Qualification Pack



Warehouse Picker

QP Code: LSC/Q2102

Version: 2.0

NSQF Level: 3

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LSC/Q2102: Warehouse Picker

Brief Job Description

Warehouse Picker in the Logistics industry is also known as Picker, Floor Staff, Warehouse Associate. Individuals in this role need to pick items from storage. Individuals are responsible for picking items according to an inventory list. Additional responsibilities could at times include loading and unloading cargo, labeling, re-packaging items and documenting cargo that has been moved. The difference in tasks performed under the picker role thus varies according to the volume of operations, however the core function of the role is to pick items from storage and ensure they are ready to be sent out.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N2104: To Carry Out Housekeeping
2. LSC/N2108: Prepare For Picking
3. LSC/N2109: Perform Picking
4. LSC/N2110: Perform Post Picking Activities

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2004/413.00

Minimum Educational Qualification & Experience	10th Class OR 8th Class (+ 2 years of ITI) OR 8th Class (+ 1 year of ITI) with 1 Year of experience relevant experience OR Certificate-NSQF (Loader/ Unloader - level 2/ Kitting and Labelling Executive - level 2) with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Trained in picking and packing techniques
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	2.0

LSC/N2104: To Carry Out Housekeeping

Description

This unit is about carrying out housekeeping activities

Scope

This unit/task covers the following:

Elements and Performance Criteria

Preparing for housekeeping activities

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

PC1. inspect the area while taking into account various surfaces

PC2. identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain

PC3. ensure that the cleaning equipment is in proper working condition

PC4. select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person

PC5. plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces

PC6. inform the affected people about the cleaning activity

PC7. display the appropriate signage for the work being conducted

PC8. ensure that there is adequate ventilation for the work being carried out

PC9. wear the personal protective equipment required for the cleaning method and materials being used

Carry out Housekeeping

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

PC10. use the correct cleaning method for the work area, type of soiling and surface

PC11. carry out cleaning activity without disturbing others

PC12. deal with accidental damage, if any, caused while carrying out the work

PC13. report to the appropriate person any difficulties in carrying out your work

PC14. identify and report to the appropriate person any additional cleaning required that is outside ones responsibility or skill

Post housekeeping activities

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

PC15. ensure that there is no oily substance on the floor to avoid slippage

PC16. ensure that no scrap material is lying around

PC17. maintain and store housekeeping equipment and supplies

PC18. follow workplace procedures to deal with any accidental damage caused during the cleaning process

PC19. ensure that, on completion of the work, the area is left clean and dry and meets requirements

PC20. return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored

PC21. dispose the waste garnered from the activity in an appropriate manner

PC22. dispose of used and un-used solutions according to manufacturers instructions, and clean the equipment thoroughly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the levels of hygiene required by workplace and why it is important to maintain them during your work

KU2. how to inspect a work area to decide what cleaning it needs

KU3. methods and materials that used for cleaning variety of surfaces kb4

KU4. the types of cleansing agents that are not to be mixed together

KU5. the correct method for cleaning equipment and/or machinery used during your work

KU6. the importance of personal protective equipment

KU7. appropriate personal protective equipment for the work area,cleaning equipment, tools, materials and chemicals used

KU8. the correct sequence for cleaning the work area

KU9. the time taken by the treatment to work

KU10. the importance of following manufacturer's instructions on cleaning agents

KU11. the most appropriate place to carry out test cleans and why this should be done before applying treatments

KU12. the importance of applying treatments evenly and the effect of not doing this

KU13. process of cleaning the surfaces without causing injury or damage

KU14. the method to check the treated surface and equipment on completion of cleaning

KU15. procedures for reporting any unidentified soiling

KU16. procedures for disposing off waste

KU17. procedures for disposing off or storing personal protective equipment

KU18. escalation procedures for soils or stains that could not be removed

Generic Skills (GS)

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

GS1. construct simple sentences and express ideas clearly through written communication

GS2. fill up appropriate technical forms, process charts, activity logs in required format of the company

GS3. write simple letters, mails, etc

GS4. read and understand manuals, health and safety instructions, memos, reports etc

GS5. read images, graphs, diagrams

GS6. understand the various color codes, as per company nomenclature

GS7. express statements, opinions or information clearly so that others can hear and understand

GS8. participate in and understand the main points of simple discussions
GS9. respond appropriately to any queries
GS10. communicate with supervisor
GS11. handle cleaning equipment
GS12. handle cleaning agents
GS13. handle scrap
GS14. handle chemicals and other material
GS15. select the appropriate cleaning compound for different jobs, sections of the shop floor
GS16. suggest improvements(if any) in process based on experience

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Preparing for housekeeping activities	**16**	**24**	**-**	**-**
PC1. inspect the area while taking into account various surfaces	1	3	-	-
PC2. identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain	1	3	-	-
PC3. ensure that the cleaning equipment is in proper working condition	2	3	-	-
PC4. select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person	2	3	-	-
PC5. plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces	2	2	-	-
PC6. inform the affected people about the cleaning activity	2	2	-	-
PC7. display the appropriate signage for the work being conducted	2	2	-	-
PC8. ensure that there is adequate ventilation for the work being carried out	2	3	-	-
PC9. wear the personal protective equipment required for the cleaning method and materials being used	2	3	-	-
Carry out Housekeeping	**10**	**15**	**-**	**-**
PC10. use the correct cleaning method for the work area, type of soiling and surface	2	3	-	-
PC11. carry out cleaning activity without disturbing others	2	3	-	-
PC12. deal with accidental damage, if any, caused while carrying out the work	2	3	-	-
PC13. report to the appropriate person any difficulties in carrying out your work	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. identify and report to the appropriate person any additional cleaning required that is outside ones responsibility or skill	2	3	-	-
Post housekeeping activities	**14**	**21**	**-**	**-**
PC15. ensure that there is no oily substance on the floor to avoid slippage	2	3	-	-
PC16. ensure that no scrap material is lying around	2	3	-	-
PC17. maintain and store housekeeping equipment and supplies	2	3	-	-
PC18. follow workplace procedures to deal with any accidental damage caused during the cleaning process	2	3	-	-
PC19. ensure that, on completion of the work, the area is left clean and dry and meets requirements	2	3	-	-
PC20. return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	2	3	-	-
PC21. dispose the waste garnered from the activity in an appropriate manner	2	3	-	-
PC22. dispose of used and un-used solutions according to manufacturers instructions, and clean the equipment thoroughly	-	-	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2104
NOS Name	To Carry Out Housekeeping
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2014
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

LSC/N2108: Prepare For Picking

Description

This unit is about preparing for picking

Scope

This OS unit/task covers the following:

- Receive pick list and task schedule
- Obtain details on labels for items to be picked
- Safety, Security and Maintenance aspects

Elements and Performance Criteria

Receive Pick list and task schedule

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

PC1. ensure reception of task schedule from supervisor and pick list from customer/company side/ supervisor

PC2. check the documents for any typos or errors and inform supervisor of any discrepancies

Obtain details on labels for items to be picked

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

PC3. obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked if required

PC4. verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes

Safety, Security and Maintenance

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

PC5. comply with safety regulations and procedures in case of fire hazards, biohazards, etc.

PC6. wear all safety equipment including protective gear, helmets etc.

PC7. follow organization procedures with respect to security, materials handling and accidents

PC8. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel

PC9. park or handover pallet trolleys/carts in case of shift breaks to authorized personnel

PC10. adhere to security regulations of the company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. procedure for obtaining pick list and generating labels

KU2. stock recording systems and procedures

KU3. knowledge of organizational procedures

KU4. role and responsibilities of colleagues on the shop floor

KU5. procedures for dealing with loss or damage to goods
KU6. risk and impact of not following defined procedures/work instructions
KU7. nature and characteristics of goods being picked
KU8. knowledge of all storage areas in the warehous
KU9. knowledge of client and products handled
KU10. knowledge of all relevant legal, safety and security procedures
KU11. the types of goods being picked or handled
KU12. the various kinds of sizes and appropriate storage methods for products
KU13. usage of stock recording procedures/method
KU14. types of workplace hazards that one can encounter on the job
KU15. how to handle the different equipment for picking goods such as picking trolley, hand pallet trucks etc.

Generic Skills (GS)

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

GS1. fill in appropriate forms for any accidents/damages
GS2. re-write illegible labels in case required
GS3. read labels and understand the codes as per company manuals/operating procedure
GS4. read and understand safety instructions/labels such as fragile or heavy
GS5. communicate with supervisors and peers
GS6. provide advice and guidance to juniors and peers
GS7. determine items that are damaged/require replacement
GS8. adjust according to volume, capacity and manpower needs during peak and non-peak hours
GS9. Prioritize and execute tasks within the scheduled time limits
GS10. Suggest methods to improve efficiency of Picking process
GS11. Identify errors/damages during Picking process
GS12. Identify solutions for minor issues that delay the picking process
GS13. Ability to identify products required to be picked
GS14. Ability to assess the products that require further packing
GS15. basic mathematical operations such as addition, subtraction, multiplication and division
GS16. ability to concentrate on task at hand and complete it without errors
GS17. maintain integrity with respect to company property and time
GS18. communicate with people in a form and manner and using language that is open and respectful
GS19. resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust
GS20. take responsibility for completing ones own work assignment
GS21. take initiative to enhance/learn skills in ones area of work
GS22. learn from experience in a range of settings and scenarios
GS23. reflect and act upon ones learning

GS24. be open to new ideas and ways of doing things

GS25. develop personal goals in alignment with organization and work towards achieving set targets

GS26. avoid absenteeism

GS27. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS28. work in a disciplined environment

GS29. be punctual

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Receive Pick list and task schedule	**10**	**30**	**-**	**-**
PC1. ensure reception of task schedule from supervisor and pick list from customer/company side/ supervisor	5	15	-	-
PC2. check the documents for any typos or errors and inform supervisor of any discrepancies	5	15	-	-
Obtain details on labels for items to be picked	**10**	**20**	**-**	**-**
PC3. obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked if required	5	10	-	-
PC4. verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes	5	10	-	-
Safety, Security and Maintenance	**10**	**20**	**-**	**-**
PC5. comply with safety regulations and procedures in case of fire hazards, biohazards, etc.	5	5	-	-
PC6. wear all safety equipment including protective gear, helmets etc.	1	3	-	-
PC7. follow organization procedures with respect to security, materials handling and accidents	1	3	-	-
PC8. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel	1	3	-	-
PC9. park or handover pallet trolleys/carts in case of shift breaks to authorized personnel	1	3	-	-
PC10. adhere to security regulations of the company	1	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2108
NOS Name	Prepare For Picking
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2014
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

LSC/N2109: Perform Picking

Description

This OS unit is about performing picking of goods that will go out of the warehouse

Scope

The unit/ task covers the following:

- Locating the storage bays according to the task schedule and pick list
- Picking the packages as per the pick list
- Safety, Security and Maintenance aspects

Elements and Performance Criteria

Locating the storage bays according to the task schedule and pick list

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

PC1. ensure items on the pick list are for the right warehouse/storage area

PC2. locate the appropriate storage bays for items on pick list

PC3. locate the appropriate storage shelves and locate items to be picked

PC4. check if goods require any further packing and hand over the same to packer and collect once packing completed

PC5. if required obtain supervisors approval for handing over goods to packer

Picking the packages as per the pick list

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

PC6. apply picking methods specified by the organizational procedure for the type of goods and volume of goods to be picked

PC7. perform picking- by removing goods from the appropriate shelves, storage space into containers or pallets to prepare for loading

PC8. verify all items are labeled and packed appropriately

PC9. identify any errors occurring during the inbound picking/storage process such as damages and misplaced items

PC10. notify the supervisor of any damages for potential fixes

PC11. notify administration for any additional orders that need to be placed to replace misplaced/irreparable items

PC12. incase number of items are less than required report to supervisor immediately and halt picking till issue is resolved

PC13. verify all items on the pick list are picked and are in deliverable condition

PC14. fill out appropriate administrative forms as required by the company in case of accidents, damages, errors etc

Safety, Security and Maintenance

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

PC15. comply with safety regulations and procedures in case of fire hazards, biohazards, etc

PC16. wear all safety equipment including protective gear, helmets etc.

PC17. follow organization procedures with respect to security, materials handling and accidents
PC18. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel
PC19. adhere to security regulations of the company

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. stock recording systems and procedures
KU2. knowledge of organizational procedures
KU3. role and responsibilities of colleagues on the shop floor
KU4. procedures for dealing with loss or damage to goods
KU5. risk and impact of not following defined procedures/work instructions
KU6. nature and characteristics of goods being picked
KU7. knowledge of all storage areas in the warehouse
KU8. knowledge of client and products handled
KU9. knowledge of all relevant legal, safety and security procedures
KU10. organization procedure for handling different types of goods such as fragile, heavy, loose etc
KU11. roles and responsibilities of different colleagues on the shop floor
KU12. procedures for dealing with loss of damage to goods
KU13. risk and impact of not following defined procedures/work instructions
KU14. escalation matrix for reporting identified problems
KU15. implications of poor performance/high rate of accidents/slow rate of picking
KU16. the types of goods being picked or handled
KU17. the various kinds of sizes and appropriate storage methods for productis
KU18. application of various picking techniques that can be used according to the types of storage situations
KU19. usage of stock recording procedures/methods
KU20. types of workplace hazards that one can encounter on the job
KU21. how to handle the different equipment for picking goods such as picking trolley, hand pallet trucks etc.
KU22. company codes/labels for storage bays and goods

Generic Skills (GS)

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

GS1. fill in appropriate forms and documents
GS2. re-write illegible labels in case required
GS3. read labels and understand the codes as per company procedures
GS4. read and understand handling instructions/labels such as fragile or heavy
GS5. read and understand companys safety and operating procedures

GS6. communicate clearly with supervisors and peers
GS7. provide advice and guidance to peers & juniors
GS8. determine items that are damaged/require replacement
GS9. adjust according to volume, capacity and manpower needs during peak and non-peak hours
GS10. prioritize and execute tasks within the scheduled time limits
GS11. suggest methods to improve efficiency of picking process
GS12. identify errors/damages during picking process
GS13. identify solutions for minor issues that delay the picking process
GS14. ability to identify products required to be picked
GS15. ability to assess the products that require further packing
GS16. basic mathematical operations such as addition, subtraction, multiplication and division
GS17. ability to concentrate on task at hand and complete it without errors
GS18. maintain integrity with respect to company property and time
GS19. communicate with people in a form and manner and using language that is open and respectful
GS20. resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust
GS21. take responsibility for completing ones own work assignment
GS22. take initiative to enhance/learn skills in ones area of work
GS23. learn from experience in a range of settings and scenarios
GS24. reflect and act upon ones learning
GS25. be open to new ideas and ways of doing things
GS26. develop personal goals in alignment with organization and work towards achieving set targets
GS27. avoid absenteeism
GS28. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
GS29. work in a disciplined environment
GS30. be punctual

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Locating the storage bays according to the task schedule and pick list	**6**	**19**	**-**	**-**
PC1. ensure items on the pick list are for the right warehouse/storage area	2	3	-	-
PC2. locate the appropriate storage bays for items on pick list	1	4	-	-
PC3. locate the appropriate storage shelves and locate items to be picked	1	4	-	-
PC4. check if goods require any further packing and hand over the same to packer and collect once packing completed	1	4	-	-
PC5. if required obtain supervisors approval for handing over goods to packer	1	4	-	-
Picking the packages as per the pick list	**11**	**34**	**-**	**-**
PC6. apply picking methods specified by the organizational procedure for the type of goods and volume of goods to be picked	1	4	-	-
PC7. perform picking- by removing goods from the appropriate shelves, storage space into containers or pallets to prepare for loading	1	4	-	-
PC8. verify all items are labeled and packed appropriately	1	4	-	-
PC9. identify any errors occurring during the inbound picking/storage process such as damages and misplaced items	2	3	-	-
PC10. notify the supervisor of any damages for potential fixes	1	4	-	-
PC11. notify administration for any additional orders that need to be placed to replace misplaced/irreparable items	1	4	-	-
PC12. incase number of items are less than required report to supervisor immediately and halt picking till issue is resolved	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. verify all items on the pick list are picked and are in deliverable condition	2	3	-	-
PC14. fill out appropriate administrative forms as required by the company in case of accidents, damages, errors etc	1	4	-	-
Safety, Security and Maintenance	**13**	**17**	**-**	**-**
PC15. comply with safety regulations and procedures in case of fire hazards, biohazards, etc	5	5	-	-
PC16. wear all safety equipment including protective gear, helmets etc.	2	3	-	-
PC17. follow organization procedures with respect to security, materials handling and accidents	2	3	-	-
PC18. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel	2	3	-	-
PC19. adhere to security regulations of the company	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2109
NOS Name	Perform Picking
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2014
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

LSC/N2110: Perform Post Picking Activities

Description

This unit is about performing post picking activities

Scope

The OS unit/task covers the following:

- Checking picked items for errors
- Identify items that require additional packing
- Assist with loading and Report status of Inventory picked to supervisor
- Safety, Security and Maintenance aspects

Elements and Performance Criteria

Checking picked items for errors

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

PC1. identify any errors/discrepancies in items picked such as damages or misplacement

PC2. notify supervisor of any damages for those items that need fixes

PC3. notify administration for any additional orders that need to placed to replace misplaced/irreparable items

Identify items that require additional packing

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

PC4. identify items that require further packing

PC5. determine type of packing required for item according to nature such as wooden packing, carton etc

PC6. hand over items for packing to relevant personnel

PC7. label items according to pick list requirements

Assist with Loading and report status of inventory picked to supervisor

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

PC8. assist with loading items into transportation truck or loading bay if applicable/necessary

PC9. report the status of inventory that has been damaged/misplaced

PC10. report the status of inventory that has been successfully picked and stored

PC11. inform the supervisor of any difficulties due to task loads or time limits

PC12. fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking

PC13. record the inventory details reported in the individual log books

Safety, Security and Maintenance

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

PC14. comply with safety regulations and procedures in case of fire hazards, biohazards, etc

PC15. wear all safety equipment including protective gear, helmets etc

PC16. follow organization procedures with respect to security, materials handling and accidents

PC17. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel

PC18. park or handover pallet trolleys/carts in case of shift breaks to authorized personnel

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures for stock recording and picking

KU2. recognize types of items that require packing

KU3. different methods of recording information

KU4. various documents that need to be maintained

KU5. company procedure for filling/maintaining up the documents

KU6. procedures for reporting to the appropriate authority

KU7. procedures for recording damage, breakages etc

KU8. reporting incidents where standard operating procedures are not followed

KU9. the importance of complete and accurate documentation

KU10. roles and responsibilities of different colleagues on the shop floor

KU11. risk and impact of not following defined procedures/work instructions

KU12. escalation matrix for reporting identified problems

KU13. types of organizational documentation regarding codes followed, processcharts, operating procedures etc. and importance of the same

KU14. the types of goods being handled

KU15. the various kinds of packing for items according to their type

KU16. application of various methods of pre-packing for goods

KU17. how to identify damages to goods and potential fixes

KU18. usage of stock recording systems

KU19. types of workplace hazards that one can encounter on the job

KU20. company codes/labels for storage bays and goods

Generic Skills (GS)

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

GS1. fill in appropriate forms for any accidents/damages

GS2. re-write illegible labels in case required

GS3. read labels and understand the codes as per company manuals/operating procedure

GS4. read and understand safety instructions/labels such as fragile or heavy

GS5. communicate with supervisors and peers

GS6. provide advice and guidance to juniors and peers

GS7. prioritize and execute tasks within the scheduled time limits

GS8. suggest methods to improve efficiency of picking process

GS9. identify errors/damages during picking process

GS10. prioritize and execute tasks within the scheduled time limits
GS11. suggest methods to improve efficiency of picking process
GS12. identify errors/damages during picking process
GS13. identify solutions for minor issues that delay the picking process
GS14. ability to identify products required to be picked
GS15. ability to assess the products that require further packing
GS16. basic mathematical operations such as addition, subtraction, multiplication and division
GS17. ability to concentrate on task at hand and complete it without errors
GS18. maintain integrity with respect to company property and time
GS19. communicate with people in a form and manner and using language that is open and respectful
GS20. resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust
GS21. take responsibility for completing ones own work assignment
GS22. take initiative to enhance/learn skills in ones area of work
GS23. learn from experience in a range of settings and scenarios
GS24. reflect and act upon ones learning
GS25. be open to new ideas and ways of doing things
GS26. develop personal goals in alignment with organization and work towards achieving set targets
GS27. avoid absenteeism
GS28. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
GS29. work in a disciplined environment
GS30. be punctual

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Checking picked items for errors	**6**	**14**	**-**	**-**
PC1. identify any errors/discrepancies in items picked such as damages or misplacement	4	6	-	-
PC2. notify supervisor of any damages for those items that need fixes	1	4	-	-
PC3. notify administration for any additional orders that need to placed to replace misplaced/irreparable items	1	4	-	-
Identify items that require additional packing	**5**	**15**	**-**	**-**
PC4. identify items that require further packing	2	3	-	-
PC5. determine type of packing required for item according to nature such as wooden packing, carton etc	1	4	-	-
PC6. hand over items for packing to relevant personnel	1	4	-	-
PC7. label items according to pick list requirements	1	4	-	-
Assist with Loading and report status of inventory picked to supervisor	**6**	**24**	**-**	**-**
PC8. assist with loading items into transportation truck or loading bay if applicable/necessary	1	4	-	-
PC9. report the status of inventory that has been damaged/misplaced	1	4	-	-
PC10. report the status of inventory that has been successfully picked and stored	1	4	-	-
PC11. inform the supervisor of any difficulties due to task loads or time limits	1	4	-	-
PC12. fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking	1	4	-	-
PC13. record the inventory details reported in the individual log books	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Safety, Security and Maintenance	**13**	**17**	**-**	**-**
PC14. comply with safety regulations and procedures in case of fire hazards, biohazards, etc	5	5	-	-
PC15. wear all safety equipment including protective gear, helmets etc	2	3	-	-
PC16. follow organization procedures with respect to security, materials handling and accidents	2	3	-	-
PC17. maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel	2	3	-	-
PC18. park or handover pallet trolleys/carts in case of shift breaks to authorized personnel	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2110
NOS Name	Perform Post Picking Activities
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Packaging
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	16/12/2014
Next Review Date	31/03/2022
NSQC Clearance Date	19/05/2015

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 : 50

(**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/N2104.To Carry Out Housekeeping	40	60	-	-	100	25
LSC/N2108. Prepare For Picking	30	70	-	-	100	25
LSC/N2109.Perform Picking	30	70	-	-	100	25
LSC/N2110.Perform Post Picking Activities	30	70	-	-	100	25
Total	**130**	**270**	**-**	**-**	**400**	**100**

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.