

Revision made by NSDA\_25 May, 2015

## **QUALIFICATION FILE - CONTACT DETAILS OF SUBMITTING BODY**

### **Name and address of submitting body:**

**Logistics Skills Council**

**CII – IL, IIT-M Research Park, Unit-E, 10<sup>th</sup> Floor, Kanagam Road, Taramani, Chennai – 113.**

### **Name and contact details of individual dealing with the submission**

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**Position in the organisation: Head – Standards & Quality**

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### **List of documents submitted in support of the Qualifications File**

1. Qualification Pack
2. RFP for development of Occupational Standards
3. Selection process of the Consultants to develop Occupational Standards
4. LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.
5. Sample of Assessors Guide
6. Minutes of the meeting of GC meetings
  - a. Composition of the Technical Committee
  - b. Approval of Occupational Standards by Technical Committee and Governing Council
7. NSDC Human Resource & Skills Requirement in Logistics Sector is  
<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>
8. Occupational Map & Progression matrix  
  
List of companies and Industry associations participated in the development of these qualification packs (part of report)
10. List of QP/NOS validating companies.

## QUALIFICATION FILE SECTION 1 SUMMARY

<b>Qualification Title</b>	Inventory Clerk		
<b>Body/bodies which will assess candidates</b>	Logistics Skill Council		
<b>Body which will award the certificate for the qualification</b>	Logistics Skill Council		
<b>Body which will accredit providers to offer the qualification</b>	Logistics Skill Council		
<b>Occupation(s) to which the qualification gives access</b>	need to collect the stored items list, perform physical counting of goods, cross checking the physical count with the system numbers.		
<b>Proposed level of the qualification in the NSQF</b>	3		
<b>Anticipated volume of training/learning required to complete the qualification</b>	250 hours		
<b>Entry requirements / recommendations</b>	Class XII (Preferred) with minimum age of 18 years completed.		
<b>Progression from the qualification</b>	Supervisory Role or Executive Level. Refer to Annexure 8.		
<b>Planned arrangements for RPL</b>	RPL arrangements and policies are under development. The guidelines will get ready in 4-5 months.		
<b>International comparability where known</b>	Under Study		
<b>Formal structure of the qualification</b>			
<b>Title of unit or other component</b> (include any identification code used)	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
LSC/N2105: Prepare for inventory counting	Mandatory	80	3
LSC/N2106 : Verify physically counted numbers and system numbers	Mandatory	100	3
LSC / N 2107: Post counting activities	Mandatory	70	3

Please attach any document giving further detail about the structure of the qualification - eg a Curriculum or Qualification Pack.

Give details of the document here:

- Qualification Pack is attached as Annexure 1

## QUALIFICATION FILE SECTION 2 ASSESSMENT

### **Name of assessment body:**

If there will be more than one assessment body for this qualification, give details.

Logistics Skills Council has received EOI from assessment bodies and is in the process of evaluating them and will empanel assessment bodies before May 2015

### **Will the assessment body be responsible for RPL assessment?Yes**

Give details of how RPL assessment for the qualification will be carried out and quality assured.

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack.

The process of RPL assessment is under development.

## ASSESSMENT POLICY

**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:**

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.

### Assessment policy of LSC

- 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.
- 13) Questions framed should be simple and without ambiguity
- 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 Skills Council to inform the assessment body on assessment details like name of the training partner, assessment location and job role to be assessed at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Skills Council and inform the assessor details to Logistics Skills Council at least 1 week in advance from the date of assessment.
- 3) Logistics Skills Council to cross check the assessor details with the relevant documents submitted by the assessment body and approve the assessor on the same day of submission
- 4) Assessment body to submit the details of mode of assessment and a detailed paper has to submit to logistics skills council on assessment pattern, clearly defining the weightage of theory, practical and viva distribution, at least 5 days in advance from the date of assessment.
- 5) Logistics Skills Council to approve the pattern on the same day of submission
- 6) Assessment bodies to design the question paper for theory, practical & viva in 3 sets and submit to logistics skills council at least before 3 days in advance from the date of assessment.
- 7) Logistics Skills Council to approve the Question papers and inform assessment body on the same day of submission.
- 8) Assessment bodies to send the assessor to the assessment location at least before 12 hrs in advance from the time of assessment.
- 9) Assessor to start the assessment exactly on the time agreed by Training partner, Logistics Skills Council and assessment body.
- 10) Assessor to verify the candidates with any valid Govt. id reference and also collect a copy of ID proof produced by the candidate.
- 11) Assessor to record the attendance sheet with the ID number and the name of the candidate and also capture a photograph covering the Training partners sign board.
- 12) Assessor also need to have a photograph clicked with all the candidates in group.
- 13) Assessor to collect the details of biometric attendance details and CCTV footage of the assessment and produce the same to Logistics skills council on demand.
- 14) Assessment bodies to submit the result to logistics skills council with in a weeks' time from the date of assessment.
- 15) Assessment body to maintain hard and soft copies of assessment sheets and produce to logistics Skills Council on demand.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

- LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.

## ASSESSMENT EVIDENCE

Complete a grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

**Job Role: Inventory Clerk**

**Qualification Pack: LSC/Q2108**

**Sector Skill Council: Logistics Skill Council**

### Guidelines for Assessment:-

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. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
6. 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.

Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of (100)	Theory	Skills Practical
1. LSC/N2105 (Prepare for inventory counting)	PC1. Understand the work schedule for the day from the supervisor.	100	5	1	4
	PC2. Obtain the list of stored items from the supervisor.		5	1	4
	PC3. Get the list with location details along with the level of items in each pallet from the supervisor.		10	3	7
	PC4. Based on the total number of Stock Keeping Units (SKU) and the total working days in a month, determine the number of items to be counted daily.		10	4	6
	PC5. Depending on the inventory classification schemes, understand how many items of each category are to be counted in a day.		5	2	3
	PC6. Collect and wear all the necessary Personal Protective Equipment (PPE) as required by the product or the environment.		5	2	3
	PC7. Get the required Material Handling		5	1	4

	Equipment (MHE) such as reach trucks and cages and keep them ready.				
	PC8. Inspect the MHE to ensure that they are in good working condition.		5	2	3
	PC9. Inspect the store area for any spillage, breakage or any other safety issues.		5	2	3
	PC10. Clean up spills or breakages in the store area.		5	1	4
	PC11. Check stability and overloading of storage racks.		10	2	8
	PC12. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC13. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC14. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC15. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	1	4
	PC16. Adhere to security regulations of the company		5	2	3
	PC17. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
		Total	100	30	70
2.LSC/N2106 (Verify physically counted numbers and system numbers)	PC1. From the stored items list, identify where the full pallets are located.		5	1	4
	PC2. With the help of an MHE operator, use the cage and reach truck to go up and count items in full pallets.		5	1	4
	PC3. For all other pallets which are not full, have the MHE operator use the reach truck to bring the pallet down and perform counting.		5	2	3
	PC4. Compare actually counted numbers with the numbers in the stored items list to identify discrepancies if any.		10	2	8
	PC5. Prepare a missing items list.	100	10	3	7
	PC6. Continue counting of different category items until the daily quota for each category is achieved.		5	1	4
	PC7. Search through the warehouse to locate missing items.		5	1	4
	PC8. Identify floating inventory and bin them as per company policy.		10	2	8
	PC9. Update missing items list, noting down items which items were reconciled.		10	2	8
	PC10. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC11. Wear all safety equipment including protective gear, helmets etc.		5	2	3

	PC12. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC13. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC14. Adhere to security regulations of the company		5	2	3
	PC15. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
		Total	100	30	70
3.LSC / N 2107 (Post counting activities)	PC1. Return any PPE used to the respective storage rack.	100	10	2	8
	PC2. Return any MHE used to the respective storage area.		10	2	8
	PC3. Perform a safety inspection of the storage area.		10	1	9
	PC4. Clean up any spillage or breakages.		10	2	8
	PC5. Discuss findings of inventory cycle count with DEO and update information on the system.		10	2	8
	PC6. Report discrepancies in counting and SKU mix up along with any other issues faced to the supervisor.		10	3	7
	PC7. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC8. Wear all safety equipment including protective gear, helmets etc.		10	5	5
	PC9. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC10. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC11. Adhere to security regulations of the company		5	2	3
	PC12. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
		Total	100	30	70

### QUALIFICATION FILE SECTION 3 EVIDENCE OF NEED

**What evidence is there that the qualification is needed?**

While collecting data from the companies for the occupational map, we also took feedback from industry players, which was collected with respect to roles 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. Refer to annexure 8 as well as other mail interactions provided.

**What is the estimated uptake of this qualification and what is the basis of this estimate?**

Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is <https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>

- Feedback from industry players for demand though again sample size may not lend to accurate figures
- Training duration, and current and potential training capacity envisaged
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply
- For 2013 – 17, the estimated manpower employment is as follows,

Estimated Year / Employment Demand in Sub-Sector	Warehousing (Storage & Packaging) (In million)	Land Transportation (In million)	Courier / Express (In million)
2013 - 17	0.18	2.20	0.07
2017 - 22	0.16	1.90	0.06

**What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?**

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

**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?**

- Regular interaction with the training partners to gather feedback in implementation.
- Monitoring of results in assessments.
- Employer feedback will be sought post-placement.
- A formal review is scheduled in a year's time.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Report to the Governing Council
2. Minutes of the meeting of GC meetings
3. NSDC Human Resource & Skills Requirement in Logistics Sector is

<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>

**QUALIFICATION FILE SECTION 4 SUMMARY EVIDENCE OF LEVEL**

Level of qualification: 3

Summary of Direct Evidence (from learning outcomes):



<b>Inventory Clerk - LSC/Q2108</b>					
<b>Process required</b>	<b>Professional knowledge</b>	<b>Professional skill</b>	<b>Core skill</b>	<b>Responsibility</b>	<b>Level</b>
<p>The process is based on the list of components / goods stored, receiving and dispatch list for the day's work schedule received from supervisor. S/he has to determine the number of items to be counted daily based on the total number of Stock Keeping Units (SKU) and the total working days in a month. S/he has to collect the list with location details along with the level of items in each pallet from the supervisor. S/he has to perform cycle count or wall to wall count based on the customer's requirement for inventory maintenance and monitor which is routine and predictable within the limited range.</p>	<p>The job holder has to possess the knowledge on various Stock Keeping Units and technical specifications of goods handled within the warehouse. S/he to be aware of possible difficulties such as duplicate numbers represented in labels, transit goods accounted in the inventory, missing items, etc. in the inventory counting activity and basics on Standard Operating Procedures followed for all process in the warehouse. S/he has to have knowledge on all inventories apart from the goods / components such as Pallets, Material Handling equipment, Personal Protective Equipment and other hydraulic / non-hydraulic equipment utilized in the warehouse. S/he has to be aware of safety, security procedures and housekeeping activities followed in the organization.</p>	<p>The job holder has to plan on prioritizing and executing the counting activity in a planned manner to meet targets on daily basis. S/he rapidly identify and address errors during inventory counting process and suggest methods to improve storage activities for optimum space utilisation. S/he has to possess the ability to meet the daily targets on counting activity without fail to keep the inventory up to date and submit detailed reports to the supervisor in a timely manner. The stock counting activity in the warehouse is routine and repetitive in narrow range of application for inventory maintenance. The job holder has to change work plan with supervisor's approval to accommodate immediate requirements based on the business urgency.</p>	<p>The job holder has to communicate clearly in local language or English with Supervisor and peers for accounting the inventory and delays or updates on counting schedules. S/he has to read and understand work schedule, list of inventory stored and match labels to products on the list while taking inventory count. S/he has to prepare detailed reports about inventory counted and discrepancies found during the count. The job holder requires skill of basic arithmetic and algebraic principles to account the inventory stocks on a day to day basis in a systematic manner.</p>	<p>The job holder has to collect the stored items list, perform physical counting of goods, cross checking the physical count with the system numbers, locating missing items for reconciliation and preparing detailed reports for the management. S/he has to keep an account of all inventories such as goods received, stored and dispatched in a day with customer specifications, Personal Protective Equipment, Material Handling trucks, etc. present inside the warehouse. The job holder will be responsible for the stock keeping units within the purview of the warehouse under close supervision of the warehouse manager.</p>	<b>3</b>
<b>Level:3</b>	<b>Level:3</b>	<b>Level:3</b>	<b>Level:3</b>	<b>Level:3</b>	<b>3</b>

**OTHER EVIDENCE OF LEVEL**[This need only be filled in where evidence other than primary outcomes was used to allocate a level] **(Optional)**

Nature of Evidence	Comments	EL-1	EL1	EL+1

Summary of other evidence (if used):

## **SECTION 4**

### **EVIDENCE OF RECOGNITION OR PROGRESSION**

**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?**

Horizontal and vertical mobility options have been articulated. Refer to Annexure 8.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- Occupational Map and progression matrix - Annexure 8.
- List of companies and Industry associations participated in developed of these qualifications (part of report)– Annexure 9.