



Model Curriculum

QP Name: Warehouse Executive (Electives – Forecasting and Trend Analysis/
Decision science-based resource allocation and streamline
operations at a warehouse)

QP Code: LSC/Q0301

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 2.0

Table of Contents

Training Parameters.....	2
Program Overview.....	3
Training Outcomes.....	3
Compulsory Modules.....	3
Option Modules.....	5
Module 1: Introduction to Warehouse Executive.....	6
Module 2: Warehouse data analysis.....	7
Module 3: Warehouse documentation.....	8
Module 4: Basic quality inspection and inventory management.....	9
Module 5: Transport coordination.....	9
Module 6 : Guidelines on integrity and ethics.....	10
Module 7: Compliance to health and safety standards.....	11
Module 8 : Verify GST invoices.....	13
Module 9 : Forecasting and Trend analysis.....	14
Module 10: Science-based resource allocation and streamlining of operations.....	15
Module 11: Employability Skills.....	16
Annexure.....	18
Trainer Requirements.....	18
Assessor Requirements.....	19
Assessment Strategy.....	20
References.....	22
Glossary.....	22
Acronyms and Abbreviations.....	23

Training Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage and Packaging)
Occupation	Warehousing operations, packaging, documentation and reporting, engineering/maintenance)
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.01 to 4321 .05 and ISCO -08/4132, 4321, 4322,
Minimum Educational Qualification and Experience	12th grade pass Or 10th grade pass and pursuing continuous schooling Or 10th Grade Pass + 2 year relevant experience Or Previous relevant Qualification of NSQF Level 3 (Data Feeder - Warehouse) with minimum education as 8th Grade pass + 3 year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18
Last Reviewed On	28/02/2023
Next Review Date	28/02/2026
NSQC Approval Date	28/02/2023
QP Version	2.0
Model Curriculum Creation Date	07/10/2022
Model Curriculum Valid Up to Date	28/02/2026
Model Curriculum Version	2.0
Minimum Duration of the Course	510
Maximum Duration of the Course	570

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Analyse warehouse data to assess optimal utilisation of assets and identifying reasons for non-performance
- Prepare documentation for inbound and outbound movement of goods
- Perform inventory quality check, counting and documentation
- Arrange for transportation based on goods movement in warehouse
- Comply to workplace integrity, ethical and regulatory practices.
- Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms.
- Inspect invoices for correct application of GST.
- Perform trend analysis and forecast warehouse business

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	20	10			30
Module 1: Introduction to Warehouse Executive	20	10			30
LSC/N0129– Warehouse data management and analysis using ERP V1.0 4	20	35	5		60
Module 2: Warehouse data analysis	20	35	5		60
LSC/N0130– Perform inbound and outbound ERP operations and	20	35	5		60

reporting V2.0 4					
Module 3: Warehouse documentation	20	35	5		60
LSC/N0131– Perform operations quality check and inventory reconciliation V2.0 4	20	35	5		60
Module 4: Basic quality inspection and inventory management	20	35	5		60
LSC/N0132- Perform vehicle planning and transport coordination V1.0 4	20	35	5		60
Module 5: Transport coordination	20	35	5		60
LSC/N9904 - Maintain integrity and ethics in operations V1.0 4	10	20			30
Module 6: Guidelines on ethics and integrity	10	20			30
LSC/N9905 - Follow health, safety and security procedures V1.0 4	20	35	5		60
Module 7: Compliance to health, safety and security norms	20	35	5		60
LSC/N9906 – Verify GST invoices V1.0 4	10	15	5		30
Module 8: GST and it's application	10	15	5		30
DGT/VSQ/N0102 Employability Skills	30	30			60
Total Duration	170	250	30		450

Elective Modules

The table lists the elective modules, their duration and mode of delivery.

Elective 1: Forecasting

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N0110 Forecasting and trend analysis V1.0 4	30	30			60
Module 9: Forecasting and trend analysis	30	30			60
Total Duration	30	30			60

Elective 2: Resource allocation

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N0127- Decision science-based resource allocation and streamline operations at a warehouse V1.0 5	30	30			60
Module 10: Science-based resource allocation and streamlining of operations	30	30			60
Total Duration	30	30			60

Module Details

Module 1: Introduction to Warehouse Executive

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of a warehouse executive

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Classify the components of supply chain and logistics sector • Detail the various sub-sectors and the opportunities in them • Illustrate the job role of warehouse executive – and its connection with various other job roles • Describe the various activities in a warehouse • Discuss the documentation requirements in warehousing operations 	<ul style="list-style-type: none"> • Identify the various MHEs used in warehouse • Perform various operations functions of a warehouse executive
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	

Module 2: Warehouse data analysis

Mapped to LSC/N0129, v1.0

Terminal Outcomes:

- Detail the steps to be performed in warehouse data analysis

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the list of data to be collected for analysing shipments, loading, un-loading, packing and binning activities, etc. • Detail the data to be collected regarding priorities, complaints/delay, escalations, customer feedback etc. • Operate ERP to collect and upload necessary data • Correlate physical data with ERP data for correctness and compliance to documentation requirements • Prepare various data analysis such as variance analysis, financial, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc. 	<ul style="list-style-type: none"> • Identify various data to be collected for loading, unloading, binning etc. • Determine various data based on priorities, complaints, customer feedback etc. • Use ERP to upload and collect data • Check data against ERP for correctness and accuracy • Prepare various data analysis such as variance analysis, financial, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
ERP, MS Office, Data analysis software, LLMS & WMS, stationery, computer, printer, ERP software, etc.	

Module 3: Warehouse documentation

Mapped to LSC/N0130, V1.0

Terminal Outcomes:

- Detail the steps to be followed for inbound and outbound documentation

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> List the documentation used for inbound and outbound movement of goods Describe the quality check process for different types of goods and packaging Prepare inbound and outbound documentation Compare physical goods with delivery manifest Inspect accurate update of data in ERP for tracking of goods movement Check correctness of documentation including air way bill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation etc. Detail the claims documentation process Inspect quarantined goods for conformance to reasons provided in the documentation Inspect documentation for correctness to dates, reasons, valuation, supporting documentation etc Prepare claims documentation Explain role of internal stakeholders, customer and insurance agencies in claims processing 	<ul style="list-style-type: none"> Prepare inbound and outbound movement documentation Perform quality check for different types of goods and packaging Compare physical goods with delivery manifest Inspect accurate update of data in ERP for tracking of goods movement Examine correctness of documentation including air waybill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation etc. Perform claims documentation process Inspect quarantined goods for conformance to reasons provided in the documentation Inspect documentation for correctness to dates, reasons, valuation, supporting documentation etc. Prepare claims documentation Understand the role of internal stakeholders, customer and insurance agencies in claims processing
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
ERP, MS Office, SOP, Data analysis software, stationery, computer, printer, LLMS & WMS, ERP software, etc.	

Module 4: Basic quality inspection and inventory management

Mapped to LSC/N0131, v1.0

Terminal Outcomes:

- Detail the appropriate steps for quality inspection and inventory management as per SOP

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the quality inspection process such as product description match, brand match, manufacturing location match, damages etc. Prepare inspection reports Detail the pre-inventory check and documentation processes Perform inventory count Prepare inventory reports Inspect process activity to assess the tag/ label printing requirements Operate the computer and printer to print bar codes, product tags, address tags, labels, etc. Prepare documentation related to tag/label printing 	<ul style="list-style-type: none"> Perform quality inspection processes such as product description match, brand match, manufacturing location match, damages etc. Prepare inspection reports Perform pre-inventory check and documentation processes Perform inventory count Prepare inventory reports Inspect process activity to assess the tag/ label printing requirements Operate the computer and printer to print bar codes, product tags, address tags, labels, etc. Prepare documentation related to tag/label printing
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
ERP, Barcode scanner, packing devices, LLMS & WMS, packing material, markers and stationery, computer, printer, calculator, counting devices, Management Information System (MIS) software, etc.	

Module 5: Transport coordination

Mapped to LSC/N0132, v1.0

Terminal Outcomes:

- Detail the steps to be performed for transport coordination

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the process to assess transportation requirement based on consignment volume, type and destination Discuss the parameters for selection of right transporter based on cost analysis and compliance to delivery dates Detail the documentation requirements for transportation of goods Check cargo arrangement as per consolidation chart Use ERP to record transport operations 	<ul style="list-style-type: none"> Evaluate transportation requirement based on consignment volume, type and destination Identify the right transporter based on cost analysis and compliance to delivery dates Prepare the necessary documentation for transportation of goods Coordinate between transporter and internal stakeholders Verify cargo arrangement compliance to consolidation chart Record transport operations in ERP
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
MS Office compressor, condenser, evaporator, LLMS & WMS ,temperature and humidity sensor, simulator, tools and tackles, consumables, cold storage equipment, gas leak detectors, electrical systems, start relays and defrost timers, pressure pumps, etc.	

Module 6: Guidelines on integrity and ethics

Mapped to LSC/N9904, v1.0

Terminal Outcomes:

- Explain the concepts of integrity, ethics
- Detail the various regulatory requirements related to logistics industry

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the concepts of integrity, ethics • Detail the various regulatory requirements related to logistics industry • Explain data and information security practices • Discuss corrupt practices • Discuss regulatory requirements, code of conduct and etiquettes • Detail the procedure for documenting all integrity and ethics violations Explain escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Practice the principles of integrity and ethics • Follow the various regulatory requirements related to logistics industry • Perform data and information security practices • Identify corrupt practices • Comply to regulatory requirements • Practice code of conduct and etiquettes • Document all integrity and ethics violations • Report deviation as per the escalation matrix
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
MS Project, MS Office, Computer, Projector, LLMS & WMS, TV, Stationery, Worksheets, Statistical Tools compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables	

Module 7: Compliance to health and safety standards

Mapped to LSC/N9905, v1.0

Terminal Outcomes:

- Describe health, safety, and security procedures in warehouse
- Demonstrate the inspection procedure to ensure appropriate and safe conditions of activity area and equipment
- Illustrate the standard protocol to be followed during emergency situations, accidents and breach of safety

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail health, safety and security procedures in cold storage plants • Detail the safety precautionary method • Explain the inspection procedure to ensure appropriate and safe conditions of activity area and equipment • Detail hygiene and sanitation standards as per regulatory bodies such as FSSAI, APEDA • Detail the pest control methods to ensure no pest • Discuss unsafe working conditions • Describe the inspection procedure to check safe handling of hazardous goods • Discuss the standard protocol to be followed during emergency situations, accidents and breach of safety 	<ul style="list-style-type: none"> • Communicate effectively with seniors to understand targets, performance indicators • Practice responsible, disciplined and respectful behavior in the workplace • Resolve conflicts amongst colleagues • Practice cooperation, coordination, etiquette and collaboration with colleagues and clients • Provide expert inputs and guide colleagues • Communicate effectively with clients to understand work requirements • Solve client escalations effectively • Establish and maintain good client relationships
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
MS Project, MS Office, Computer, Projector, TV, Stationery, Worksheets, Statistical Tools compressor, condenser, evaporator, LLMS & WMS, temperature and humidity sensor, simulator, tools and tackles, consumables	

Module 8: Verify GST invoices

Mapped to LSC/N9906, v1.0

Terminal Outcomes:

- Demonstrate the steps to be followed for verifying GST invoices

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the GST application procedure in invoicing process • Detail the rules and regulation in applying and reversing GST • Inspect to identify faults in a document with GST computation • Describe GST documents approval process • Check for pending litigation from previous regime • Review monthly returns for compliance to regulations • Check correctness of tax payment records and acknowledgements received 	<ul style="list-style-type: none"> • Prepare the GST application for invoicing process • Examine faults in a document with GST computation • Perform all activities for GST documents approval process • Examine for pending litigation from previous regime • Review monthly returns for compliance to regulations • Examine correctness of tax payment records and acknowledgements received
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Laptop, MS office, ERP, stationery, worksheets, LLMS & WMS, computer, projector, GST guidelines etc.	

Module 9: Forecasting and trend analysis

Mapped to LSC/N0110, v1.0

Terminal Outcomes:

- Detail the steps to be performed for forecasting and trend analysis

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the different types of trend analysis Detail the information required for performing various trend analysis Explain trend analysis to assess seasonality or cyclic nature of business Explain the procedure of preparing inference reports based on trend analysis Discuss the different forecasting methods and the corresponding data requirement Demonstrate forecasting technique based on available data 	<ul style="list-style-type: none"> Perform different types of trend analysis Collect the information required for performing various trend analysis Perform trend analysis to assess seasonality or cyclic nature of business Prepare inference reports based on trend analysis Perform different forecasting methods based on available data Explain forecasted scenarios to manager/management
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Laptop, MS office, ERP, stationery, worksheets, LLMS & WMS ,computer, projector, GST guidelines etc.	

Module 10: Science-based resource allocation and streamlining of operations

Mapped to LSC/N0127, v1.0

Terminal Outcomes:

- Describe allocation and review process for resources.
- Explain escalation procedure with manager and internal stakeholders to resolve queries.

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the planning activities involved for daily/ weekly operations using decision tool. • Describe allocation and review process for resources. • Detail exigency plan preparation • Explain escalation procedure with manager and internal stakeholders to resolve queries • Describe relationship to be maintained with other departments, contractors, transporters, freight operators, clients, customs, and regulatory bodies • Detail the examination process to be followed in warehouse operations. • Explain damaged goods handling procedure. • Describe planning and preventive maintenance. 	<ul style="list-style-type: none"> • Operate decision tool for generating and approving work plan. • Use task manager for task allocation. • Prepare budget and allocate the requisite MHE for tasks at hand • Review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance • Devise exigency and contingency plan for optimal resource allocation. • Escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager • Plan corrective and preventive actions based on accident and damage reports • Perform inspection for segregation, damage and disposal. • Update tracker of stored inventory • Review escalated issues and identify root cause for providing corrective action • Escalate the issues to manager when external or additional help is required • Coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required • Prepare claims reports for damaged goods and coordinate with insurance agency and client for processing
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, LLMS & WMS ,Material Handling Equipment (MHEs), etc.	

Module 11: Employability Skills

Mapped to DGT/VSQ/N0102, v1.0

Terminal Outcomes:

- Discuss the Employability Skills required for jobs in various industries
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries • List different learning and employability related GOI and private portals and their usage • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team • Discuss the significance of escalating sexual harassment issues as per POSH act. • List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids • Describe the role of digital technology in today's life • Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely • Explain the types of entrepreneurship and enterprises • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its 	<ul style="list-style-type: none"> • Practice different environmentally sustainable practices. • Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. • Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Read and interpret text written in basic English • Write a short note/paragraph / letter/e - mail using basic English • Create a career development plan with well-defined short- and long-term goals • Communicate effectively using verbal and nonverbal communication etiquette. • Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD • Outline the importance of selecting the right financial institution, product, and service • Demonstrate how to carry out offline and online financial transactions, safely and securely • Operate digital devices and use the associated applications and features, safely and securely • Create sample word documents, excel sheets and presentations using basic features • Utilize virtual collaboration tools to work

<p>mitigation plan</p> <ul style="list-style-type: none"> Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement Detail the significance of analyzing different types and needs of customers Explain the significance of identifying customer needs and responding to them in a professional manner. Discuss the significance of maintaining hygiene and dressing appropriately Explain the significance of maintaining hygiene and confidence during an interview List the steps for searching and registering for apprenticeship opportunities 	<p>effectively</p> <ul style="list-style-type: none"> Devise a sample business plan, for the selected business opportunity Create a professional Curriculum Vitae (CV) Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively Perform a mock interview
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs	
Tools, Equipment and Other Requirements	
Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Pass	Warehousing	3	Warehousing	1	Warehousing	

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Warehouse Executive” mapped to QP: “LSC/Q0301, v2.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Pass	NA	1	Warehousing	1	warehousing	

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Warehouse Executive” mapped to QP: “LSC/Q0301, v2.0”. Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80%

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

3. On-Job Training: OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

4. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions
- iv. Fill in the blanks
- v. Scenario based Questions
- vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency-based assessments, assessors guide etc. LSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations
practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards