



# Warehouse Picker

QP Code: LSC/Q2102

Version: 3.0

NSQF Level: 3

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## LSC/Q2102: Warehouse Picker

### Brief Job Description

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

### Personal Attributes

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

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [LSC/N2108: Prepare for Picking](#)
2. [LSC/N2109: Perform Picking](#)
3. [LSC/N2110: Perform post picking activities](#)
4. [LSC/N2104: To Carry Out Housekeeping](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Packaging
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Credits</b>	NA

<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2004/413.00
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class OR 8th Class OR 8th Class
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Trained in picking and packing techniques
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	16/12/2014
<b>Next Review Date</b>	31/03/2022
<b>Deactivation Date</b>	30/04/2025
<b>NSQC Approval Date</b>	19/05/2015
<b>Version</b>	3.0
<b>Reference code on NQR</b>	2015/TLW/LSC/00097
<b>NQR Version</b>	1.0

## LSC/N2108: Prepare for Picking

### Description

This unit is about preparing for picking

### Scope

The scope covers the following :

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

### Elements and Performance Criteria

#### *Receive Pick list and task schedule*

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

- PC1.** ensure reception of task schedule from supervisor and pick list from customer/company side/supervisor
- PC2.** check the documents for any typos or errors and inform supervisor of any discrepancies

#### *Obtain details on labels for items to be picked*

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

- PC3.** obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked if required
- PC4.** verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes

#### *Safety, Security and Maintenance*

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

- PC5.** comply with safety regulations and procedures in case of fire hazards, biohazards, etc.
- PC6.** wear all safety equipment including protective gear, helmets etc.
- PC7.** follow organization procedures with respect to security, materials handling and accidents
- PC8.** maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel
- PC9.** park or handover pallet trolleys/carts in case of shift breaks to authorized personnel
- PC10.** adhere to security regulations of the company

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** procedure for obtaining pick list and generating labels
- KU2.** stock recording systems and procedures
- KU3.** knowledge of organizational procedures
- KU4.** role and responsibilities of colleagues on the shop floor

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

## **Generic Skills (GS)**

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

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

- GS24.** be open to new ideas and ways of doing things
- GS25.** develop personal goals in alignment with organization and work towards achieving set targets
- GS26.** avoid absenteeism
- GS27.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS28.** work in a disciplined environment
- GS29.** be punctual

## Assessment Criteria

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

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	LSC/N2108
<b>NOS Name</b>	Prepare for Picking
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Packaging
<b>NSQF Level</b>	3
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQF Clearance Date</b>	27/01/2022

## **LSC/N2109: Perform Picking**

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

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

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

- PC1.** ensure items on the pick list are for the right warehouse/storage area
- PC2.** locate the appropriate storage bays for items on pick list
- PC3.** locate the appropriate storage shelves and locate items to be picked
- PC4.** check if goods require any further packing and hand over the same to packer and collect once packing completed
- PC5.** if required obtain supervisors approval for handing over goods to packer

#### *Picking the packages as per the pick list*

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

- PC6.** apply picking methods specified by the organizational procedure for the type of goods and volume of goods to be picked
- PC7.** perform picking- by removing goods from the appropriate shelves, storage space into containers or pallets to prepare for loading
- PC8.** verify all items are labeled and packed appropriately
- PC9.** identify any errors occurring during the inbound picking/storage process such as damages and misplaced items
- PC10.** notify the supervisor of any damages for potential fixes
- PC11.** notify administration for any additional orders that need to be placed to replace misplaced/irreparable items
- PC12.** incase number of items are less than required report to supervisor immediately and halt picking till issue is resolved
- PC13.** verify all items on the pick list are picked and are in deliverable condition
- PC14.** fill out appropriate administrative forms as required by the company in case of accidents, damages, errors etc

#### *Safety, Security and Maintenance*

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

- PC15.** comply with safety regulations and procedures in case of fire hazards, biohazards, etc
- PC16.** wear all safety equipment including protective gear, helmets etc.

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

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

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

## **Generic Skills (GS)**

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

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

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

**Assessment Criteria**

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

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

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	LSC/N2109
<b>NOS Name</b>	Perform Picking
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Packaging
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## **LSC/N2110: Perform post picking activities**

### **Description**

This unit is about performing post picking activities

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

#### *Checking picked items for errors*

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

- PC1.** identify any errors/discrepancies in items picked such as damages or misplacement
- PC2.** notify supervisor of any damages for those items that need fixes
- PC3.** notify administration for any additional orders that need to be placed to replace misplaced/irreparable items

#### *Identify items that require additional packing*

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

- PC4.** identify items that require further packing
- PC5.** determine type of packing required for item according to nature such as wooden packing, carton etc
- PC6.** hand over items for packing to relevant personnel
- PC7.** label items according to pick list requirements

#### *Assist with Loading and report status of inventory picked to supervisor*

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

- PC8.** assist with loading items into transportation truck or loading bay if applicable/necessary
- PC9.** report the status of inventory that has been damaged/misplaced
- PC10.** report the status of inventory that has been successfully picked and stored
- PC11.** inform the supervisor of any difficulties due to task loads or time limits
- PC12.** fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking
- PC13.** record the inventory details reported in the individual log books

#### *Safety, Security and Maintenance*

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

- PC14.** comply with safety regulations and procedures in case of fire hazards, biohazards, etc
- PC15.** wear all safety equipment including protective gear, helmets etc
- PC16.** follow organization procedures with respect to security, materials handling and accidents

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

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

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

**KU1.** organizational procedures for stock recording and picking

**KU2.** recognize types of items that require packing

**KU3.** different methods of recording information

**KU4.** various documents that need to be maintained

**KU5.** company procedure for filling/maintaining up the documents

**KU6.** procedures for reporting to the appropriate authority

**KU7.** procedures for recording damage, breakages etc

**KU8.** reporting incidents where standard operating procedures are not followed

**KU9.** the importance of complete and accurate documentation

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

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

**KU12.** escalation matrix for reporting identified problems

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

**KU14.** the types of goods being handled

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

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

**KU17.** how to identify damages to goods and potential fixes

**KU18.** usage of stock recording systems

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

**KU20.** company codes/labels for storage bays and goods

### **Generic Skills (GS)**

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

**GS1.** fill in appropriate forms for any accidents/damages

**GS2.** re-write illegible labels in case required

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

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

**GS5.** communicate with supervisors and peers

**GS6.** provide advice and guidance to juniors and peers

**GS7.** prioritize and execute tasks within the scheduled time limits

**GS8.** suggest methods to improve efficiency of picking process

**GS9.** identify errors/damages during picking process

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

**Assessment Criteria**

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

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

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	LSC/N2110
<b>NOS Name</b>	Perform post picking activities
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Packaging
<b>NSQF Level</b>	3
<b>Credits</b>	3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## LSC/N2104: To Carry Out Housekeeping

### Description

This unit is about carrying out housekeeping activities

### Scope

The scope covers the following :

- Preparing for housekeeping activities
- Carry out housekeeping activities
- Post housekeeping activities

### Elements and Performance Criteria

#### *Preparing for housekeeping activities*

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

- PC1.** inspect the area while taking into account various surfaces
- PC2.** identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain
- PC3.** ensure that the cleaning equipment is in proper working condition
- PC4.** select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person
- PC5.** plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces
- PC6.** inform the affected people about the cleaning activity
- PC7.** display the appropriate signage for the work being conducted
- PC8.** ensure that there is adequate ventilation for the work being carried out
- PC9.** wear the personal protective equipment required for the cleaning method and materials being used

#### *Carry out Housekeeping*

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

- PC10.** use the correct cleaning method for the work area, type of soiling and surface
- PC11.** carry out cleaning activity without disturbing others
- PC12.** deal with accidental damage, if any, caused while carrying out the work
- PC13.** report to the appropriate person any difficulties in carrying out your work
- PC14.** identify and report to the appropriate person any additional cleaning required that is outside ones responsibility or skill

#### *Post housekeeping activities*

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

- PC15.** ensure that there is no oily substance on the floor to avoid slippage
- PC16.** ensure that no scrap material is lying around
- PC17.** maintain and store housekeeping equipment and supplies
- PC18.** follow workplace procedures to deal with any accidental damage caused during the cleaning process

- PC19.** ensure that, on completion of the work, the area is left clean and dry and meets requirements
- PC20.** return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored
- PC21.** dispose the waste garnered from the activity in an appropriate manner
- PC22.** dispose of used and un-used solutions according to manufacturers instructions, and clean the equipment thoroughly

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** the levels of hygiene required by workplace and why it is important to maintain them during your work
- KU2.** how to inspect a work area to decide what cleaning it needs
- KU3.** methods and materials that used for cleaning variety of surfaces kb4
- KU4.** the types of cleansing agents that are not to be mixed together
- KU5.** the correct method for cleaning equipment and/or machinery used during your work
- KU6.** the importance of personal protective equipment
- KU7.** appropriate personal protective equipment for the work area, cleaning equipment, tools, materials and chemicals used
- KU8.** the correct sequence for cleaning the work area
- KU9.** the time taken by the treatment to work
- KU10.** the importance of following manufacturer's instructions on cleaning agents
- KU11.** the most appropriate place to carry out test cleans and why this should be done before applying treatments
- KU12.** the importance of applying treatments evenly and the effect of not doing this
- KU13.** process of cleaning the surfaces without causing injury or damage
- KU14.** the method to check the treated surface and equipment on completion of cleaning
- KU15.** procedures for reporting any unidentified soiling
- KU16.** procedures for disposing off waste
- KU17.** procedures for disposing off or storing personal protective equipment
- KU18.** escalation procedures for soils or stains that could not be removed

### **Generic Skills (GS)**

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

- GS1.** construct simple sentences and express ideas clearly through written communication
- GS2.** fill up appropriate technical forms, process charts, activity logs in required format of the company
- GS3.** write simple letters, mails, etc
- GS4.** read and understand manuals, health and safety instructions, memos, reports etc
- GS5.** read images, graphs, diagrams

- GS6.** understand the various color codes, as per company nomenclature
- GS7.** express statements, opinions or information clearly so that others can hear and understand
- GS8.** participate in and understand the main points of simple discussions
- GS9.** respond appropriately to any queries
- GS10.** communicate with supervisor
- GS11.** handle cleaning equipment
- GS12.** handle cleaning agents
- GS13.** handle scrap
- GS14.** handle chemicals and other material
- GS15.** select the appropriate cleaning compound for different jobs, sections of the shop floor
- GS16.** suggest improvements(if any) in process based on experience

## Assessment Criteria

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

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

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	LSC/N2104
<b>NOS Name</b>	To Carry Out Housekeeping
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Packaging
<b>NSQF Level</b>	3
<b>Credits</b>	1
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	27/01/2025
<b>NSQC Clearance Date</b>	27/01/2022

## DGT/VSQ/N0101: Employability Skills (30 Hours)

### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

### Elements and Performance Criteria

#### *Introduction to Employability Skills*

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

**PC1.** understand the significance of employability skills in meeting the job requirements

#### *Constitutional values - Citizenship*

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

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

#### *Becoming a Professional in the 21st Century*

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

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

#### *Basic English Skills*

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

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

#### *Communication Skills*

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

**PC5.** follow good manners while communicating with others

**PC6.** work with others in a team

#### *Diversity & Inclusion*

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

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

*Financial and Legal Literacy*

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

**PC9.** use various financial products and services safely and securely

**PC10.** calculate income, expenses, savings etc.

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

*Essential Digital Skills*

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

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

**PC13.** use internet and social media platforms securely and safely

*Entrepreneurship*

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

**PC14.** identify and assess opportunities for potential business

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

*Customer Service*

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

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

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

**KU9.** different types of financial products and services

**KU10.** how to compute income and expenses

**KU11.** importance of maintaining safety and security in financial transactions

- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

### **Generic Skills (GS)**

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

**Assessment Criteria**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC2.</b> identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC3.</b> explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC4.</b> speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC5.</b> follow good manners while communicating with others	-	-	-	-
<b>PC6.</b> work with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC7.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC8.</b> report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use various financial products and services safely and securely	-	-	-	-
<b>PC10.</b> calculate income, expenses, savings etc.	-	-	-	-

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

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0101
<b>NOS Name</b>	Employability Skills (30 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	2
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	08/05/2025
<b>Next Review Date</b>	30/04/2028
<b>NSQC Clearance Date</b>	08/05/2025

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 50**

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2108.Prepare for Picking	30	70	-	-	100	20
LSC/N2109.Perform Picking	30	70	-	-	100	20
LSC/N2110.Perform post picking activities	30	70	-	-	100	20
LSC/N2104.To Carry Out Housekeeping	40	60	-	-	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	0	0	50	20
<b>Total</b>	<b>150</b>	<b>300</b>	<b>0</b>	<b>0</b>	<b>450</b>	<b>100</b>

## Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.

<p><b>Organisational Context</b></p>	<p>Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.</p>
<p><b>Technical Knowledge</b></p>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<p><b>Core Skills/ Generic Skills (GS)</b></p>	<p>Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.</p>
<p><b>Electives</b></p>	<p>Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.</p>
<p><b>Options</b></p>	<p>Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.</p>