

# QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

## What are Occupational Standards(OS)?

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



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## Introduction

### Qualifications Pack – Warehouse Packer

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Warehousing Storage, Warehouse Packaging

**OCCUPATION:** Warehouse Packer

**REFERENCE ID:** LSC/Q2303

**ALIGNED TO:** NCO-2004/413

**Brief Job Description:** Warehouse Packer in the Logistics industry is also known as Packer, Floor Staff, Warehouse Associate. Individuals in this role need to pack items that have been picked or require binning. Individuals are responsible for packing items that require additional pre-packing or outbound packaging. 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 Packer role thus varies according to the volume of operations, however the core function of the role is to pack items according to the nature of the product either for storage or transportation.

**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. High attentional to detail is a critical attribute for this role. The individual should be able to maintain high concentration levels throughout his/her shift.

<b>Qualifications Pack Code</b>	<b>LSC/Q2303</b>		
<b>Job Role</b>	<b>Warehouse Packer</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>03/12/2014</b>
<b>Sub-sector</b>	<b>Warehousing Storage, Warehouse Packaging</b>	<b>Last reviewed on</b>	<b>16/12/2014</b>
<b>Occupation</b>	<b>Packer</b>	<b>Next review date</b>	<b>03/06/2016</b>

<b>Job Role</b>	<b>Warehouse Packer</b> (Packer, Floor Staff, Warehouse Associate)
<b>Role Description</b>	Packing items for storage/transportation
<b>NSQF level</b>	3
<b>Minimum Educational Qualifications*</b>	Middle School (Class VIII)
<b>Maximum Educational Qualifications*</b>	Diploma (Engineering, Arts, Commerce, Science)
<b>Training</b> (Suggested but not mandatory)	Trained in packing techniques
<b>Experience</b>	No experience necessary
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>LSC/N 2308 (<a href="#">Prepare For Packing</a>)</li> <li>LSC/N 2309 (<a href="#">Perform Packing</a>)</li> <li>LSC/N 2310 (<a href="#">Perform Post Packing Activities</a>)</li> <li>LSC/N 2104 (<a href="#">To carry out housekeeping</a>)</li> </ol> <p><b>Optional:</b></p> <p>N/A</p>
<b>Performance Criteria</b>	As described in the relevant OS units

Definitions

Keyw ords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard, which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills or Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.

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# National Occupational Standard



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## Overview

This unit is about preparing for packing of inbound or outbound items

National Occupational Standard	<b>Unit Code</b>	LSC/N2308
	<b>Unit Title (Task)</b>	Prepare for Packing
	<b>Description</b>	This OS unit is about preparing for Packing goods
	<b>Scope</b>	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Receive all goods requiring packing from the picker/binner</li> <li>• Check received goods for damages/spills/errors</li> <li>• Check packaging requirements for each type of product</li> <li>• Safety, Security and Maintenance aspects</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Receive all goods requiring packing from picker/binner</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Receive list of items that require packing from supervisor and determine schedule based on inbound/outbound timelines</p> <p>PC2. Receive the goods that require pre-packing/ packing from picker or binner</p> <p>PC3. Verify that all the items are listed on the inventory list</p> <p>PC4. Make notes for a report on any variances in quality of load, scheduled time</p> <p>PC5. Handle the items with care to ensure minimal damage to person and good</p>
	<b>Check received goods for damages/spills/errors</b>	<p>PC6. Identify any discrepancies such as physical damage, Quantity variance, wrong part number, wrong document, damages etc.</p> <p>PC7. Notify the supervisor of any damaged items that need to be fixed</p> <p>PC8. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items</p> <p>PC9. Notify administration or supervisor in case of any other variances and errors</p>
	<b>Check packaging requirements for each type of product</b>	<p>PC10. Check packing requirements for each type of product</p> <p>PC11. Ensure packing material required for all products to be packed are available in packing area</p> <p>PC12. Inform supervisor once material is assembled in packing area</p> <p>PC13. Inform supervisor of any additional material required</p> <p>PC14. Clean and prepare any packing boxes or containers before performing packing</p> <p>PC15. Coordinate with picker on timelines for batches of packed goods to be handed over</p>
	<b>Safety, Security and Administrative</b>	<p>PC16. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.</p> <p>PC17. Wear all safety equipment including protective gear, helmets etc.</p> <p>PC18. Follow organization procedures with respect to security, materials handling and accidents</p>

**Prepare for Packing**

	PC19. Maintain distance between moving machinery and stay within designated areas			
<b>Knowledge and Understanding (K)</b>				
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Organizational procedures for stock recording KA2. All safety and health requirements while handling goods KA3. Organization procedure for handling different types of goods such as fragile, heavy, loose etc. KA4. Roles and responsibilities of different colleagues on the shop floor KA5. Who to reach out to and when to ask for assistance with handling goods KA6. Escalation matrix for reporting identified problems KA7. How to place goods so they can be easily identified and accessed KA8. Procedures for dealing with loss or damage of goods KA9. Risk and impact of not following defined procedures/work instructions prescribed by the organization KA10. Implications of poor performance KA11. Importance of identifying possible errors upon unloading KA12. Awareness of the nature and value of items being stored KA13. Types of organizational documentation regarding codes followed, process charts, operating procedures etc. and importance of the same KA14. Records to be maintained and implications of non-maintenance of the same KA15. Outbound packaging labelling norms and company/product details			
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. The nature and characteristics of goods being handled KB2. The various kinds of packing for items according to their type KB3. Different types of packing material and their use KB4. Application of various methods of pre-packing for goods KB5. How to identify damages to goods and potential fixes KB6. Types of workplace hazards that one can encounter on the job KB7. Usage of tools such as hand trolleys, carts etc. KB8. Company codes/labels for storage bays and goods KB9. Types of Labels for storage items/items scheduled for delivery			
<b>Skills (S)</b>				
<b>A. Core Skills/ Generic Skills</b>	<table border="1"> <tr> <td data-bbox="496 1800 1556 1827"><b>Writing Skills</b></td> </tr> <tr> <td data-bbox="496 1834 1556 1989">           The user/ individual on the job needs to know and understand how to:            SA1. Fill in appropriate forms for inventory received, accidents/damages            SA2. Write down observations or notes about items received            SA3. Mark items as packed for internal understanding if required         </td> </tr> <tr> <td data-bbox="496 1995 1556 2047"><b>Reading Skills</b></td> </tr> </table>	<b>Writing Skills</b>	The user/ individual on the job needs to know and understand how to: SA1. Fill in appropriate forms for inventory received, accidents/damages SA2. Write down observations or notes about items received SA3. Mark items as packed for internal understanding if required	<b>Reading Skills</b>
<b>Writing Skills</b>				
The user/ individual on the job needs to know and understand how to: SA1. Fill in appropriate forms for inventory received, accidents/damages SA2. Write down observations or notes about items received SA3. Mark items as packed for internal understanding if required				
<b>Reading Skills</b>				

**Prepare for Packing**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read inventory/pick list and task schedule and understand the codes as per company manuals/operating procedure</p> <p>SA5. Read list of items that require packing /marking on pick list</p> <p>SA6. Read and understand safety instructions/labels such as 'fragile' or 'heavy'</p> <p><b>Oral Communication</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. Communicate clearly with supervisors, administrative staff and peers</p> <p>SA8. Provide advice and guidance to peers and juniors</p>
<p><b>B. Professional Skills</b></p>	<p><b>Time management</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Prioritize and execute tasks within the scheduled time limits</p> <p>SB2. Flexibility to re-organize work schedules in case of delays/additional work load</p>
	<p><b>Organizational Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB4. Be a team player and achieve joint goals</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Suggest methods to streamline the packing/pre-packing techniques</p> <p>SB6. Identify trends/common causes for errors and suggest possible solutions to supervisor</p>
	<p><b>Basic Math Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Count and write numbers</p> <p>SB8. Basic mathematical operations such as addition, subtraction, multiplication and division</p>
	<p><b>Integrity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Maintain integrity with respect to company property and time</p> <p>SB10. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB11. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p><b>Motivation</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Take responsibility for completing one's own work assignment</p> <p>SB13. Take initiative to enhance/learn skills in one's area of work</p>

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**Prepare for Packing**

	<p>SB14. Learn from experience in a range of settings and scenarios</p> <p>SB15. Reflect and act upon one's learning</p> <p>SB16. Be open to new ideas and ways of doing things</p> <p>SB17. Develop personal goals in alignment with organization and work towards achieving set targets</p>
	<p><b>Reliability</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. Avoid absenteeism</p> <p>SB19. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB20. Work in a disciplined environment</p> <p>SB21. Be punctual</p>





## NOS Version Control

<b>NOS Code</b>	LSC/N2308		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	03/12/2014
<b>Industry Sub-sector</b>	Warehousing Storage, Warehouse Packaging	<b>Last reviewed on</b>	16/12/2014
<b>Occupation</b>	Warehouse Packer	<b>Next review date</b>	03/06/2016



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# National Occupational Standard



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## Overview

This unit is about performing packing of all items that require packaging

<b>Unit Code</b>	LSC/N2309
<b>Unit Title (Task)</b>	Perform Packing
<b>Description</b>	This OS unit is about performing Packing of items
<b>Scope</b>	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• Pack all goods that require packing</li> <li>• Ensure goods are ready for storage/delivery</li> <li>• Safety, Security and Maintenance aspects</li> </ul>
<b>Performance Criteria (PC)</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Pack all goods that require packing</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure all items that require packing are at the appropriate packing area</p> <p>PC2. Locate the appropriate bays and bins for the packages unloaded</p> <p>PC3. Assist picker/binner with moving goods to packing area</p> <p>PC4. If required enlist the assistance of a forklift or pallet truck operator for moving goods</p> <p>PC5. Identify any errors occurring prior to the Packing process such as damaged/misplaced goods/wrong labels and report the problems accordingly</p> <p>PC6. Separate goods that require packing and those requiring pre-packing</p> <p>PC7. Apply pre-packing methods specified by the organizational procedure to the type of goods, size of orders</p> <p>PC8. Apply Packing methods specified by the organizational procedure for the type of goods and size of orders</p> <p>PC9. Provide additional packing for fragile goods with protective materials, such as bubble wrap and polystyrene chips</p>
<b>Ensure goods are ready for storage/delivery</b>	<p>PC10. Check to ensure container/packing material is damage free</p> <p>PC11. Measure, weigh, and count products and materials.</p> <p>PC12. Examine and inspect containers, materials, and products in order to ensure that packing specifications are met.</p> <p>PC13. Seal and label each container/package if required</p> <p>PC14. Mark and label containers if required</p> <p>PC15. Seal containers with glue and fasteners.</p> <p>PC16. Tag containers with marking for internal processing, if required by organizational procedure</p> <p>PC17. Remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks.</p> <p>PC18. Verify all items are labeled and packed appropriately</p> <p>PC19. Stack and pile finished goods into containers.</p>

**Perform Packing**

	<p>PC20. Move completed packages for loading/binning/storage or hand over to relevant picker/binner/loader</p>
<p><b>Safety, Security and Maintenance</b></p>	<p>PC21. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.            PC22. Wear all safety equipment including protective gear, helmets etc.            PC23. Follow organization procedures with respect to security, materials handling and accidents            PC24. Maintain distance between moving machinery and stay within designated areas            PC25. Maintain a clean, neat and orderly working area</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:            KA1. Organizational procedures for stock recording            KA2. All safety and health requirements while handling goods            KA3. Organization procedure for handling different types of goods such as fragile, heavy, loose etc.            KA4. Roles and responsibilities of different colleagues on the shop floor            KA5. Who to reach out to and when to ask for assistance with handling goods            KA6. Escalation matrix for reporting identified problems            KA7. How to place goods so they can be easily identified and accessed            KA8. Procedures for dealing with loss or damage of goods            KA9. Risk and impact of not following defined procedures/work instructions prescribed by the organization            KA10. Implications of poor performance            KA11. Importance of identifying possible errors upon unloading            KA12. Awareness of the nature and value of items being stored            KA13. Types of organizational documentation regarding codes followed, process charts, operating procedures etc. and importance of the same            KA14. Records to be maintained and implications of non-maintenance of the same            KA15. Outbound packaging labelling norms and company/product details</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:            KB1. The nature and characteristics of goods being handled            KB2. The various kinds of packing for items according to their type            KB3. Different types of packing material and their use            KB4. Application of various methods of pre-packing for goods            KB5. How to identify damages to goods and potential fixes            KB6. Types of workplace hazards that one can encounter on the job            KB7. Usage of tools such as hand trolleys, carts etc.            KB8. Company codes/labels for storage bays and goods</p>

**Perform Packing**

	KB9. Types of Labels for storage items/items scheduled for delivery
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Fill in appropriate forms and documents SA2. Write/Re-write labels in case required
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. Read labels and understand the codes as per company procedures SA4. Read and understand handling instructions/labels such as 'fragile' or 'heavy' SA5. Read and understand company's safety and operating signs on the shop floor
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA6. Communicate clearly with supervisors and peers SA7. Provide advice and guidance to peers and juniors
<b>B. Professional Skills</b>	<b>Time management</b>
	The user/individual on the job needs to know and understand how to: SB1. Prioritize and execute tasks in within the scheduled time limits SB2. Flexibility to re-assess schedule in case of delays/additional orders
	<b>Organizational Skills</b>
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Be a team player and achieve joint goals
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB5. Suggest methods to streamline the Packing technique SB6. Identify trends/common causes for errors and suggest possible solutions to supervisor
	<b>Basic Math Skills</b>
	The user/individual on the job needs to know and understand how to: SB7. Count and write numbers SB8. Basic mathematical operations such as addition, subtraction, multiplication and division
	<b>Integrity</b>

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**Perform Packing**

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Maintain integrity with respect to company property and time</p> <p>SB10. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB11. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p><b>Motivation</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Take responsibility for completing one's own work assignment</p> <p>SB13. Take initiative to enhance/learn skills in one's area of work</p> <p>SB14. Learn from experience in a range of settings and scenarios</p> <p>SB15. Reflect and act upon one's learning</p> <p>SB16. Be open to new ideas and ways of doing things</p> <p>SB17. Develop personal goals in alignment with organization and work towards achieving set targets</p>
	<p><b>Reliability</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB18. Avoid absenteeism</p> <p>SB19. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB20. Work in a disciplined environment</p> <p>SB21. Be punctual</p>

## NOS Version Control

<b>NOS Code</b>	LSC/N2309		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	03/12/2014
<b>Industry Sub-sector</b>	Warehousing Storage, Warehouse Packaging	<b>Last reviewed on</b>	16/12/2014
<b>Occupation</b>	Warehouse Packer	<b>Next review date</b>	03/06/2016



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# National Occupational Standard



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## Overview

This unit is about performing post packing activities



National Occupational Standard	<b>Unit Code</b>	LSC/N2310
	<b>Unit Title (Task)</b>	Perform Post Packing Activities
	<b>Description</b>	This OS unit is about performing post packing activities such as documenting undelivered items
	<b>Scope</b>	The unit/task covers the following: <ul style="list-style-type: none"> <li>• Reporting of data/problem/incidents etc.</li> <li>• Documentation and administrative duties</li> <li>• Safety, Security and Maintenance aspects</li> </ul>
	<b>Performance Criteria (PC)</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Reporting of data/problem/incidents etc.</b>	To be competent, the user/individual on the job must be able to: PC1. Review packing lists to ensure all activities have been completed PC2. Report the status of inventory that has been damaged/misplaced PC3. Report the status of inventory that has been successfully packed and stored PC4. Report the status of goods that has been successfully packed and transported
	<b>Documentation and administrative duties</b>	PC5. Assist supervisor with generation of packing slip if required PC6. Inform the supervisor of any difficulties due to task loads or time limits PC7. Fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-Packing PC8. Maintain database of packages PC9. Fill in orders for new materials required with supervisors assistance
	<b>Safety, Security and Maintenance</b>	PC10. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc. PC11. Wear all safety equipment including protective gear, helmets, gloves etc. PC12. Follow organization procedures with respect to security, materials handling and accidents PC13. Fill out appropriate forms for all administrative, safety requirements forms PC14. Maintain distance between moving machinery and stay within designated areas PC15. Maintain a clean and sanitized work area

Knowledge and Understanding (K)	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. Organizational procedures for stock recording and Packing</li> <li>KA2. Different methods of recording information</li> <li>KA3. Various documents that need to be maintained</li> <li>KA4. Company procedure for filling/maintaining up the documents</li> <li>KA5. Procedures for reporting to the appropriate authority</li> <li>KA6. Procedures for recording damage, breakages etc.</li> <li>KA7. Reporting incidents where standard operating procedures are not followed</li> <li>KA8. The importance of complete and accurate documentation</li> <li>KA9. Roles and responsibilities of different colleagues on the shop floor</li> <li>KA10. Risk and impact of not following defined procedures/work instructions</li> <li>KA11. Escalation matrix for reporting identified problems</li> <li>KA12. Types of organizational documentation regarding codes followed, process charts, operating procedures etc. and importance of the same</li> </ul>
Skills (S)	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. Fill in appropriate forms for any accidents/damages</li> <li>SA2. Fill appropriate documents for reporting and log in details of inventory</li> <li>SA3. Write up notes/reminders</li> </ul>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA4. Read fluently (in English/ vernacular) with few pauses and a constant speed</li> <li>SA5. Read and understand manuals, health and safety instructions, memos, reports etc.</li> <li>SA6. Ability to read from different material sources – books, screens in machines etc.</li> <li>SA7. Understand the various color codes, as per company nomenclature</li> </ul>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA8. Communicate clearly with supervisors and peers</li> <li>SA9. Provide advice and guidance to peers and juniors</li> </ul>	
<p><b>B. Professional Skills</b></p>	<p><b>Time management</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB1. Prioritize and execute tasks in within the scheduled time limits</li> </ul>
	<p><b>Organizational Skills</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</li> <li>SB3. Take initiatives and mobilize teams</li> </ul>	

**Perform Post- Packing Activities**

	<p>SB4. Be a team player and achieve joint goals</p>
	<p><b>Analytical Thinking</b></p>
	<p>The user/individual on the job needs to know and understand how to:                  SB5. Suggest methods to streamline the reporting process                  SB6. Identify trends/common causes for errors and suggest possible solutions to supervisor</p>
	<p><b>Basic Math Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:                  SB7. Count and write numbers                  SB8. Basic mathematical operations such as addition, subtraction, multiplication and division</p>
	<p><b>Integrity</b></p>
	<p>The user/individual on the job needs to know and understand how to:                  SB9. Maintain integrity with respect to company property and time                  SB10. Communicate with people in a form and manner and using language that is open and respectful                  SB11. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<p><b>Motivation</b></p>
	<p>The user/individual on the job needs to know and understand how to:                  SB12. Take responsibility for completing one’s own work assignment                  SB13. Take initiative to enhance/learn skills in one’s area of work                  SB14. Learn from experience in a range of settings and scenarios                  SB15. Reflect and act upon one’s learning                  SB16. Be open to new ideas and ways of doing things                  SB17. Develop personal goals in alignment with organization and work towards achieving set targets</p>
	<p><b>Reliability</b></p>
	<p>The user/individual on the job needs to know and understand how to:                  SB18. Avoid absenteeism                  SB19. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations                  SB20. Work in a disciplined environment                  SB21. Be punctual</p>

**NOS Version Control**

<b>NOS Code</b>	LSC /N2310		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	03/12/2014
<b>Industry Sub-sector</b>	Warehousing Storage, Warehouse Packaging	<b>Last reviewed on</b>	16/12/2014
<b>Occupation</b>	Warehouse Packer	<b>Next review date</b>	03/06/2016



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# National Occupational Standard



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## Overview

This unit is about carrying out housekeeping activities

National Occupational Standard	<b>Unit Code</b>	LSC /N2104
	<b>Unit Title (Task)</b>	Carry out housekeeping
	<b>Description</b>	This unit is about carrying out housekeeping activities
	<b>Scope</b>	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Preparing for housekeeping activities</li> <li>• Carry out housekeeping activities</li> <li>• Post housekeeping activities</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
<b>Preparing for housekeeping activities</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Inspect the area while taking into account various surfaces</p> <p>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>PC3. Ensure that the cleaning equipment is in proper working condition</p> <p>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</p> <p>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>PC6. Inform the affected people about the cleaning activity</p> <p>PC7. Display the appropriate signage for the work being conducted</p> <p>PC8. Ensure that there is adequate ventilation for the work being carried out</p> <p>PC9. Wear the personal protective equipment required for the cleaning method and materials being used</p>	
<b>Performing Housekeeping</b>	<p>PC10. Use the correct cleaning method for the work area, type of soiling and surface</p> <p>PC11. Carry out cleaning activity without disturbing others</p> <p>PC12. Deal with accidental damage, if any, caused while carrying out the work</p> <p>PC13. Report to the appropriate person any difficulties in carrying out your work</p> <p>PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill</p>	

**Carry Out Housekeeping**

<p><b>Post housekeeping activities</b></p>	<p>PC15. Ensure that there is no oily substance on the floor to avoid slippage</p> <p>PC16. Ensure that no scrap material is lying around</p> <p>PC17. Maintain and store housekeeping equipment and supplies</p> <p>PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</p> <p>PC21. Dispose the waste garnered from the activity in an appropriate manner</p> <p>PC22. Dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The levels of hygiene required by workplace and why it is important to maintain them during your work</p> <p>KB2. How to inspect a work area to decide what cleaning it needs</p> <p>KB3. Methods and materials that used for cleaning variety of surfaces</p> <p>KB4. The types of cleansing agents that are not to be mixed together</p> <p>KB5. The correct method for cleaning equipment and/or machinery used during your work</p> <p>KB6. The importance of personal protective equipment</p> <p>KB7. Appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used</p> <p>KB8. The correct sequence for cleaning the work area</p> <p>KB9. The time taken by the treatment to work</p> <p>KB10. The importance of following manufacturer's instructions on cleaning agents</p> <p>KB11. The most appropriate place to carry out test cleans and why this should be done before applying treatments</p> <p>KB12. The importance of applying treatments evenly and the effect of not doing this</p> <p>KB13. Process of cleaning the surfaces without causing injury or damage</p> <p>KB14. The method to check the treated surface and equipment on completion of cleaning</p> <p>KB15. Procedures for reporting any unidentified soiling</p> <p>KB16. Procedures for disposing off waste</p> <p>KB17. Procedures for disposing off or storing personal protective equipment</p> <p>KB18. Escalation procedures for soils or stains that could not be removed</p>

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



## NOS Version Control

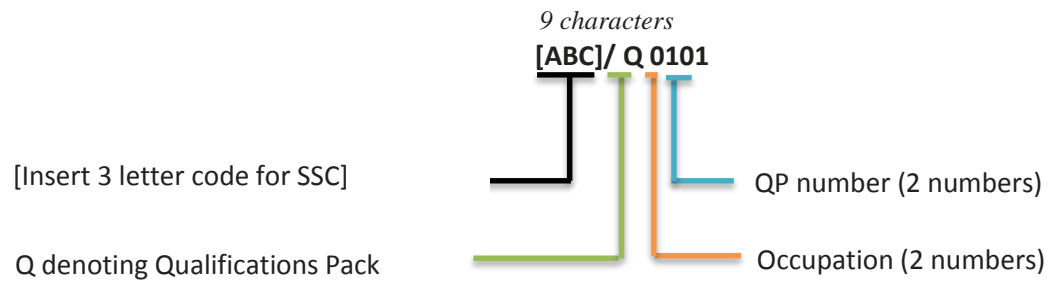
<b>NOS Code</b>	LSC/N2104		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	03/12/2014
<b>Industry Sub-sector</b>	Warehousing Storage, Warehouse Packaging	<b>Last reviewed on</b>	16/12/2014
<b>Occupation</b>	Warehouse Packer	<b>Next review date</b>	03/06/2016



## Annexure

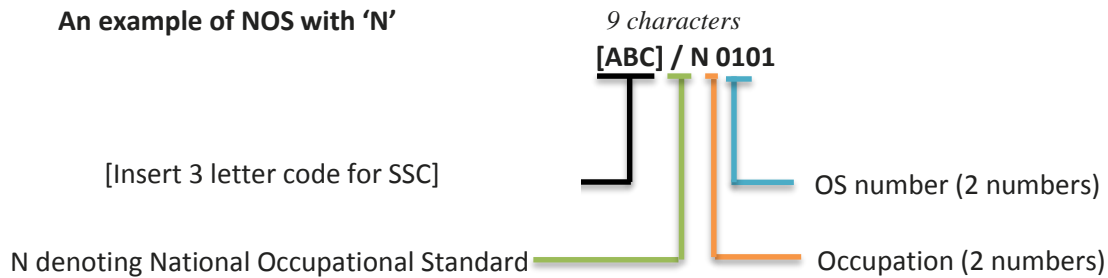
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



*Qualifications Pack for Warehouse Packer*

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

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

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

*Qualifications Pack for Warehouse Packer*

**PERFORMANCE CRITERIA**

**Job Role: Warehouse Packer**

**Qualification Pack: LSC/Q2303**

**Sector Skill Council: LSC**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/ N 2308 (Prepare for Packing)	PC1. Receive list of items that require packing from supervisor and determine schedule based on inbound/outbound timelines	100	5	2	3
	PC2. Receive the goods that require pre-packing/ packing from picker or binner		4	1	3
	PC3. Verify that all the items are listed on the inventory list		5	1	4
	PC4. Make notes for a report on any variances in quality of load, scheduled time		5	2	3
	PC5. Handle the items with care to ensure minimal damage to person and good		3	1	2
	PC6. Identify any discrepancies such as physical damage, Quantity variance, wrong part number, wrong document, damages etc.		5	2	3
	PC7. Notify the supervisor of any damaged items that need to be fixed		5	1	4
	PC8. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items		5	1	4
	PC9. Notify administration or supervisor in case of any other variances and errors		5	1	4
	PC10. Identify any other discrepancies		5	1	4
	PC11. Check packing requirements for each type of product		5	1	4
	PC12. Ensure packing material required for all products to be packed are available in packing area		5	1	4
	PC13. Inform supervisor once material is assembled in packing area		5	2	3
	PC14. Inform supervisor of any additional material required		5	2	3

*Qualifications Pack for Warehouse Packer*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC15. Clean and prepare any packing boxes or containers before performing packing		5	2	3
	PC16. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		5	2	3
	PC17. Wear all safety equipment including protective gear, helmets etc.		5	1	4
	PC18. Follow organization procedures with respect to security, materials handling and accidents		5	1	4
	PC19. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC20. Park or handover pallet trolleys/carts in case of shift breaks to authorized personnel		3	1	2
	PC21. Adhere to security regulations of the company		5	2	3
			<b>Total</b>	<b>100</b>	<b>30</b>
2. LSC/N2102 (Perform Packing)	PC1. Ensure all items that require packing are at the appropriate packing area	100	4	1	3
	PC2. Locate the appropriate bays and bins for the packages unloaded		4	1	3
	PC3. Assist picker/binner with moving goods to packing area		4	1	3
	PC4. If required enlist the assistance of a forklift or pallet truck operator for moving goods		4	1	3
	PC5. Identify any errors occurring prior to the Packing process such as damaged/misplaced goods/wrong labels and report the problems accordingly		4	2	2
	PC6. Separate goods that require packing and those requiring pre-packing		4	1	3
	PC7. Apply pre-packing methods specified by the organizational procedure for the type of goods, size of orders		4	1	3
	PC8. Apply Packing methods specified by the organizational procedure for the type of goods and size of orders		4	2	2
	PC9. Provide additional packing for fragile goods with protective materials, such as bubble wrap and polystyrene chips		4	1	3
	PC10. Check to ensure container/packing material is damage free		4	1	3
	PC11. Measure, weigh, and count products and materials.		4	2	2
	PC12. Examine and inspect containers, materials, and products in order to ensure that packing specifications are met.		4	1	3

*Qualifications Pack for Warehouse Packer*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC13. Seal and label each container/package if required		4	1	3
	PC14. Mark and label containers if required		4	2	2
	PC15. Seal containers with glue and fasteners.		4	1	3
	PC16. Tag containers with marking for internal processing, if required by organizational procedure		4	2	2
	PC17. Remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks.		4	1	3
	PC18. Verify all items are labeled and packed appropriately		4	1	3
	PC19. Stack and pile finished goods into containers.		4	1	3
	PC20. Move completed packages for loading/binning/storage or hand over to relevant picker/binner/loader		4	1	3
	PC21. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		4	2	2
	PC22. Wear all safety equipment including protective gear, helmets etc.		4	1	3
	PC23. Follow organization procedures with respect to security, materials handling and accidents		4	1	3
	PC24. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		4	1	3
	PC25. Adhere to security regulations of the company		4	1	3
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
3. LSC/N2310 (Perform Post Packing activities)	PC1. Review packing lists to ensure all activities have been completed	100	10	2	8
	PC2. Report the status of inventory that has been damaged/misplaced		10	2	8
	PC3. Report the status of inventory that has been successfully packed and stored		10	2	8
	PC4. Report the status of goods that has been successfully packed and transported		10	2	8
	PC5. Assist supervisor with generation of packing slip if required		10	3	7
	PC6. Inform the supervisor of any difficulties due to task loads or time limits		5	2	3
	PC7. Fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-Packing		5	2	3
	PC8. Maintain database of packages		5	1	4
	PC9. Fill in orders for new materials required with supervisors assistance		5	1	4

*Qualifications Pack for Warehouse Packer*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC10. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC11. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC12. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC13. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC14. Adhere to security regulations of the company		5	2	3
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
4. LSC/N2104 (Carry out Housekeeping)	PC1. Inspect the area while taking into account various surfaces	100	4	1	3
	PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain		4	1	3
	PC3. Ensure that the cleaning equipment is in proper working condition		5	2	3
	PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person		5	2	3
	PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		4	2	2
	PC6. Inform the affected people about the cleaning activity		4	2	2
	PC7. Display the appropriate signage for the work being conducted		4	2	2
	PC8. Ensure that there is adequate ventilation for the work being carried out		5	2	3
	PC9. Wear the personal protective equipment required for the cleaning method and materials being used		5	2	3
	PC10. Use the correct cleaning method for the work area, type of soiling and surface		5	2	3
	PC11. Carry out cleaning activity without disturbing others		5	2	3
	PC12. Deal with accidental damage, if any, caused while carrying out the work		5	2	3
	PC13. Report to the appropriate person any difficulties in carrying out your work		5	2	3
	PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		5	2	3
	PC15. Ensure that there is no oily substance on the floor to avoid slippage		5	2	3

*Qualifications Pack for Warehouse Packer*

		Marks Allocation		
Total Marks	Out of	Theory	Skills Practical	
	PC16. Ensure that no scrap material is lying around	5	2	3
	PC17. Maintain and store housekeeping equipment and supplies	5	2	3
	PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process	5	2	3
	PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements	5	2	3
	PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	5	2	3
	PC21. Dispose the waste garnered from the activity in an appropriate manner	5	2	3
	<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>

[Back to OP](#)



SSC	QPCode	Name of the QP	NSQF Level	Equipment Name	Min. num. of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment at the Training Center (Yes/No)	Dimension/Specification/Description of the Equipment/ ANY OTHER REMARK
Logistics	LSC/Q2108	Inventory Clerk	3	Computers	15	Pieces	Yes	Should be equipped with Inventory ERP applications and also should have excl software
Logistics	LSC/Q2108	Inventory Clerk	3	Barcode Scanner	5	Pieces	Yes	
Logistics	LSC/Q2108	Inventory Clerk	3	Bins	15	Pieces	Yes	
Logistics	LSC/Q2108	Inventory Clerk	3	Shelv Bins	15	Pieces	Yes	
Logistics	LSC/Q2108	Inventory Clerk	3	Barcode Generators	5	Pieces	Yes	
Logistics	LSC/Q2108	Inventory Clerk	3	Thermal Printers	5	Pieces	Yes	
Logistics	LSC/Q2108	Inventory Clerk	3	Safety Gloves	15	Sets	Yes	
Logistics	LSC/Q2108	Inventory Clerk	3	Pallet Stackers	2	Pieces	No	
Logistics	LSC/Q2108	Inventory Clerk	3	Ladders	2	Pieces	No	
Logistics	LSC/Q2108	Inventory Clerk	3	Printers	2	Pieces	Yes	
Logistics	LSC/Q2108	Inventory Clerk	3	Scanners	2	Pieces	Yes	
Logistics	LSC/Q2108	Inventory Clerk	3	Stock Registers	30	Pieces	Yes	

Logistics	LSC/Q2 108	Inventory Clerk	3	Safety Shoes	15	Sets	Yes	
Logistics	LSC/Q2 108	Inventory Clerk	3	Hard Hats	15	Pieces	Yes	