

NSQF QUALIFICATION FILE

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

NSQF QUALIFICATION FILE

SUMMARY

1	Qualification Title	Warehouse Picker
2	Qualification Code, if any	LSC/Q2102
3	NCO code and occupation	NCO-2004/413.00
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	<p>Nature: Certificate course of Warehouse Picker</p> <p>Long term</p> <p>Purpose: Learners who attain this qualification are competent in warehousing operation and can get a job as Warehouse Picker to Prepare for Picking, Perform picking, Perform post picking activities, Carry out housekeeping</p>
5	Body/bodies which will award the qualification	Logistics Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification	Logistics Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)	<p>Yes</p> <p>Both accreditation and affiliation are done by LSC based on due diligence report via SIP</p>
8	Occupation(s) to which the qualification gives access	need to pick items from storage, labelling, re-packaging items and documenting cargo that has been moved.
9	Job description of the occupation	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.
10	Licensing requirements	NA
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable
12	Level of the qualification in the NSQF	3

NSQF QUALIFICATION FILE

13	Anticipated volume of training/learning required to complete the qualification	360 hours
14	Indicative list of training tools required to deliver this qualification	<p>For a class of 30 candidates</p> <p>Teaching board – 1 White board – 1 Printer – 1 Projector – 1 Video player or TV - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipments – 1 Pallets – 2 Storage bins – 2 Packaging devices – 10 Sample Picklist – 5 Corrugated cardboard boxes – 1 Packaging symbols & standards – 5 Scanner - 15 PPE – 15 SOP – 10 Alarm – 1</p>
15	Entry requirements and/or recommendations and minimum age	<p>Grade 9 + No Experience required or Grade 8 with one year of (NTC/ NAC) after 8th + No Experience required or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject + No Experience required or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience, with minimum age of 18 years completed.</p>
16	Progression from the qualification (Please show Professional and academic progression)	Warehouse executive.
17	Arrangements for the Recognition of Prior learning (RPL)	<p>LSC currently undertakes RPL through the following modes –</p> <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the

NSQF QUALIFICATION FILE

		<p>same</p> <ol style="list-style-type: none"> 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
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18	International comparability where known (research evidence to be provided)	Under Study
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19	Date of planned review of the qualification.	27 th January 2025
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20	Formal structure of the qualification	
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	Title of unit or other component	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	30	3
	LSC/N2108 : Prepare for Picking	Mandatory	60	3
	LSC/N2109: Perform Picking	Mandatory	90	3
	LSC/N2110: Perform post Picking Activities	Mandatory	90	3
	LSC/N2104: To carry out Housekeeping	Mandatory	60	3
	Employability Skills	Mandatory	30	3
	Sub Total (A)		360 Hrs	
B	Optional/ elective component			
	NA			
	Subtotal B			
	Total (A+B)		360 Hrs	

SECTION 1 ASSESSMENT

21	Body/Bodies which will carry out assessment:
	All the empanelled assessment agency will do the assessment

<p>22</p>	<p>How will RPL assessment be managed and who will carry it out?</p> <p>RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments -</p> <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
<p>23</p>	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</p> <p>LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.</p> <p style="text-align: center;">Assessment policy of LSC</p> <ol style="list-style-type: none"> 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs. 2) Qualification and experience have to be set for the assessors. 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC. 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments. 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC. 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines. 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC 9) Assessment tools should be designed to test both practical skills and theoretical knowledge. 10) Parameters for assessing student’s abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training. 11) Expected standards of performance for each competency should be clearly defined and Student’s performance assessed against these standards. 12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print. 13) Questions framed as per blueprint and without ambiguity by SMEs.

- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

- 1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.
- 3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.
- 4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.
- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour in advance from the time of assessment.
- 6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.
- 7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.
- 8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council
- 9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.
- 10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.
- 11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.
- 12) To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
- 13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for “Job role – Warehouse Picker” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

- 10th Grade pass + No Experience required
- or 10th grade pass and pursuing continuous schooling + No Experience required
- or 8th grade pass with two years of NTC + No Experience required
- or 8th Grade pass with 1 year NTC + 1 year NAC
- or 8th Grade pass with 1 year NTC + 1 year CITS
- or 8th Grade pass + 2 year relevant experience
- or 5th Grade pass + 5 year relevant experience
- or Loader/ Unloader - NSQF Level 2.5 + 2 year relevant experience

NSQF QUALIFICATION FILE

4. MARKING SCHEME:		
Sr. No.	Method of Assessments	Weightage (Max. marks)
1	Theory	30%
2	Practical	70%
Total		100

5. PASSING MARKS: Every trainee should score minimum 50%

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

1. LSC have created 16 points check list to collect on the day of assessment.
2. Assessment agencies must ensure to collect all the evidence without fail.
3. Training Partner must cooperate on collecting assessment evidence.
4. Candidates must present with their original Aadhaar's and alternative id proof which is having clear face picture on the day of assessment.
5. Assessment agency must submit all the collected evidence through LSC MIS portal.

NSQF QUALIFICATION FILE

Title of Component:

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
1. LSC/N2108 : Prepare for Picking	<p>To be competent, the user/ individual on the job must be able to:</p> <ul style="list-style-type: none"> 1. 1 ensure reception of task schedule from supervisor and pick list from customer/company side/ supervisor 1. 2 check the documents for any typos or errors and inform supervisor of any discrepancies 1. 3 obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked if required 1. 4 verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes 1. 5 comply with safety regulations and procedures in case of fire hazards, biohazards, etc. 1. 6 wear all safety equipment including protective gear, helmets etc. 1. 7 follow organization procedures with respect to security, materials handling and accidents 1. 8 maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel 1. 9 park or handover pallet trolleys/carts in case of shift breaks to authorized personnel 1. 10 adhere to security regulations of the company
2. LSC/N2109: Perform Picking	<p>To be competent, the user/ individual on the job must be able to:</p> <ul style="list-style-type: none"> 2. 1 ensure items on the pick list are for the right warehouse/storage area 2. 2 locate the appropriate storage bays for items on pick list 2. 3 locate the appropriate storage shelves and locate items to be picked 2. 4 check if goods require any further packing and hand over the same to packer and collect once packing completed 2. 5 if required obtain supervisors approval for handing over goods to packer 2. 6 apply picking methods specified by the organizational procedure for the type of goods and volume of goods to be picked

NSQF QUALIFICATION FILE

	<ul style="list-style-type: none"> 2.7 perform picking- by removing goods from the appropriate shelves, storage space into containers or pallets to prepare for loading 2.8 verify all items are labeled and packed appropriately 2.9 identify any errors occurring during the inbound picking/storage process such as damages and misplaced items 2.10 notify the supervisor of any damages for potential fixes 2.11 notify administration for any additional orders that need to be placed to replace misplaced/irreparable items 2.12 incase number of items are less than required report to supervisor immediately and halt picking till issue is resolved 2.13 verify all items on the pick list are picked and are in deliverable condition 2.14 fill out appropriate administrative forms as required by the company in case of accidents, damages, errors etc 2.15 comply with safety regulations and procedures in case of fire hazards, biohazards, etc 2.16 wear all safety equipment including protective gear, helmets etc. 2.17 follow organization procedures with respect to security, materials handling and accidents 2.18 maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel 2.19 adhere to security regulations of the company
<p>3. LSC/N2110: Perform post Picking Activities</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <ul style="list-style-type: none"> 3.1 identify any errors/discrepancies in items picked such as damages or misplacement 3.2 notify supervisor of any damages for those items that need fixes 3.3 notify administration for any additional orders that need to be placed to replace misplaced/irreparable items 3.4 identify items that require further packing 3.5 determine type of packing required for item according to nature such as wooden packing, carton etc 3.6 hand over items for packing to relevant personnel 3.7 label items according to pick list requirements 3.8 assist with loading items into transportation truck or loading bay if applicable/necessary 3.9 report the status of inventory that has been damaged/misplaced 3.10 report the status of inventory that has been successfully picked and stored 3.11 inform the supervisor of any difficulties due to task loads or time limits 3.12 fill out administrative forms and complete all

NSQF QUALIFICATION FILE

	<p>organizational formalities for damages/accidents that occurred post-picking</p> <p>3.13 record the inventory details reported in the individual log books</p> <p>3.14 comply with safety regulations and procedures in case of fire hazards, biohazards, etc</p> <p>3.15 wear all safety equipment including protective gear, helmets etc</p> <p>3.16 follow organization procedures with respect to security, materials handling and accidents</p> <p>3.17 maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</p> <p>3.18 park or handover pallet trolleys/carts in case of shift breaks to authorized personnel</p>
<p>4. LSC/N2104: To carry out Housekeeping</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>4.1 inspect the area while taking into account various surfaces</p> <p>4.2 identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</p> <p>4.3 ensure that the cleaning equipment is in proper working condition</p> <p>4.4 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>4.5 plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</p> <p>4.6 inform the affected people about the cleaning activity</p> <p>4.7 display the appropriate signage for the work being conducted</p> <p>4.8 ensure that there is adequate ventilation for the work being carried out</p> <p>4.9 wear the personal protective equipment required for the cleaning method and materials being used</p> <p>4.10 use the correct cleaning method for the work area, type of soiling and surface</p> <p>4.11 carry out cleaning activity without disturbing others</p> <p>4.12 deal with accidental damage, if any, caused while carrying out the work</p> <p>4.13 report to the appropriate person any difficulties in carrying out your work</p> <p>4.14 identify and report to the appropriate person any additional cleaning required that is outside ones responsibility or skill</p> <p>4.15 ensure that there is no oily substance on the floor to avoid slippage</p> <p>4.16 ensure that no scrap material is lying around</p> <p>4.17 maintain and store housekeeping equipment and</p>

NSQF QUALIFICATION FILE

	<p>supplies</p> <p>4.18 follow workplace procedures to deal with any accidental damage caused during the cleaning process</p> <p>4.19 ensure that, on completion of the work, the area is left clean and dry and meets requirements</p> <p>4.20 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>4.21 dispose the waste garnered from the activity in an appropriate manner</p> <p>4.22 dispose of used and un-used solutions according to manufacturers instructions, and clean the equipment thoroughly</p>
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Employability Skills (30 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1	2
2.	Constitutional values - Citizenship	1	2
3.	Becoming a Professional in the 21st Century	1	4
4.	Basic English Skills	2	5
5.	Communication Skills	4	2
6.	Diversity & Inclusion	1	2
7.	Financial and Legal Literacy	4	7
8.	Essential Digital Skills	3	10
9.	Entrepreneurship	7	8
10.	Customer Service	4	4
11.	Getting ready for apprenticeship & Jobs	2	4
	Total	30	50

NSQF QUALIFICATION FILE

SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Enter the title here number			Level: Add level
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

NSQF QUALIFICATION FILE

Option B:

Title/Name of qualification/component: Warehouse Picker (NSQF – 3)			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>The individual in the job requires to:</p> <ul style="list-style-type: none"> instruct the job holder in his/her task to pick the required items as per the pick list. Perform regular housekeeping activities 	<p>The process is based on the schedule received from supervisor and pick list from the customer. These instruct the job holder in his/her task to pick the required items as per the pick list. The schedule and list have a routine and predictable content which enables the job holder to perform the picking task. Warehouse picking activities and regular housekeeping are repetitive and have a limited range.</p>	3
Professional knowledge	<p>S/he would have knowledge of</p> <ul style="list-style-type: none"> basic principles of picking as preparation f or loading / storage of the goods. basic safety, security and maintenance regulations and procedures as per organization policy 	<p>The job holder knows and understands the basic principles of picking as preparation f or loading / storage of the goods. The job holder has to understand picking documentation including labels and check it for any typo errors and discrepancies. S/he has to know and understand basic safety, security and maintenance regulations and procedures as per organization policy. S/he must know the basic principles of checking the packing of goods, suitable alternatives of cleaning required in the work station and what are the material and environmental requirements while performing the picking task.</p>	3

NSQF QUALIFICATION FILE

Professional skill	<p>Recall and demonstrate the ability to</p> <ul style="list-style-type: none"> • apply different prescribed picking methods with regard to the type and volume of goods • distinguish between good and bad quality of the picked goods, picking process and housekeeping. 	<p>Picking requires the completion of a number of related predictable and routine tasks. The jobholder must have practical skills of applying different prescribed picking methods with regard to the type and volume of goods. S/he must adhere to and apply basic safety, security and maintenance regulations and procedures in a practical manner. The job holder applies routine skills of assisting the loading process and identifying any errors / discrepancies, such as damages or misplacement of picked items. S/he is expected to distinguish between good and bad quality of the picked goods, picking process and housekeeping. The jobholder uses the routine of recalling appropriate locations of goods.</p>	3
Core skill	<ul style="list-style-type: none"> • communicate effectively with supervisor and peers 	<p>The job holder communicates and seeks the instruction of the supervisor on more complicated cases and situations. S/he communicates effectively with supervisor, packer and administration in case of errors, damage and other irregularities. S/he must be able to understand the alphanumeric coding on the labels. A routine communication in writing is required for filling out administrative forms and for recording the inventory details while performing the picking task. Basic planning skills are needed for a proper sequencing of the picked items.</p>	3
Responsibility	<p>The individual is responsible for</p> <ul style="list-style-type: none"> • picking the right items as per the pick list received from the supervisor • identifying items and additional packing if required, based on the defined principles for a limited range of cases 	<p>The job holder has the responsibility to pick the right items as per the pick list received from the supervisor. S/he has limited individual responsibility as the work is done under instruction and supervision. S/he is responsible for picking the right items as per picking list received and place it in the right place for dispatch or storage. Also responsible for identifying items and additional packing if required, based on the defined principles for a limited range of cases. S/he is responsible for own work within defined limit.</p>	3

NSQF QUALIFICATION FILE

SECTION 3

EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	<p>While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same.</p> <p>The same are also indicated in various skill studies conducted for the logistic sector –</p> <ol style="list-style-type: none"> 1. Skill requirement in logistics sector <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p>
	Industry Relevance	<p>As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.</p>
	Usage of the qualification	<p>The information related to past uptake performance of previous QPs related to warehousing sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.</p>
	Estimated uptake	<p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p>

NSQF QUALIFICATION FILE

27	Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence Approval has been given by Line Ministry on 3 rd August 2021.
28	What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work
29	What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

NSQF QUALIFICATION FILE

SECTION 4 **EVIDENCE OF PROGRESSION**

30	<p>What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? <i>Show the career map here to reflect the clear progression</i></p> <p>Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.</p> <div data-bbox="639 667 920 940" data-label="Diagram"><pre>graph BT; A[Warehouse Picker] --> B[Warehouse Executive]</pre></div>
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Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.