

## Qualification Pack



# Chemist - Retail Pharmacy

QP Code: LFS/Q0615 Instantiated QP Code: LFS/Q0615-SI001

Version: 1.0

NSQF Level: 5

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### LFS/Q0615-SI001: Chemist - Retail Pharmacy

#### Brief Job Description

Chemist - Retail Pharmacy is responsible for the storage, dispensing, and sale of drug products in compliance with regulations and legal guidelines. The job holder is expected to monitor and solve service concerns also.

#### Personal Attributes

The individual should have knowledge of different materials and chemicals along with the storing and selling appropriate pharma product. He must be able to identify defects, select appropriate storage areas, and handle inventory/stock. He should have the ability to do quality assurance, inventory control, manufacturing dispensing .

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LFS/N0602: Carry out reporting and documentation for appropriate storage of material/products](#)
2. [LFS/N0118: Coordinate with supervisor, teammates, and cross-functional teams](#)
3. [LFS/N0113: Ensure a hygienic and clean work area to avoid contamination](#)
4. [LFS/N0101: Follow Environment ,health and safety guidelines in GMP/GLP controlled areas and laboratory](#)
5. [LFS/N0656: Supervise waste disposal as per environment sustainable practices](#)
6. [LFS/N0668: Supervise warehouse operations for storage, dispensing and sale of drug products](#)
7. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Life Sciences
<b>Sub-Sector</b>	Pharmaceutical, Bio Pharmaceutical
<b>Occupation</b>	Supply Chain Management
<b>Country</b>	India



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<b>NSQF Level</b>	5
<b>Credits</b>	19
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3213.0100 NCO-2015/3213.9900
<b>Minimum Educational Qualification &amp; Experience</b>	B.Pharm (8th semester) OR M.Pharm OR D.Pharm with 2 Years of experience OR Certificate-NSQF (Associate- Retail Pharmacy Operations (Level 4)) with 3 Years of experience
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Pharmacist registration with State Pharmacy Council for securing an employment is MUST
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	28/07/2025
<b>NSQC Approval Date</b>	28/07/2022
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QM-05-LS-00256-2023-V1.1-LSSSDC
<b>NQR Version</b>	1.0



## Qualification Pack

### LFS/N0602: Carry out reporting and documentation for appropriate storage of material/products

#### Description

This NOS unit is about the job holder to carry out reporting and documentation for appropriate storage of material/products

#### Scope

The scope covers the following :

- Reporting quality issues and test results
- Recording and documentation

#### Elements and Performance Criteria

##### *Reporting quality issues and test results*

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

- PC1.** report defects/ problem/ incidents /quality issues/ test results as applicable in a timely manner
- PC2.** report to the appropriate authority as laid down by the company
- PC3.** follow reporting procedures as prescribed by the company and cGMP

##### *Recording and documentation*

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

- PC4.** Prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP.
- PC5.** Review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance.
- PC6.** Maintain documents regarding stock received and stock rotation.
- PC7.** Maintain documents regarding damaged goods and disposal methods.
- PC8.** Maintain documents regarding storage techniques.
- PC9.** Identify documentation to be completed relating to one's role as per cGMP.
- PC10.** Record details accurately in an appropriate format.
- PC11.** Accurately document the results of the inspections and testing.
- PC12.** Maintain all controlled document files and test records in a timely and accurate manner.
- PC13.** Ensure that the final document meets regulatory and compliance requirements.
- PC14.** Make sure documents are available to all appropriate authorities to inspect.
- PC15.** Update tracker of stored inventory.
- PC16.** Evaluate problems and make initial recommendations for possible corrective action to supervise.
- PC17.** Perform review of records and other documentation for compliance to established procedures and good documentation practices.



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**PC18.** Write and update the inspection procedures, protocols and checklists.

**PC19.** Prepare inspection reports as per the inspection activity performed.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company manual , SOP , types of documentation used in the organization and its importance
- KU2.** risk and impact of not following defined procedures/work instructions
- KU3.** impact of various documentations practices on cost, quality, productivity, delivery and safety
- KU4.** how to carry out good stock management
- KU5.** importance of complete and accurate documentation
- KU6.** relevant legislative responsibilities and workplace systems for recording information on dispensed pharmaceutical materials and related workplace coding and labelling systems and purpose
- KU7.** principles of good documentation practices and visual standards applied in the workplace
- KU8.** escalation matrix for reporting identified issues
- KU9.** importance of identifying non-conforming materials
- KU10.** use of computer applications/software

### Generic Skills (GS)

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

- GS1.** use written communication skills to record information accurately in compliance with ALCOA principles as per SOP and GMP guidelines in the English language
- GS2.** use reading and comprehension skills to read the various coding systems, instructions ,prescription, guidelines, procedures, rules, and signage
- GS3.** use listening skills to interpret the instructions, procedures and alarms
- GS4.** use verbal communication skills to interact with supervisor, teammates, cross-functional teams and customers as applicable
- GS5.** apply problem-solving skills to find solutions for workflow-related difficulties
- GS6.** apply planning and organizing skills to plan and organize tools and material required to fulfil documentation related requirements
- GS7.** apply critical thinking skills to analyze and identify what and when to report an issue/concern to the supervisor/ QA team / any other stakeholder
- GS8.** apply customer-centricity while generating and securing documents
- GS9.** apply customer-centricity to remain compliant with data integrity rules, GMP guidelines and to evaluate the impact of errors
- GS10.** apply decision-making skills to make balanced judgments within the authority while dealing with daily work-life situations



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Reporting quality issues and test results</i>	<b>10</b>	<b>25</b>	<b>7</b>	<b>6</b>
<b>PC1.</b> report defects/ problem/ incidents /quality issues/ test results as applicable in a timely manner	-	-	-	-
<b>PC2.</b> report to the appropriate authority as laid down by the company	-	-	-	-
<b>PC3.</b> follow reporting procedures as prescribed by the company and cGMP	-	-	-	-
<i>Recording and documentation</i>	<b>15</b>	<b>20</b>	<b>8</b>	<b>9</b>
<b>PC4.</b> Prepare and submit daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP.	-	-	-	-
<b>PC5.</b> Review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance.	-	-	-	-
<b>PC6.</b> Maintain documents regarding stock received and stock rotation.	-	-	-	-
<b>PC7.</b> Maintain documents regarding damaged goods and disposal methods.	-	-	-	-
<b>PC8.</b> Maintain documents regarding storage techniques.	-	-	-	-
<b>PC9.</b> Identify documentation to be completed relating to one's role as per cGMP.	-	-	-	-
<b>PC10.</b> Record details accurately in an appropriate format.	-	-	-	-
<b>PC11.</b> Accurately document the results of the inspections and testing.	-	-	-	-
<b>PC12.</b> Maintain all controlled document files and test records in a timely and accurate manner.	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> Ensure that the final document meets regulatory and compliance requirements.	-	-	-	-
<b>PC14.</b> Make sure documents are available to all appropriate authorities to inspect.	-	-	-	-
<b>PC15.</b> Update tracker of stored inventory.	-	-	-	-
<b>PC16.</b> Evaluate problems and make initial recommendations for possible corrective action to supervise.	-	-	-	-
<b>PC17.</b> Perform review of records and other documentation for compliance to established procedures and good documentation practices.	-	-	-	-
<b>PC18.</b> Write and update the inspection procedures, protocols and checklists.	-	-	-	-
<b>PC19.</b> Prepare inspection reports as per the inspection activity performed.	-	-	-	-
<b>NOS Total</b>	<b>25</b>	<b>45</b>	<b>15</b>	<b>15</b>





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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LFS/N0602
<b>NOS Name</b>	Carry out reporting and documentation for appropriate storage of material/products
<b>Sector</b>	Life Sciences
<b>Sub-Sector</b>	Pharmaceutical, Bio Pharmaceutical, Contract Research
<b>Occupation</b>	Supply Chain Management
<b>NSQF Level</b>	4
<b>Credits</b>	2.00
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/07/2025
<b>NSQC Clearance Date</b>	28/07/2022



## Qualification Pack

# LFS/N0118: Coordinate with supervisor, teammates, and cross-functional teams

## Description

This NOS is about coordinating with supervisor and other cross-functional teams to perform various activities.

## Scope

The scope covers the following :

- Coordination with the supervisor
- Coordination with functional teams
- Coordination with Cross-functional teams and other stakeholders
- Sensitivity towards all genders and people with disability

## Elements and Performance Criteria

### *Coordination with the supervisor*

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

- PC1.** coordinate with the reporting manager to obtain work instructions
- PC2.** report problems related to facility, equipment, and material availability to the supervisor
- PC3.** provide the requisite information, documents, clarifications to manager regarding the work done

### *Coordination with functional teams*

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

- PC4.** perform shift takeover/ handover from colleagues in previous shift/ to colleagues in the next shift as per defined guidelines
- PC5.** communicate workflow related difficulties to find solutions

### *Coordination with cross-functional teams and other stakeholders*

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

- PC6.** follow the instructions of QA team for any GMP compliant process
- PC7.** coordinate with the store supervisor for the stocks of materials required
- PC8.** coordinate with Environment, Health and Safety team for safety incidents and accidental hazard in the work area
- PC9.** ensure to provide requested information, documents, clarifications during audits

### *Sensitivity towards all genders and people with disability*

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

- PC10.** respect all genders, religions, caste, and cultures
- PC11.** empathize with the people with disability
- PC12.** offer support or help to a person with disability only when asked
- PC13.** adhere with the guidelines laid in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act



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- PC14.** report any violation of prevention of sexual harassment (POSH) rules immediately to the POSH committee

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the company's policies on the preferred language of communication, reporting and escalation policy
- KU2.** the methods of workplace communication
- KU3.** the method of responding to audit queries for own work
- KU4.** the shift handover/ takeover procedure in life sciences manufacturing units
- KU5.** the guidelines laid on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act
- KU6.** the methods of team coordination
- KU7.** the types of possible disabilities among people with disability (PwD)
- KU8.** the challenges faced by PwD
- KU9.** the importance of displaying empathy towards PwD
- KU10.** the right way to use the laws acts, and provisions defined for PwD by the statutory bodies
- KU11.** the importance of awareness for gender sensitization and prevention of sexual harassment (POSH) act
- KU12.** the importance of respect for gender identities, all religion, caste, and culture

### Generic Skills (GS)

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

- GS1.** use written communication skills to accurately record the information required to be reported as per SOP and GMP guidelines in the english/ local language
- GS2.** use reading and comprehension skills to interpret the various coding systems, instructions, guidelines, procedures, rules, and signages
- GS3.** use listening skills to interpret the instructions and procedures to be followed
- GS4.** use verbal communication skills to interact with teammates, supervisor, and cross-functional teams
- GS5.** use team-building skills while interacting with teammates and while managing the difficult/stressful or emotional situations at work
- GS6.** apply problem-solving skills to find solutions for workflow-related difficulties
- GS7.** apply planning and organizing skills to plan and organize tools and material required to fulfil work requirements
- GS8.** apply decision-making skills to make balanced judgments within the authority while dealing with daily work-life situations with clear choices and written instructions

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordination with the supervisor</i>	5	10	5	5
<b>PC1.</b> coordinate with the reporting manager to obtain work instructions	-	-	-	-
<b>PC2.</b> report problems related to facility, equipment, and material availability to the supervisor	-	-	-	-
<b>PC3.</b> provide the requisite information, documents, clarifications to manager regarding the work done	-	-	-	-
<i>Coordination with functional teams</i>	5	15	3	2
<b>PC4.</b> perform shift takeover/ handover from colleagues in previous shift/ to colleagues in the next shift as per defined guidelines	-	-	-	-
<b>PC5.</b> communicate workflow related difficulties to find solutions	-	-	-	-
<i>Coordination with cross-functional teams and other stakeholders</i>	5	10	5	5
<b>PC6.</b> follow the instructions of QA team for any GMP compliant process	-	-	-	-
<b>PC7.</b> coordinate with the store supervisor for the stocks of materials required	-	-	-	-
<b>PC8.</b> coordinate with Environment, Health and Safety team for safety incidents and accidental hazard in the work area	-	-	-	-
<b>PC9.</b> ensure to provide requested information, documents, clarifications during audits	-	-	-	-
<i>Sensitivity towards all genders and people with disability</i>	5	10	5	5
<b>PC10.</b> respect all genders, religions, caste, and cultures	-	-	-	-
<b>PC11.</b> empathize with the people with disability	-	-	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> offer support or help to a person with disability only when asked	-	-	-	-
<b>PC13.</b> adhere with the guidelines laid in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act	-	-	-	-
<b>PC14.</b> report any violation of prevention of sexual harassment (POSH) rules immediately to the POSH committee	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>45</b>	<b>18</b>	<b>17</b>



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LFS/N0118
<b>NOS Name</b>	Coordinate with supervisor, teammates, and cross-functional teams
<b>Sector</b>	Life Sciences
<b>Sub-Sector</b>	Pharmaceutical, Bio Pharmaceutical, Contract Research
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	1.00
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/12/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	28/07/2022



## Qualification Pack

# LFS/N0113: Ensure a hygienic and clean work area to avoid contamination

## Description

This NOS unit is about maintaining hygienic and clean work area to avoid contamination

## Scope

The scope covers the following :

- Sanitation activities before starting the work
- Sanitation activities during work
- Sanitation activities post completion of work

## Elements and Performance Criteria

### *sanitation activities before starting the work*

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

- PC1.** inspect the area and machine, taking into account various surfaces
- PC2.** check for cleaning validation tag on machines and accessories
- PC3.** ensure to clean the area or machine part as per SOP, in case of any stain on floor or machine
- PC4.** perform the cleaning validation in the presence of authorized personnel or QA inspector
- PC5.** ensure that there is adequate ventilation for the work being carried out
- PC6.** handle the cleaning material/reagent only after wearing the personal protective equipment required for the cleaning method
- PC7.** segregate and store the chemicals/ material with an appropriate label in designated places to avoid contamination

### *Sanitation activities during work*

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

- PC8.** deal with accidental spillage, if any, caused while carrying out the work and clean as per SOP
- PC9.** segregate and store the intermediate material with an appropriate label in designated places to avoid contamination
- PC10.** report any additional cleaning requirement that is outside one's purview, to the appropriate person
- PC11.** segregate, store and dispose of the rejected products or generated waste as per SOP under the supervision of supervisor and EHS personnel

### *Sanitation activities after completion of work*

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

- PC12.** ensure that there is no oily substance on the floor to avoid slippage
- PC13.** ensure that no scrap material is lying around
- PC14.** perform the cleaning of the equipment after every batch production as per SOP
- PC15.** perform the cleaning validation of the equipment in the presence of designated authorized personnel and QA inspector





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- PC16.** ensure that, on completion of the work, the area is left clean and dry and meets WHO and GMP requirements of sanitized premises
- PC17.** place the trolley, equipment, materials and personal protective equipment at the designated place after use, ensuring they are clean and securely stored
- PC18.** dispose of the waste garnered from the activity as per SOP
- PC19.** dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** levels of hygiene required by production area and the importance of maintaining the same
- KU2.** methodology for production area inspection with methods and materials required for cleaning a variety of surfaces and equipment
- KU3.** the method to check the treated surface and equipment on completion of cleaning
- KU4.** procedures for reporting any unidentified soiling or any deviation for cleaning validation
- KU5.** role of different materials, chemicals, and equipment in cleaning and sanitation of production area
- KU6.** Good Manufacturing Practices (GMP) and WHO guidelines for cleaning/ sanitation activity and maintaining hygiene
- KU7.** cleaning validation process
- KU8.** waste disposal guidelines as per WHO and GMP and relevant organizational SOPs

## Generic Skills (GS)

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

- GS1.** use written communication skills to record and communicate details of work done to appropriate people using written/typed report and electronic mail
- GS2.** use verbal communication skills to communicate with supervisor, cross-functional teams and auditors effectively
- GS3.** use critical thinking skills to interpret the various coding systems as per company norms and in identifying the non-compliance while performing the area inspection
- GS4.** apply customer centricity at work
- GS5.** apply problem-solving and decision making while dealing with any deviation

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>sanitation activities before starting the work</i>	<b>10</b>	<b>10</b>	<b>5</b>	<b>5</b>
<b>PC1.</b> inspect the area and machine, taking into account various surfaces	-	-	-	-
<b>PC2.</b> check for cleaning validation tag on machines and accessories	-	-	-	-
<b>PC3.</b> ensure to clean the area or machine part as per SOP, in case of any stain on floor or machine	-	-	-	-
<b>PC4.</b> perform the cleaning validation in the presence of authorized personnel or QA inspector	-	-	-	-
<b>PC5.</b> ensure that there is adequate ventilation for the work being carried out	-	-	-	-
<b>PC6.</b> handle the cleaning material/reagent only after wearing the personal protective equipment required for the cleaning method	-	-	-	-
<b>PC7.</b> segregate and store the chemicals/ material with an appropriate label in designated places to avoid contamination	-	-	-	-
<i>Sanitation activities during work</i>	<b>10</b>	<b>20</b>	<b>5</b>	<b>5</b>
<b>PC8.</b> deal with accidental spillage, if any, caused while carrying out the work and clean as per SOP	-	-	-	-
<b>PC9.</b> segregate and store the intermediate material with an appropriate label in designated places to avoid contamination	-	-	-	-
<b>PC10.</b> report any additional cleaning requirement that is outside one's purview, to the appropriate person	-	-	-	-
<b>PC11.</b> segregate, store and dispose of the rejected products or generated waste as per SOP under the supervision of supervisor and EHS personnel	-	-	-	-
<i>Sanitation activities after completion of work</i>	<b>10</b>	<b>10</b>	<b>5</b>	<b>5</b>



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> ensure that there is no oily substance on the floor to avoid slippage	-	-	-	-
<b>PC13.</b> ensure that no scrap material is lying around	-	-	-	-
<b>PC14.</b> perform the cleaning of the equipment after every batch production as per SOP	-	-	-	-
<b>PC15.</b> perform the cleaning validation of the equipment in the presence of designated authorized personnel and QA inspector	-	-	-	-
<b>PC16.</b> ensure that, on completion of the work, the area is left clean and dry and meets WHO and GMP requirements of sanitized premises	-	-	-	-
<b>PC17.</b> place the trolley, equipment, materials and personal protective equipment at the designated place after use, ensuring they are clean and securely stored	-	-	-	-
<b>PC18.</b> dispose of the waste garnered from the activity as per SOP	-	-	-	-
<b>PC19.</b> dispose of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>40</b>	<b>15</b>	<b>15</b>



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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LFS/N0113
<b>NOS Name</b>	Ensure a hygienic and clean work area to avoid contamination
<b>Sector</b>	Life Sciences
<b>Sub-Sector</b>	Pharmaceutical, Bio Pharmaceutical, Contract Research
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1.00
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021



## Qualification Pack

### LFS/N0101: Follow Environment ,health and safety guidelines in GMP/GLP controlled areas and laboratory

#### Description

This job function is about following the guidelines and rules for health, safety, environment, and security in the laboratory.

#### Scope

The scope covers the following :

- Follow health and hygiene protocols
- Follow safety and security procedures
- Follow emergency procedures

#### Elements and Performance Criteria

##### *Follow health and hygiene protocols*

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

- PC1.** comply with health and personal hygiene-related protocols as per WHO standards and ICH GMP/GLP guidelines
- PC2.** sanitize hands with soap/alcohol based sanitizers before entering in laboratory and production area as per SOP
- PC3.** ensure to wear a lab coat while working in the laboratory
- PC4.** follow gowning procedures while entering in an environment-controlled work area like production shop floor, warehouse etc.
- PC5.** report any environment-related breach while working in laboratory to the lab in-charge or EHS personnel
- PC6.** disinfect the instruments and equipment before and after work as per workplace health and sanitization guidelines

##### *Follow safety and security procedures*

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

- PC7.** comply with safety and security policies and procedures
- PC8.** use appropriate safety gears like headgear, masks, gloves and other accessories as mentioned in the guidelines, while carrying out work
- PC9.** report any identified breaches/ incidents/ accidents to the designated person
- PC10.** segregate and store sample/ chemicals/ waste material as per 5S system and SOP
- PC11.** adhere to storage and handling guidelines for hazardous material as per MSDS
- PC12.** take preventive actions against hazards in laboratory by following the safety instructions/guidelines as per MSDS and inform the concerned authority for the same
- PC13.** perform quenching of waste/unused and expired reagents and chemicals using environment sustainable methods under supervision of lab in charge and EHS personnel
- PC14.** complete training records with accuracy for all the attended safety drills and training



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### *Follow emergency procedures*

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

- PC15.** inform the concerned designated person immediately about every unsafe act/ incident (spill, fall, injury, toxic inhale, fire or explosion) for suitable action
- PC16.** follow emergency procedures efficiently
- PC17.** raise alarm and warn other people who may be affected by hazard/unsafe incident

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** individual's role and responsibilities in relation to compliance with environment, health, hygiene and safety rules
- KU2.** the relevant laws and procedures related to the environment, health, and safety regulations
- KU3.** the implications that any non-compliance with health, safety and security may have on individuals and the organization
- KU4.** the limits of individual responsibility for dealing with hazards
- KU5.** workplace hazards in life sciences facility and reporting procedure for accident/ hazard as per GMP guidelines
- KU6.** the characteristics of chemical substances, precaution and safety measures required while handling them
- KU7.** the gowning procedure for controlled areas
- KU8.** the organization's emergency procedures for different situations and the importance of following these
- KU9.** the evacuation procedures for employees, contract staff and visitors
- KU10.** the procedure to summon medical assistance and the emergency services in case of necessity
- KU11.** the types of breaches in the environment, health, safety, and security and their reporting procedures
- KU12.** the type of safety gears and procedure to use them
- KU13.** the importance of material segregation and 5S system
- KU14.** the WHO guidelines for personal hygiene, handling and storing hazardous material
- KU15.** the ALCOA principles for documentation and data integrity

## Generic Skills (GS)

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

- GS1.** use written communication skills to accurately record the required information to be reported as per SOP
- GS2.** use reading and comprehension skills for interpreting the various coding systems and to read instructions, guidelines, procedures, rules, and signage to understand the procedure to be followed
- GS3.** use listening skills to act appropriately on the emergency alarms



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- GS4.** use verbal communication skills to interact with teammates, lab in charge and cross-functional teams to communicate about hazards, safety instructions and accidents
- GS5.** apply problem-solving skills to find solutions for workflow-related difficulties
- GS6.** apply planning and organizing skills to plan and organize tools and material required for work to fulfil environment, health, safety and security requirements
- GS7.** apply critical thinking skills to analyze and identify when to report an issue/concern to the lab in charge and when to deal with a colleague individually, depending on the type of concern
- GS8.** use critical thinking skills to ascertain the breach/ compliance of EHS protocols
- GS9.** apply customer centricity to remain compliant with data integrity rules, GMP guidelines
- GS10.** apply decision-making skills to make balanced judgments within the authority in different situations while dealing with the hazards and breaches



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health and hygiene protocols</i>	<b>10</b>	<b>20</b>	-	<b>5</b>
<b>PC1.</b> comply with health and personal hygiene-related protocols as per WHO standards and ICH GMP/GLP guidelines	-	-	-	-
<b>PC2.</b> sanitize hands with soap/alcohol based sanitizers before entering in laboratory and production area as per SOP	-	-	-	-
<b>PC3.</b> ensure to wear a lab coat while working in the laboratory	-	-	-	-
<b>PC4.</b> follow gowning procedures while entering in an environment-controlled work area like production shop floor, warehouse etc.	-	-	-	-
<b>PC5.</b> report any environment-related breach while working in laboratory to the lab in-charge or EHS personnel	-	-	-	-
<b>PC6.</b> disinfect the instruments and equipment before and after work as per workplace health and sanitization guidelines	-	-	-	-
<i>Follow safety and security procedures</i>	<b>10</b>	<b>20</b>	-	<b>5</b>
<b>PC7.</b> comply with safety and security policies and procedures	-	-	-	-
<b>PC8.</b> use appropriate safety gears like headgear, masks, gloves and other accessories as mentioned in the guidelines, while carrying out work	-	-	-	-
<b>PC9.</b> report any identified breaches/ incidents/ accidents to the designated person	-	-	-	-
<b>PC10.</b> segregate and store sample/ chemicals/ waste material as per 5S system and SOP	-	-	-	-
<b>PC11.</b> adhere to storage and handling guidelines for hazardous material as per MSDS	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> take preventive actions against hazards in laboratory by following the safety instructions/guidelines as per MSDS and inform the concerned authority for the same	-	-	-	-
<b>PC13.</b> perform quenching of waste/unused and expired reagents and chemicals using environment sustainable methods under supervision of lab in charge and EHS personnel	-	-	-	-
<b>PC14.</b> complete training records with accuracy for all the attended safety drills and training	-	-	-	-
<i>Follow emergency procedures</i>	<b>10</b>	<b>15</b>	-	<b>5</b>
<b>PC15.</b> inform the concerned designated person immediately about every unsafe act/ incident (spill, fall, injury, toxic inhale, fire or explosion) for suitable action	-	-	-	-
<b>PC16.</b> follow emergency procedures efficiently	-	-	-	-
<b>PC17.</b> raise alarm and warn other people who may be affected by hazard/unsafe incident	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>55</b>	-	<b>15</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LFS/N0101
<b>NOS Name</b>	Follow Environment ,health and safety guidelines in GMP/GLP controlled areas and laboratory
<b>Sector</b>	Life Sciences
<b>Sub-Sector</b>	Pharmaceutical, Bio Pharmaceutical, Contract Research
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	1.00
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	30/12/2024
<b>NSQC Clearance Date</b>	30/12/2021



## Qualification Pack

### LFS/N0656: Supervise waste disposal as per environment sustainable practices

#### Description

This NOS is about a person who Supervises waste disposal as per environment sustainable practices

#### Scope

The scope covers the following :

- Supervise Non-conforming waste material

#### Elements and Performance Criteria

##### *Supervise Non-conforming waste material*

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

- PC1.** Dispose the non-conforming waste material
- PC2.** Follow the standards and procedures as mentioned in GMP while disposing defective materials
- PC3.** Identify and analyze any problems that may arise while disposing the materials
- PC4.** Suggest corrective action to address problems
- PC5.** Review effectiveness of corrective action
- PC6.** Undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager
- PC7.** Dispose the waste garnered from the activity as per SOP
- PC8.** Maintain documents regarding damaged goods and disposal methods
- PC9.** Undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the WHO guidelines and ICH-cGMP rules for waste disposal and waste management
- KU2.** implications of defective goods on production of final products
- KU3.** relevant legislative responsibilities and workplace systems for recording information on dispensed pharmaceutical materials
- KU4.** principles of good inspection practices and visual standards applied in the workplace
- KU5.** different techniques/inspection methods used to identify defects
- KU6.** disposal of non-conforming and rejected samples
- KU7.** purpose and basic principles of the dispensing process, including the characteristics of finished goods and related handling requirements

#### Generic Skills (GS)



## Qualification Pack

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

- GS1.** use written communication skills to record information accurately in compliance with ALCOA principles as per SOP and GMP guidelines in the English language
- GS2.** use reading and comprehension skills to read the various coding systems, instructions, guidelines, procedures, rules, and signage
- GS3.** use listening skills to understand the instructions, procedures and alarms
- GS4.** use verbal communication skills to interact with teammates, cross-functional teams and higher authorities
- GS5.** use team-building skills while dealing with teammates and while managing the difficult/stressful or emotional situations at work
- GS6.** apply problem-solving skills to find solutions for workflow-related difficulties
- GS7.** apply decision-making skills to make balanced judgments within the authority while dealing with daily work-life situations



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise Non-conforming waste material</i>	<b>30</b>	<b>50</b>	<b>10</b>	<b>10</b>
<b>PC1.</b> Dispose the non-conforming waste material	-	-	-	-
<b>PC2.</b> Follow the standards and procedures as mentioned in GMP while disposing defective materials	-	-	-	-
<b>PC3.</b> Identify and analyze any problems that may arise while disposing the materials	-	-	-	-
<b>PC4.</b> Suggest corrective action to address problems	-	-	-	-
<b>PC5.</b> Review effectiveness of corrective action	-	-	-	-
<b>PC6.</b> Undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager	-	-	-	-
<b>PC7.</b> Dispose the waste garnered from the activity as per SOP	-	-	-	-
<b>PC8.</b> Maintain documents regarding damaged goods and disposal methods	-	-	-	-
<b>PC9.</b> Undertake safe disposal of damaged goods and its documentation based on inputs from client and directions from manager	-	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>50</b>	<b>10</b>	<b>10</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LFS/N0656
<b>NOS Name</b>	Supervise waste disposal as per environment sustainable practices
<b>Sector</b>	Life Sciences
<b>Sub-Sector</b>	Pharmaceutical, Bio Pharmaceutical and Contract Research
<b>Occupation</b>	Supply Chain Management
<b>NSQF Level</b>	4
<b>Credits</b>	2.00
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/07/2025
<b>NSQC Clearance Date</b>	28/07/2022





## Qualification Pack

# LFS/N0668: Supervise warehouse operations for storage, dispensing and sale of drug products

## Description

This NOS is about a person who supervises warehouse operations for storage, dispensing and sale of drug products

## Scope

The scope covers the following :

- Prepare daily plan and allocate resources
- Storage and dispensing
- Sale of drug product

## Elements and Performance Criteria

### *Prepare daily plan and allocate resources*

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

- PC1.** Obtain receipt, storage and dispatch details
- PC2.** Develop daily work plan factoring in priority cases, and cases requiring exceptional handling.
- PC3.** Check for correct segregation of items.
- PC4.** Check for contamination or leakage of items.
- PC5.** Check and facilitate disposal of contaminated or leakage items as per policy.
- PC6.** Update tracker of stored inventory.

### *Storage and dispensing*

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

- PC7.** Storage and dispensing
- PC8.** Maintain proper drugs storage, rack layout, cold chain, refrigeration, and upkeep of the pharmacy.
- PC9.** Maintain inventory of the stores, stock checking and inventory replenishment.
- PC10.** Perform visual inspection of inbound and outbound goods.
- PC11.** Check prescription of the patient and dispense medication to inpatient and outpatient pharmacy.
- PC12.** Check expiry of the medication while dispensing.
- PC13.** Follow First in and First Out protocols for dispensing medicines to the customer.
- PC14.** Check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation.
- PC15.** Supervise segregation of damaged goods and act as per SOP and in consultation with Manager.

### *Sale of drug product*

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



## Qualification Pack

- PC16.** Handle queries of the patient for medications.
- PC17.** Sale of Drug Products
- PC18.** Maintain records of purchase and sale of the drugs.
- PC19.** Ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts.
- PC20.** Sell of the OTC Drugs/ Increase the OTC Sale.
- PC21.** Maintain records of Cash register.
- PC22.** Comply with regulatory laws of Pharmacy.
- PC23.** Build customer relationship to increase sale of the stores.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** requirements for maintaining security and safety during delivery and storage of goods
- KU2.** organization's SOP for receiving and storing a range of products as per specifications
- KU3.** levels of hygiene required by storage area and importance of maintaining the same
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** escalation matrix for reporting identified issues
- KU6.** how to carry out good stock management, including the rotation of stock, and checking expiry dates of goods
- KU7.** use of computer applications/software
- KU8.** excellent knowledge of stored inventory tracker.
- KU9.** how to give customers clear, accurate and complete information about the terms of supply
- KU10.** legal and company procedures for checking the customers identify and credit status.

## Generic Skills (GS)

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

- GS1.** use reading and comprehension skills to gauge the relevant information manuals, SOPs, health and safety instructions, memos, reports, job cards, and notes/comments
- GS2.** use written communication skills to maintain proper and concise records as per given format
- GS3.** use team-building skills during the interaction with teammates while managing the difficult/stressful or emotional situations at work
- GS4.** apply problem-solving skills to find solutions for workflow-related difficulties
- GS5.** apply critical thinking skills to analyze and identify when to report an issue/concern to the higher authority and to deal with a colleague individually, depending on the type of concern

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare daily plan and allocate resources</i>	5	10	-	5
<b>PC1.</b> Obtain receipt, storage and dispatch details	-	-	-	-
<b>PC2.</b> Develop daily work plan factoring in priority cases, and cases requiring exceptional handling.	-	-	-	-
<b>PC3.</b> Check for correct segregation of items.	-	-	-	-
<b>PC4.</b> Check for contamination or leakage of items.	-	-	-	-
<b>PC5.</b> Check and facilitate disposal of contaminated or leakage items as per policy.	-	-	-	-
<b>PC6.</b> Update tracker of stored inventory.	-	-	-	-
<i>Storage and dispensing</i>	10	20	5	5
<b>PC7.</b> Storage and dispensing	-	-	-	-
<b>PC8.</b> Maintain proper drugs storage, rack layout, cold chain, refrigeration, and upkeep of the pharmacy.	-	-	-	-
<b>PC9.</b> Maintain inventory of the stores, stock checking and inventory replenishment.	-	-	-	-
<b>PC10.</b> Perform visual inspection of inbound and outbound goods.	-	-	-	-
<b>PC11.</b> Check prescription of the patient and dispense medication to inpatient and outpatient pharmacy.	-	-	-	-
<b>PC12.</b> Check expiry of the medication while dispensing.	-	-	-	-
<b>PC13.</b> Follow First in and First Out protocols for dispensing medicines to the customer.	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> Check the mandatory documentation on receipt of stock and before unloading and ensure right quantity is received as per the documentation.	-	-	-	-
<b>PC15.</b> Supervise segregation of damaged goods and act as per SOP and in consultation with Manager.	-	-	-	-
<i>Sale of drug product</i>	<b>10</b>	<b>20</b>	<b>5</b>	<b>5</b>
<b>PC16.</b> Handle queries of the patient for medications.	-	-	-	-
<b>PC17.</b> Sale of Drug Products	-	-	-	-
<b>PC18.</b> Maintain records of purchase and sale of the drugs.	-	-	-	-
<b>PC19.</b> Ensure inventory status is updated in the ERP concurrently based on transactions and inventory counts.	-	-	-	-
<b>PC20.</b> Sell of the OTC Drugs/ Increase the OTC Sale.	-	-	-	-
<b>PC21.</b> Maintain records of Cash register.	-	-	-	-
<b>PC22.</b> Comply with regulatory laws of Pharmacy.	-	-	-	-
<b>PC23.</b> Build customer relationship to increase sale of the stores.	-	-	-	-
<b>NOS Total</b>	<b>25</b>	<b>50</b>	<b>10</b>	<b>15</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LFS/N0668
<b>NOS Name</b>	Supervise warehouse operations for storage, dispensing and sale of drug products
<b>Sector</b>	Life Sciences
<b>Sub-Sector</b>	Pharmaceutical, Bio Pharmaceutical, Contract Research
<b>Occupation</b>	Supply Chain Management
<b>NSQF Level</b>	5
<b>Credits</b>	3.00
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	28/07/2025
<b>NSQC Clearance Date</b>	28/07/2022



## Qualification Pack

### DGT/VSQ/N0103: Employability Skills (90 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
- Career Development & Goal Setting
- 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 current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values – Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

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

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

- PC6.** recognize the significance of 21st Century Skills for employment



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- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms





## Qualification Pack

- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- 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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services



## Qualification Pack

- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### 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 current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by Life Sciences Sector Skill Development Council (LSSSDC)
2. Each Element will be assigned marks proportional to its importance in NOS. LSSSDC will also lay down the proportion of marks for Theory, Practical, Project, and Viva for each Element.
3. The assessment for the theory part will be based on the knowledge bank of questions created by the LSSSDC.
4. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
5. LSSSDC as an assessment and awarding body will create unique evaluations for each assessment component i.e. theory, practical, project, and viva for every student at each examination/training center based on this criterion.
6. Wherever any assessment component is not applicable/ feasible, the balance assessment components will be used to assess the candidate, and accordingly the total marks will be calculated only for the applied



## Qualification Pack

assessment component.

7. To pass the Qualification Pack, every trainee should score a minimum of 50%-70% of marks in each NOS (depending on NSQF Level) to successfully clear the assessment. In the case of a Govt funded program, the program guidelines will be overarching on the pass percentage rules.

8. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack.

### Minimum Aggregate Passing % at QP Level : 70

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

### Minimum Passing % at NOS Level: 70

**(Please note:** A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LFS/N0602.Carry out reporting and documentation for appropriate storage of material/products	25	45	15	15	100	20
LFS/N0118.Coordinate with supervisor, teammates, and cross-functional teams	20	45	18	17	100	10
LFS/N0113.Ensure a hygienic and clean work area to avoid contamination	30	40	15	15	100	10
LFS/N0101.Follow Environment ,health and safety guidelines in GMP/GLP controlled areas and laboratory	30	55	-	15	100	10
LFS/N0656.Supervise waste disposal as per environment sustainable practices	30	50	10	10	100	20





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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LFS/N0668.Supervise warehouse operations for storage, dispensing and sale of drug products	25	50	10	15	100	20
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>180</b>	<b>315</b>	<b>68</b>	<b>87</b>	<b>650</b>	<b>100</b>