulnerabilities.	1	1	-	0.5
PC40. Ensure that data collected and used by IoT applications is handled ethically and responsibly by adhering to privacy laws and regulations (e.g., GDPR, CCPA).	-	1	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1141
NOS Name	Leverage IoT applications for automating data entry
Sector	Logistics
Sub-Sector	
Occupation	Documentation and Reporting, Technology
NSQF Level	4
Credits	3
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Qualification Pack

LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Follow health, safety and security measures during all activities

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

PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.

PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.

PC3. Follow organisation procedures concerning documentation.

PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

Maintain a healthy and hygienic workplace

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

PC5. Ensure that the work area and supplies are organised and cleaned regularly.

PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.

PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.

PC8. Undertake periodical preventive health check-ups.

PC9. Participate in fire drills and follow 5S at workplace.

Handle emergency situations

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

PC10. Act immediately during emergencies and move to safety.

PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.

PC12. In case of fire, follow fire safety practices taught during fire drills.

PC13. Follow procedures to rescue victims of fire without endangering self.

Maintain integrity and ensure data security

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

PC14. Refrain from indulging in corrupt practices.

PC15. Protect customers' information and ensure acquired information is not used for personal advantage.

PC16. 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:

PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.

PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.

PC19. Consult senior management when in an ethical dilemma.

Ensure regulatory compliance

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

PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.

PC21. Coordinate with regulatory authorities and assist in inspections and clearances.

PC22. Report any issues with regulatory compliance.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Company's policies on the use of language, Human Resources policies, code of ethics and business

KU2. Company's whistle-blower policy and rules related to sexual harassment

KU3. Company's reporting structure and documentation policy

KU4. Principles of code of ethics and business ethics

KU5. Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole

KU6. The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices

KU7. Relevant Occupational Health and Safety (OHS) regulations

KU8. Enterprise /site emergency procedures and techniques

KU9. Procedures for recording, reporting and maintenance of workplace safety and hygiene

KU10. Health and safety hazards commonly present in the work environment and related precautions

KU11. Possible causes of risk, hazard or accident in the workplace

KU12. Where to find all the general health and safety equipment in the workplace

KU13. Various dangers associated with the use of electrical equipment

KU14. Preventative and remedial actions to be taken in the case of exposure to toxic materials

KU15. Importance of using protective clothing/equipment while working

KU16. Various causes of fire and precautionary activities to prevent the fire accident

KU17. Different methods of extinguishing fire and techniques of using the different fire extinguishers

KU18. Rescue techniques applied during a fire hazard and safe lifting and carrying practices

KU19. Various types of safety signs and their meaning

KU20. Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

Generic Skills (GS)

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

GS1. Read policy documents, work-related documents, various acts and regulations

GS2. Write instructions, communications to internal staff, emails and letters, and reports

GS3. Interact with internal and external stakeholders

GS4. Communicate with peers and subordinates

GS5. Take appropriate action in a vulnerable situation

GS6. Identify breaches and take necessary actions

GS7. Identify the documentary requirement for a specific product or regulation and take necessary action

GS8. Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company

GS9. Plan and organise training sessions and sensitisation sessions for workforce

GS10. Plan review meetings to monitor compliance with ethics and regulations

GS11. Prevent company and customer information leakage

GS12. Provide proper advice or guidance to colleagues to deal with sensitive issues

GS13. Suggest solutions to managers and workers when in an ethical dilemma

GS14. Identify conflict of interests and take necessary actions

GS15. Review reports to identify common trends of defaults

GS16. Conduct a review to analyse the reasons for the default

GS17. Check that all regulatory compliances are adhered to

GS18. Check that any unethical behaviour gets captured before damage or negative impact happens

GS19. Write Health and safety compliance report

GS20. Interpret general health and safety guidelines

GS21. Communicate general health and safety guidelines to co-workers

GS22. Decide on the corrective action to be taken in case of any potential hazards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow health, safety and security measures during all activities	**6**	**10**	**-**	**2**
PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
PC3. Follow organisation procedures concerning documentation.	1	2	-	-
PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
Maintain a healthy and hygienic workplace	**5**	**14**	**-**	**3**
PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
PC8. Undertake periodical preventive health check-ups.	1	3	-	1
PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
Handle emergency situations	**6**	**9**	**-**	**2**
PC10. Act immediately during emergencies and move to safety.	2	2	-	1
PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
Maintain integrity and ensure data security	**4**	**8**	**-**	**-**
PC14. Refrain from indulging in corrupt practices.	2	3	-	-
PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
Professional and ethical practice	**4**	**8**	**-**	**1**
PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
Ensure regulatory compliance	**5**	**11**	**-**	**2**
PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
PC22. Report any issues with regulatory compliance.	2	4	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9911
NOS Name	Follow health, safety, security procedures and maintain integrity, ethics at workplace
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	1
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

DGT/VSQ/N0101: Employability Skills (30 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
- 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.   understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

PC2.   identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3.   explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4.   speak with others using some basic English phrases or sentences

Communication Skills

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

PC5.   follow good manners while communicating with others
PC6.   work with others in a team

Diversity & Inclusion

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

PC7.   communicate and behave appropriately with all genders and PwD

PC8.   report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9.   use various financial products and services safely and securely

PC10.   calculate income, expenses, savings etc.

PC11.   approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12.   operate digital devices and use its features and applications securely and safely

PC13.   use internet and social media platforms securely and safely

Entrepreneurship

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

PC14.   identify and assess opportunities for potential business

PC15.   identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16.   identify different types of customers

PC17.   identify customer needs and address them appropriately

PC18.   follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19.   create a basic biodata

PC20.   search for suitable jobs and apply

PC21.   identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   need for employability skills

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 basic spoken English language

KU6.   Do and dont of effective communication

KU7.   inclusivity and its importance

KU8.   different types of disabilities and appropriate communication and behaviour towards PwD

KU9.   different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

KU12. different legal rights and laws

KU13. how to operate digital devices and applications safely and securely

KU14. ways to identify business opportunities

KU15. types of customers and their needs

KU16. how to apply for a job and prepare for an interview

KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. communicate effectively using appropriate language

GS2. behave politely and appropriately with all

GS3. perform basic calculations

GS4. solve problems effectively

GS5. be careful and attentive at work

GS6. use time effectively

GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	**4**	**6**	**-**	**-**
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**1**	**3**	**-**	**-**
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	18/11/2028
NSQC Clearance Date	16/12/2025

TEL/N6608: Analyze Data using AI Tools and Utilize data in Business Productivity

Description

This OS unit is about analyzing business data using the relevant AI tools to draw helpful insights and conclusions to inform business decision-making. It also covers assisting in implementing the appropriate solutions for business improvement.

Scope

The scope covers the following :

- Carry out data analysis using AI tools
- Prepare the relevant reports
- Assist in business improvement

Elements and Performance Criteria

Carry out data analysis using AI tools

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

PC1. determine the best attributes for the data model and build an algorithm to answer the relevant business queries effectively

PC2. carry out the Extract, Transform and Load (ETL) data process automatically using augmented analytics to get data ready for analysis

PC3. commission and decommission data sets as per the requirements

PC4. use augmented analytics for automatic data processing and deriving the appropriate insights

PC5. analyses the relevant local, national, and global trends that impact both the organization and the industry

PC6. use the relevant AI-based statistical tools to identify, analyses, and interpret patterns, trends, and actionable insights in large and complex data sets

PC7. analyses the past and present data as part of Business Intelligence (BI) to identify ways to deliver insights faster and help conduct business efficiently

PC8. use NLQ and NLG to query the data in machine language, and derive meaningful results and insights in the form of easy-to-understand language

Prepare the relevant reports

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

PC9. utilize augmented analytics to prepare relevant reports automatically with the insights derived through data analysis, along with solutions to existing business issues and predictions

PC10. ensure the reports state the relevant trends, patterns, predictions, and conclusions

PC11. assist the stakeholders in understanding the final analysis reports to enable them to take critical decisions based on various facts and trends

Assist in business improvement

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

PC12. co-ordinate with programmers, engineers, and other stakeholders to identify process improvement opportunities

PC13. identify the required system modifications, and assist in devising data governance strategies

PC14. assist in implementing and monitoring the business solutions identified for business improvement based on data analysis

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the benefits and application of augmented analytics or AI-driven analytics

KU2. the benefits of using data analytics, such as identification of new business opportunities, achieving improved operational efficiency, conducting more effective marketing campaigns, and providing customers with high-quality customer service

KU3. use of predictive analytics to predict what might happen, basing the predictions on historical data and relying on human interaction to query data, validate patterns, create and then test assumptions

KU4. use of AI machine learning to make assumptions, reassess models, and reevaluate data

KU5. how AI helps in the effective analysis of quantifiable data, such as statistics and numbers

KU6. the benefits and application of data analytics in marketing programs and business intelligence efforts

KU7. how AI technologies extract insights and patterns from large sets of data that can be used to make relevant predictions

KU8. how machine learning algorithms help automate the process of data analysis, generating insights quickly

KU9. how augmented analytics translates a query in natural language into machine language, generates meaningful results and insights, and presents them in easy-to-understand language

KU10. how querying data feature enables professionals to analyze data deeply

KU11. the benefit of using augmented analytics, such as the ability to query data and use of BI tools without any technical expertise

KU12. how the ETL data process is carried out automatically using augmented analytics

KU13. how to use AI technology to assess the quality and meaning of data

KU14. the process of using augmented analytics for automatic data processing and deriving the appropriate insights

KU15. how to use the relevant AI-based statistical tools to identify, analyze, and interpret patterns, trends, and actionable insights in large and complex data sets

KU16. how Business Intelligence (BI) helps identify ways to deliver insights faster and conduct business efficiently

KU17. the process of using NLQ and NLG to query the data in machine language and derive meaningful results and insights in the form of easy-to-understand language

KU18. the use of augmented analytics to prepare relevant reports automatically with the insights derived through data analysis, along with solutions to existing business issues and predictions

KU19. the process of using the data analysis reports making critical business decisions

KU20. the importance of coordinating with relevant stakeholders to identify process improvement opportunities and implementing the improvements

Generic Skills (GS)

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

GS1. maintain work related records

GS2. read the relevant guides and literature to get the latest information about the field of work

GS3. communicate clearly and politely

GS4. listen attentively to understand the instruction

GS5. plan and priorities tasks to ensure timely completion

GS6. identify appropriate solutions to work related issues

GS7. take quick decisions in case of an emergency/accident

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Carry out data analysis using AI tools	**15**	**33**	**-**	**8**
PC1. determine the best attributes for the data model and build an algorithm to answer the relevant business queries effectively	1	4	-	1
PC2. carry out the Extract, Transform and Load (ETL) data process automatically using augmented analytics to get data ready for analysis	2	6	-	1
PC3. commission and decommission data sets as per the requirements	2	2	-	1
PC4. use augmented analytics for automatic data processing and deriving the appropriate insights	2	3	-	1
PC5. analyses the relevant local, national, and global trends that impact both the organization and the industry	2	3	-	1
PC6. use the relevant AI-based statistical tools to identify, analyses, and interpret patterns, trends, and actionable insights in large and complex data sets	2	4	-	1
PC7. analyses the past and present data as part of Business Intelligence (BI) to identify ways to deliver insights faster and help conduct business efficiently	2	5	-	1
PC8. use NLQ and NLG to query the data in machine language, and derive meaningful results and insights in the form of easy-to-understand language	2	6	-	1
Prepare the relevant reports	**5**	**12**	**-**	**3**
PC9. utilize augmented analytics to prepare relevant reports automatically with the insights derived through data analysis, along with solutions to existing business issues and predictions	2	5	-	1
PC10. ensure the reports state the relevant trends, patterns, predictions, and conclusions	1	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. assist the stakeholders in understanding the final analysis reports to enable them to take critical decisions based on various facts and trends	2	4	-	1
Assist in business improvement	**5**	**15**	**-**	**4**
PC12. co-ordinate with programmers, engineers, and other stakeholders to identify process improvement opportunities	2	5	-	1
PC13. identify the required system modifications, and assist in devising data governance strategies	2	6	-	1
PC14. assist in implementing and monitoring the business solutions identified for business improvement based on data analysis	1	4	-	2
NOS Total	**25**	**60**	**-**	**15**

National Occupational Standards (NOS) Parameters

NOS Code	TEL/N6608
NOS Name	Analyze Data using AI Tools and Utilize data in Business Productivity
Sector	Telecom
Sub-Sector	Network Managed Services
Occupation	Data Handling – Network Managed Services
NSQF Level	4
Credits	6
Version	2.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.

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

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training 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 these criteria.

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

6. In case of unsuccessful completion, the trainee may seek reassessment 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.)

Minimum Passing % at NOS Level: 50

(**Please note**: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2301.Prepare for Operations	30	60	-	10	100	20
LSC/N1139.Carry Out Documentation	30	60	-	10	100	20
LSC/N1140.Perform data entry and management	30	60	-	10	100	20
LSC/N1141.Leverage IoT applications for automating data entry	30	60	-	10	100	20
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**170**	**330**	**-**	**50**	**550**	**100**

Optional: 1 Analyse Data using AI Tools and Utilise data in Business Productivity

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
TEL/N6608.Analyze Data using AI Tools and Utilize data in Business Productivity	25	60	-	15	100	0

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	**25**	**60**	**-**	**15**	**100**	**0**

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.