

## 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



### Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. OS Units.....P.2
4. Glossary of Key Terms .....P.3

### Introduction

### Qualifications Pack – Warehouse Picker

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Warehousing Storage

**OCCUPATION:** Warehouse Picker

**REFERENCE ID:** LSC/Q2102

**ALIGNED TO:** NCO-2004/413.00

**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.

Qualifications Pack Code	LSC/Q2102		
Job Role	Warehouse Picker		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	03/12/2014
Sub-sector	Warehousing Storage	Last reviewed on	16/12/2014
Occupation	Picker	Next review date	03/06/2016

Job Role	<b>Warehouse Picker</b> (Picker, Floor Staff, Warehouse Associate)
Role Description	Picking items according to inventory list
NSQF level	3
Minimum Educational Qualifications*	Middle School (Class VIII)
Maximum Educational Qualifications*	Diploma (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	Trained in picking and packing techniques
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<b>Compulsory:</b> <ol style="list-style-type: none"> <li>1. LSC/N 2108 (<a href="#">Prepare For Picking</a>)</li> <li>2. LSC/N 2109 (<a href="#">Perform Picking</a>)</li> <li>3. LSC/N 2110 (<a href="#">Perform Post Picking Activities</a>)</li> <li>4. LSC/N 2104 (<a href="#">To Carry Out Housekeeping</a>)</li> </ol> <b>Optional:</b> Not Applicable
Performance Criteria	As described in the relevant OS units

## Definitions

Keywords /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.

# National Occupational Standard



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## Overview

This unit is about preparing for picking of items

<b>Unit Code</b>	<b>LSC/N2108</b>
<b>Unit Title (Task)</b>	<b>Prepare for Picking</b>
<b>Description</b>	This unit is about preparing for picking
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Receive pick list and task schedule</li> <li>• Obtain details on labels for items to be picked</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 Pick list and task schedule</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure reception of task schedule from supervisor and pick list from customer/company side/ supervisor</p> <p>PC2. Check the documents for any typos or errors and inform supervisor of any discrepancies</p>
<b>Obtain details on labels for items to be picked</b>	<p>PC3. Obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked if required</p> <p>PC4. Verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes</p>
<b>Safety, Security and Maintenance</b>	<p>PC5. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC6. Wear all safety equipment including protective gear, helmets etc.</p> <p>PC7. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC8. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</p> <p>PC9. Park or handover pallet trolleys/carts in case of shift breaks to authorized personnel</p> <p>PC10. Adhere to security regulations of the company</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Procedure for obtaining pick list and generating labels</p> <p>KA2. Stock recording systems and procedures</p> <p>KA3. Knowledge of organizational procedures</p> <p>KA4. Role and responsibilities of colleagues on the shop floor</p>

LSC / N 2108

**Prepare For Picking**

its processes)	<p>KA5. Procedures for dealing with loss or damage to goods</p> <p>KA6. Risk and impact of not following defined procedures/work instructions</p> <p>KA7. Nature and characteristics of goods being picked</p> <p>KA8. knowledge of all storage areas in the warehouse</p> <p>KA9. Knowledge of client and products handled</p> <p>KA10. Knowledge of all relevant legal, safety and security procedures</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The types of goods being picked or handled</p> <p>KB2. The various kinds of sizes and appropriate storage methods for products</p> <p>KB3. Usage of stock recording procedures/methods</p> <p>KB4. Types of workplace hazards that one can encounter on the job</p> <p>KB5. How to handle the different equipment for picking goods such as picking trolley, hand pallet trucks etc.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Fill in appropriate forms for any accidents/damages</p> <p>SA2. Re-write illegible labels in case required</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read labels and understand the codes as per company manuals/operating procedure</p> <p>SA4. Read and understand safety instructions/labels such as 'fragile' or 'heavy'</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate with supervisors and peers</p> <p>SA6. Provide advice and guidance to juniors and peers</p>
<b>B. Professional Skills</b>	<b>Time Management</b>
	<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>
	<b>Analytical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Suggest methods to improve efficiency of Picking process</p> <p>SB3. Identify errors/damages during Picking process</p>

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

## NOS Version Control

<b>NOS Code</b>	<b>LSC /N2108</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>03/12/2014</b>
<b>Industry Sub-sector</b>	<b>Warehousing Storage</b>	<b>Last reviewed on</b>	<b>16/12/2014</b>
<b>Occupation</b>	<b>Warehouse Picker</b>	<b>Next review date</b>	<b>03/06/2016</b>





# National Occupational Standard



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## Overview

This unit is about picking of items.

<b>Unit Code</b>	<b>LSC/N2109</b>
<b>Unit Title (Task)</b>	<b>Perform Picking</b>
<b>Description</b>	This OS unit is about performing picking of goods that will go out of the warehouse
<b>Scope</b>	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>Locating the storage bays according to the task schedule and pick list</li> <li>Picking the packages as per the pick list</li> <li>Safety, Security and Maintenance aspects</li> </ul>
<b>Performance Criteria (PC)</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Locating the storage bays according to the task schedule and pick list</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure items on the pick list are for the right warehouse/storage area</p> <p>PC2. Locate the appropriate storage bays for items on pick list</p> <p>PC3. Locate the appropriate storage shelves and locate items to be picked</p> <p>PC4. Check if goods require any further packing and hand over the same to packer and collect once packing completed</p> <p>PC5. If required obtain supervisor's approval for handing over goods to packer</p>
<b>Picking the packages as per the pick list</b>	<p>PC6. Apply picking methods specified by the organizational procedure for the type of goods and volume of goods to be picked</p> <p>PC7. Perform picking- by removing goods from the appropriate shelves, storage space into containers or pallets to prepare for loading</p> <p>PC8. Verify all items are labeled and packed appropriately</p> <p>PC9. Identify any errors occurring during the inbound picking/storage process such as damages and misplaced items</p> <p>PC10. Notify the supervisor of any damages for potential fixes</p> <p>PC11. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items</p> <p>PC12. In case number of items are less than required report to supervisor immediately and halt picking till issue is resolved</p> <p>PC13. Verify all items on the pick list are picked and are in deliverable condition</p> <p>PC14. Fill out appropriate administrative forms as required by the company in case of accidents, damages, errors etc</p>
<b>Safety, Security and Maintenance</b>	<p>PC15. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC16. Wear all safety equipment including protective gear, helmets etc.</p>

LSC / N 2109

**Perform Picking**

	<p>PC17. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC18. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</p> <p>PC19. Park or handover pallet trolleys/carts in case of shift breaks to authorized personnel</p> <p>PC20. Adhere to security regulations of the company</p>
<b>Knowledge and Understanding (K)</b>	
<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> <p>KA1. Stock recording systems and procedures</p> <p>KA2. Knowledge of organizational procedures</p> <p>KA3. Role and responsibilities of colleagues on the shop floor</p> <p>KA4. Procedures for dealing with loss or damage to goods</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Nature and characteristics of goods being picked</p> <p>KA7. knowledge of all storage areas in the warehouse</p> <p>KA8. Knowledge of client and products handled</p> <p>KA9. Knowledge of all relevant legal, safety and security procedures</p> <p>KA10. Organization procedure for handling different types of goods such as fragile, heavy, loose etc.</p> <p>KA11. Roles and responsibilities of different colleagues on the shop floor</p> <p>KA12. Procedures for dealing with loss of damage to goods</p> <p>KA13. Risk and impact of not following defined procedures/work instructions</p> <p>KA14. Escalation matrix for reporting identified problems</p> <p>KA15. Implications of poor performance/high rate of accidents/slow rate of picking</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. The types of goods being picked or handled</p> <p>KB2. The various kinds of sizes and appropriate storage methods for products</p> <p>KB3. Application of various picking techniques that can be used according to the types of storage situations</p> <p>KB4. Usage of stock recording procedures/methods</p> <p>KB5. Types of workplace hazards that one can encounter on the job</p> <p>KB6. How to handle the different equipment for picking goods such as picking trolley, hand pallet trucks etc.</p> <p>KB7. Company codes/labels for storage bays and goods</p>

Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Fill in appropriate forms and documents</p> <p>SA2. Re-write illegible labels in case required</p>
	<b>Reading Skills</b> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read labels and understand the codes as per company procedures</p> <p>SA4. Read and understand handling instructions/labels such as 'fragile' or 'heavy'</p> <p>SA5. Read and understand company's safety and operating procedures</p>
	<b>Oral Communication (Listening and Speaking skills)</b> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA8. Communicate clearly with supervisors and peers</p> <p>SA9. Provide advice and guidance to peers &amp; juniors</p>
	<b>Time management</b> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Prioritize and execute tasks in within the scheduled time limits</p>
<b>B. Professional Skills</b>	<b>Organizational Skills</b> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB3. Be a team player and achieve joint goals</p>
	<b>Analytical Thinking</b> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Suggest methods to streamline the picking technique</p> <p>SB5. Identify trends/common causes for errors and suggest possible solutions to supervisor</p>
	<b>Basic Math Skills</b> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Count and write numbers.</p> <p>SB7. Basic mathematical operations such as addition, subtraction, multiplication and division</p>

	<b>Integrity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Maintain integrity with respect to company property and time</p> <p>SB9. Communicate with people in a form and manner and using language that is open and respectful</p> <p>SB10. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust</p>
	<b>Motivation</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Take responsibility for completing one's own work assignment</p> <p>SB12. Take initiative to enhance/learn skills in one's area of work</p> <p>SB13. Learn from experience in a range of settings and scenarios</p> <p>SB14. Reflect and act upon one's learning</p> <p>SB15. Be open to new ideas and ways of doing things</p> <p>SB16. Develop personal goals in alignment with organization and work towards achieving set targets</p>
	<b>Reliability</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB17. Avoid absenteeism</p> <p>SB18. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB19. Work in a disciplined environment</p> <p>SB20. Be punctual</p>

## NOS Version Control

<b>NOS Code</b>	<b>LSC/N2109</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>03/12/2014</b>
<b>Industry Sub-sector</b>	<b>Warehousing Storage</b>	<b>Last reviewed on</b>	<b>16/12/2014</b>
<b>Occupation</b>	<b>Warehouse Picker</b>	<b>Next review date</b>	<b>03/06/2016</b>



# National Occupational Standard



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## Overview

This unit is about performing post picking activities

<b>Unit Code</b>	<b>LSC/N2110</b>
<b>Unit Title (Task)</b>	<b>Perform Post-Picking Activities</b>
<b>Description</b>	This unit is about performing post picking activities
<b>Scope</b>	<p>The OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Checking picked items for errors</li> <li>• Identify items that require additional packing</li> <li>• Assist with loading and Report status of Inventory picked to supervisor</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>Checking picked items for errors</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Identify any errors/discrepancies in items picked such as damages or misplacement</p> <p>PC2. Notify supervisor of any damages for those items that need fixes</p> <p>PC3. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items</p>
<b>Identify items that require additional packing</b>	<p>PC4. Identify items that require further packing</p> <p>PC5. Determine type of packing required for item according to nature such as wooden packing, carton etc</p> <p>PC6. Hand over items for packing to relevant personnel</p> <p>PC7. Label items according to pick list requirements</p>
<b>Assist with Loading and report status of inventory picked to supervisor</b>	<p>PC8. Assist with loading items into transportation truck or loading bay if applicable/necessary</p> <p>PC9. Report the status of inventory that has been damaged/misplaced</p> <p>PC10. Report the status of inventory that has been successfully picked and stored</p> <p>PC11. Inform the supervisor of any difficulties due to task loads or time limits</p> <p>PC12. Fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking</p> <p>PC13. Record the inventory details reported in the individual log books</p>



LSC / N 2110

**Perform Post Picking Activities**

<b>Safety, Security and Maintenance</b>	<p>PC14. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC15. Wear all safety equipment including protective gear, helmets etc.</p> <p>PC16. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC17. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</p> <p>PC18. Park or handover pallet trolleys/carts in case of shift breaks to authorized personnel</p> <p>PC19. Adhere to security regulations of the company</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Organizational procedures for stock recording and picking</p> <p>KA2. Recognize types of items that require packing</p> <p>KA3. Different methods of recording information</p> <p>KA4. Various documents that need to be maintained</p> <p>KA5. Company procedure for filling/maintaining up the documents</p> <p>KA6. Procedures for reporting to the appropriate authority</p> <p>KA7. Procedures for recording damage, breakages etc</p> <p>KA8. Reporting incidents where standard operating procedures are not followed</p> <p>KA9. The importance of complete and accurate documentation</p> <p>KA10. Roles and responsibilities of different colleagues on the shop floor</p> <p>KA11. Risk and impact of not following defined procedures/work instructions</p> <p>KA12. Escalation matrix for reporting identified problems</p> <p>KA13. Types of organizational documentation regarding codes followed, process charts, operating procedures etc. and importance of the same</p>
<b>B. Technical Knowledge</b>	<p>KB1. The types of goods being handled</p> <p>KB2. The various kinds of packing for items according to their type</p> <p>KB3. Application of various methods of pre-packing for goods</p> <p>KB4. How to identify damages to goods and potential fixes</p> <p>KB5. Usage of stock recording systems</p> <p>KB6. Types of workplace hazards that one can encounter on the job</p> <p>KB7. Company codes/labels for storage bays and goods</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Fill in appropriate forms for any accidents/damages</p>

LSC / N 2110

**Perform Post Picking Activities**

	SA2. Re-write illegible 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 manuals/operating procedure SA4. Read and understand safety instructions/labels such as 'fragile' or 'heavy'
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA5. Communicate with supervisors and peers SA6. Provide advice and guidance to juniors and peers
<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 within the scheduled time limits
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB2. Suggest methods to improve efficiency of Picking process SB3. Identify errors/damages during Picking process
	<b>Organizational Skills</b>
	The user/individual on the job needs to know and understand how to: SB4. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB5. Be a team player and achieve joint goals
	<b>Basic Math Skills</b>
	The user/individual on the job needs to know and understand how to: SB6. Count and write down numbers SB7. Basic mathematical operations such as addition, subtraction, multiplication and division
	<b>Integrity</b>
	The user/individual on the job needs to know and understand how to: SB21. Maintain integrity with respect to company property and time SB22. Communicate with people in a form and manner and using language that is open and respectful SB23. Resolve any difficulties in relationships with colleagues or get help from an appropriate person, in a way that preserves goodwill and trust

LSC / N 2110

Perform Post Picking Activities

	Motivation
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB24. Take responsibility for completing one's own work assignment</p> <p>SB25. Take initiative to enhance/learn skills in one's area of work</p> <p>SB26. Learn from experience in a range of settings and scenarios</p> <p>SB27. Reflect and act upon one's learning</p> <p>SB28. Be open to new ideas and ways of doing things</p> <p>SB29. Develop personal goals in alignment with organization and work towards achieving set targets</p>
	Reliability
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB30. Avoid absenteeism</p> <p>SB31. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB32. Work in a disciplined environment</p> <p>SB33. Be punctual</p>



## NOS Version Control

<b>NOS Code</b>	<b>LSC/N2110</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>03/12/2014</b>
<b>Industry Sub-sector</b>	<b>Warehousing Storage</b>	<b>Last reviewed on</b>	<b>16/12/2014</b>
<b>Occupation</b>	<b>Warehouse Picker</b>	<b>Next review date</b>	<b>03/06/2016</b>



# National Occupational Standard



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## Overview

This unit is about carrying out housekeeping activities

<b>Unit Code</b>	<b>LSC/N2104</b>
<b>Unit Title (Task)</b>	<b>To carry out housekeeping</b>
<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>Carry out 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>
<b>Post housekeeping activities</b>	<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>

LSC / N 2104

**To Carry Out Housekeeping**

	<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>
<b>Knowledge and Understanding (K)</b>	
<b>B. Technical Knowledge</b>	<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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Construct simple sentences and express ideas clearly through written communication</p> <p>SA2. Fill up appropriate technical forms, process charts, activity logs in required format of the company</p>

LSC / N 2104

**To Carry Out Housekeeping**

	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>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>B. Professional Skills</b>	<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**

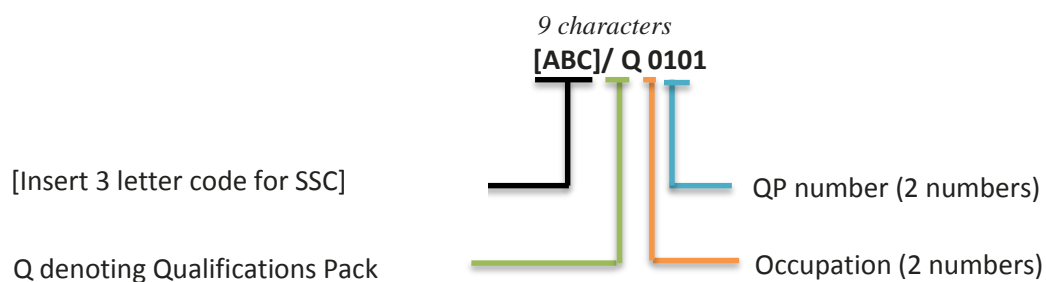
<b>NOS Code</b>	<b>LSC/N2104</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>03/12/2014</b>
<b>Industry Sub-sector</b>	<b>Warehousing Storage</b>	<b>Last reviewed on</b>	<b>16/12/2014</b>
<b>Occupation</b>	<b>Warehouse Picker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



## Annexure

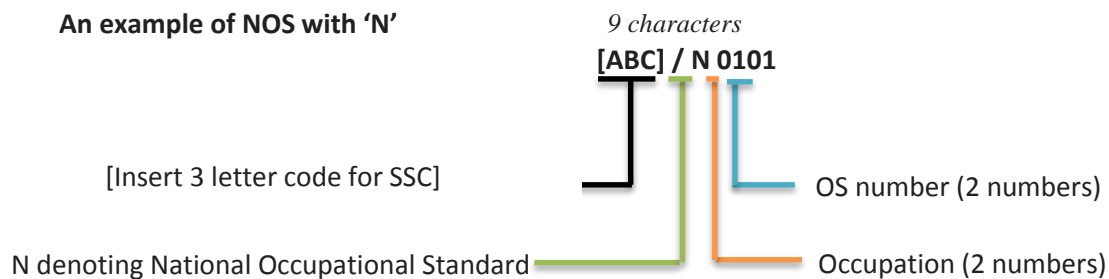
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

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



*Qualifications Pack For Warehouse Picker*

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

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

Sequence	Description	Example
<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 Picker*

**PERFORMANCE CRITERIA**

**Job Role: Warehouse Picker**

**Qualification Pack: LSC/Q2102**

**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/N2108 (Prepare for Picking)	PC1.Ensure reception of task schedule from supervisor and pick list from customer/company side/ supervisor	100	20	5	15
	PC2.Check the documents for any typos or errors and inform supervisor of any discrepancies		20	5	15
	PC3.Obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked if required		15	5	10
	PC4.Verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes		15	5	10
	PC5. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC6. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC7. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC8. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3

*Qualifications Pack For Warehouse Picker*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC9. Adhere to security regulations of the company		5	2	3
	PC10. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
2.LSC/N2109 (Perform Picking)	PC1. Ensure items on the pick list are for the right warehouse/storage area	100	5	2	3
	PC2. Locate the appropriate storage bays for items on pick list		5	1	4
	PC3. Locate the appropriate storage area for picked items		5	1	4
	PC4. Check if goods require any further packing and hand over the same to packer and collect once packing completed		5	1	4
	PC5. If required obtain supervisor's approval for handing over goods to packer		5	1	4
	PC6. Apply picking methods specified by the organizational procedure for the type of goods and volume of goods to be picked		5	1	4
	PC7. Perform picking- by removing goods from the appropriate shelves, storage space into containers or pallets to prepare for loading		5	1	4
	PC8. Verify all items are labeled and packed appropriately		5	1	4
	PC9. Identify any errors occurring during the inbound picking/storage process such as damages and misplaced items		5	2	3
	PC10. Notify the supervisor of any damages for potential fixes		5	1	4
	PC11. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items		5	1	4
	PC12. Incase number of items are less than required report to supervisor immediately and halt picking till issue is resolved		5	1	4
	PC13. Verify all items on the pick list are picked and are in deliverable condition		5	2	3
	PC14. Fill out appropriate administrative forms as required by the company in case of accidents, damages, errors etc		5	1	4
	PC15. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC16. Wear all safety equipment including protective gear, helmets etc.		5	2	3

*Qualifications Pack For Warehouse Picker*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC17. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC18. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC19. Adhere to security regulations of the company		5	2	3
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
3. LSC / N 2110 (Perform Post Picking activities)	PC1. Identify any errors/discrepancies in items picked such as damages or misplacement	100	10	4	8
	PC2. Notify supervisor of any damages for those items that need fixes		5	1	4
	PC3. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items		5	1	4
	PC4. Identify items that require further packing		5	2	3
	PC5. Determine type of packing required for item according to nature such as wooden packing, carton etc		5	1	4
	PC6. Hand over items for packing to relevant personnel		5	1	4
	PC7. Label items according to pick list requirements		5	1	4
	PC8. Assist with loading items into transportation truck or loading bay if applicable/necessary		5	1	4
	PC9. Report the status of inventory that has been damaged/misplaced		5	1	4
	PC10. Report the status of inventory that has been successfully picked and stored		5	1	4
	PC11. Inform the supervisor of any difficulties due to task loads or time limits		5	1	4
	PC12. Fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking		5	1	4
	PC13. Record the inventory details reported in the individual log books		5	1	4
	PC14. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC15. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC16. Follow organization procedures with respect to security, materials handling and accidents		5	2	3

*Qualifications Pack For Warehouse Picker*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC17. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC18. Adhere to security regulations of the company		5	2	3
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
4. LSC/ N 2104 (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
	PC16. Ensure that no scrap material is lying around		5	2	3
	PC17. Maintain and store housekeeping equipment and supplies		5	2	3

*Qualifications Pack For Warehouse Picker*

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	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 QP](#)



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/Q2102	Warehouse Picker	3	Computers	15	Pieces	No	N/A
Logistics	LSC/Q2102	Warehouse Picker	3	Barcode Scanner	5	Pieces	Yes	
Logistics	LSC/Q2102	Warehouse Picker	3	Bins	15	Pieces	Yes	
Logistics	LSC/Q2102	Warehouse Picker	3	Shelv Bins	15	Pieces	Yes	
Logistics	LSC/Q2102	Warehouse Picker	3	Barcode Generators	5	Pieces	Yes	
Logistics	LSC/Q2102	Warehouse Picker	3	Safety Shoes	15	Sets	Yes	
Logistics	LSC/Q2102	Warehouse Picker	3	Hard Hats	15	Pieces	Yes	
Logistics	LSC/Q2102	Warehouse Picker	3	Pallet Stackers	3	Pieces	No	
Logistics	LSC/Q2102	Warehouse Picker	3	Industrial Ladders	3	Pieces	No	
Logistics	LSC/Q2102	Warehouse Picker	3	Platform Trucks	5	Pieces	Yes	
Logistics	LSC/Q2102	Warehouse Picker	3	Pallet Boxes	5	Boxes	Yes	
Logistics	LSC/Q2102	Warehouse Picker	3	Conveyers	1	Pieces	No	
Logistics	LSC/Q2102	Warehouse Picker	3	Thermal Printers	5	Pieces	Yes	

Logistics	LSC/Q2 102	Warehouse Picker	3	Strapping And cutting Tools	15	Sets	Yes	
Logistics	LSC/Q2 102	Warehouse Picker	3	Pallet Jacks	3	Pieces	Yes	
Logistics	LSC/Q2 102	Warehouse Picker	3	Stock Registers	30	Pieces	Yes	