

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LIFE SCIENCES INDUSTRY

What are Occupational Standards (OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:
 Life Sciences Sector
 Skill Development
 Council
 13, Palam Marg, 3rd
 Floor, Vasant Vihar,
 New Delhi, 110057
 Phone No.: +91 11
 41042407/408
 E-mail: info@lsssdc.in



Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. Glossary of Key TermsP.4
4. NOS Units.....P.6
5. Annexure: Nomenclature for QP & OS...P.30
6. Assessment Criteria.....P.32

Introduction

Qualifications Pack-Store Assistant – Life Sciences

SECTOR: LIFE SCIENCES

SUB-SECTOR: PHARMACEUTICAL& BIOPHARMACEUTICAL

OCCUPATION: SUPPLY CHAIN

REFERENCE ID:LFS/Q0604

ALIGNED TO: NCO 2004/NIL

Store Assistant, also known as Store Helper, is responsible for receipt, handling, and storage of materials as well as inspecting the materials and disposing, if required, while maintaining the hygiene of the storage area through quality housekeeping and ensuring a healthy and safe working environment.

Brief Job Description: Store Assistant is responsible for inspecting the broad level physical characteristics of the material, placing them in correct storage area, reporting and documenting, housekeeping, disposing waste packaging material, and maintaining a safe working environment.

Personal Attributes: The individual should possess basic reading and writing skills. Quality centricity and detail orientation, along with a motivated frame of mind are desirable for the role.

Qualifications Pack Code	LFS/Q0604		
Job Role	Store Assistant/Helper – Life Sciences		
Credits(NSQF)	TBD	Version number	1.0
Sector	Life Sciences	Drafted on	15/12/14
Sub-sector	Pharmaceutical and Biopharmaceutical	Last reviewed on	25/02/15
Occupation	Supply Chain	Next review date	01/06/17
NSQC Clearance on	20/07/2015		

Job Role	Store Assistant/ Helper – Life Sciences
Role Description	Responsible for receipt, handling, and storage of materials as well as inspecting the materials and disposing, if required, while maintaining the hygiene of the storage area through quality housekeeping and ensuring a healthy and safe working environment
NSQF level	3
Minimum Educational Qualifications	10 th – 12 th Class
Maximum Educational Qualifications	Diploma/ D.Pharma/ B.Sc./ Graduation in any field
Training (Suggested but not mandatory)	On the job training, training related to adherence to SOPs and cGMPs
Minimum Job Entry Age	18 Years
Experience	0-2 years
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LFS/N0236: Receive and store goods in a store/warehouse LFS/N0632: Carry out disposing of waste packaging material LFS/N0633: Carry out reporting and documentation to meet storing and stocking requirements LFS/N0103: Ensure cleanliness in the work area

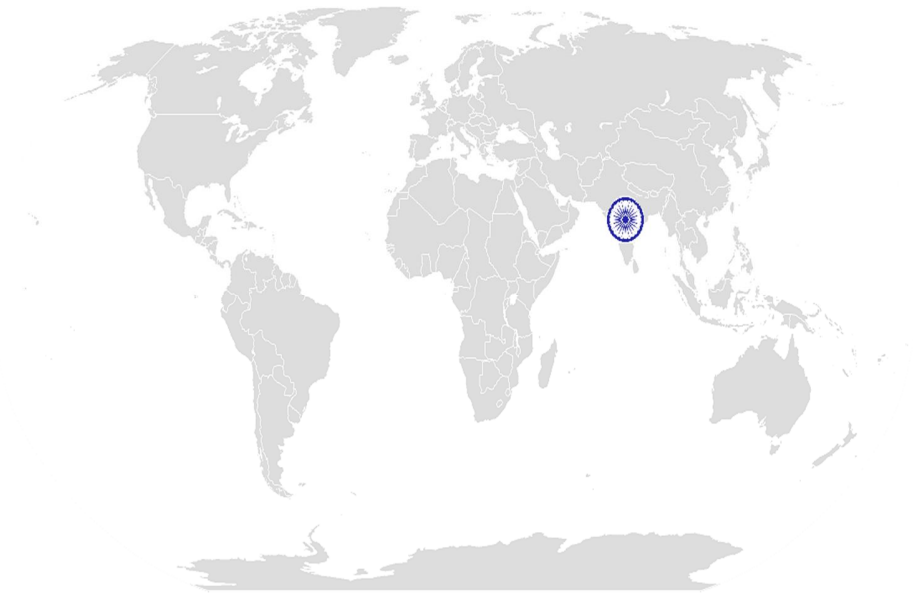
Job Details

	5 LFS/N0101: Maintain a healthy, safe and secure working environment in the life sciences facility
	Optional: N.A.
Performance Criteria	As described in the relevant NOS units

Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate NOS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.

Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for an NOS unit, which can be denoted with an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NSQF	National Skill Qualifications Framework
NCO-2004	National Classification of Occupations-2004
OS	Occupational Standard(s)
QP	Qualifications Pack
SoP	Standard Operating Procedure
GMP	Good Manufacturing Practices
cGMP	Current Good Manufacturing Practices
ISO	International Organization for Standardization
OHSAS	Occupational Health & Safety Assessment Systems

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required for a Store Assistant to receive and store goods in a store/warehouse.

LFS/N0236 :

Receive and store goods in a store/warehouse

National Occupational Standard	Unit Code	LFS/N0236
	Unit Title (Task)	Receive and store goods in a store/warehouse
	Description	This NOS is about a Store Assistant receiving and storing incoming goods in the store or a warehouse.
	Scope	The unit covers the following: <ul style="list-style-type: none"> • Preparing to receive goods • Receiving goods • Storing goods in designated area
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Preparing to receive goods	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. identify the quantity and nature of goods to be received PC2. confirm appropriate storage space availability PC3. check and confirm that all equipment required for receipt and movement of goods is available and in good working order PC4. complete required paperwork, checking for accuracy and completeness PC5. ensure that the area for receiving goods is clean, tidy and free from obstruction and perils PC6. report any shortfall in space or malfunction with equipment to the supervisor
	Receiving Goods	<ul style="list-style-type: none"> PC7. check that all goods as detailed in the delivery note have been received PC8. record refusals accurately following the organisation's SOP PC9. accurately update stock control systems to reflect receipt of goods and support the supervisor in insurance claims for damaged goods/materials
	Storing goods in designated area	<ul style="list-style-type: none"> PC10. confirm storage requirements and conditions for the incoming goods PC11. ensure that appropriate handling procedures for perishable and non-perishable goods are in place and help bring down inventory costs PC12. follow all relevant legislation and organisation policies and procedures PC13. complete all administrative procedures to ensure appropriate rotation of goods
	Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. requirements for maintaining security and safety during delivery and storage of goods KA2. organization's SOP for receiving and storing a range of products as per specifications KA3. administrative procedures required for receiving and storing goods KA4. levels of hygiene required by storage area and importance of maintaining the same KA5. refusal procedures in relation to type of goods being delivered KA6. supervisors for reporting product shortages or over supply 	

LFS/N0236 :

Receive and store goods in a store/warehouse

	<p>KA7. different quality management systems (ISO-9000, ISO-14001, OHSAS-18000), good laboratory and manufacturing practices</p> <p>KA8. organizational coding system of finished materials, compounds and company manual</p> <p>KA9. implications of not adhering to quality control procedures</p> <p>KA10. quality and damage checks to be done and importance of the same</p> <p>KA11. quality control procedures followed by the company and importance of the same</p> <p>KA12. correct methods of storage of goods according to good manufacturing practices</p> <p>KA13. importance of identifying non-conforming goods</p> <p>KA14. implications of defective materials on production of final products</p> <p>KA15. risk and impact of not following defined procedures/work instructions</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Good Manufacturing Practices (GMP) and relevant legal requirements for safe and secure storage of raw materials</p> <p>KB2. procedures that apply to receiving raw material including receiving stock identified on the original order, expiry dates and batch numbers</p> <p>KB3. methods of identifying and maintaining safe storage areas/locations and secure storage environments</p> <p>KB4. storage requirements for different types of products and why they are important</p> <p>KB5. role and purpose of an effective stock taking program and how this affects daily operations</p> <p>KB6. how to carry out good stock management, including the rotation of stock, and checking expiry dates of goods</p> <p>KB7. lighting requirements in storage area</p> <p>KB8. use of computer applications/software</p> <p>KB9. requirements and procedures of handling dangerous goods</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail</p> <p>SA2. maintain proper records as per given format</p> <p>SA3. use computer applications/software, such as the stock management system</p> <p>Reading and Understanding skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. read and understand manuals, SOPs, health and safety instructions, memos, reports, job cards, etc.</p> <p>SA5. read and interpret images, graphs, diagrams for typical product specifications, job sheets, procedures, material labels and safety information as provided</p>

LFS/N0236 :

Receive and store goods in a store/warehouse

	SA6. use and interpret the various coding systems as per company norms	
	<p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA7. communicate with upstream and downstream teams SA8. seek clarity from supervisor on task assigned SA9. disclose information only to those who have the right and need to know it SA10. communicate confidential and sensitive information discretely to authorized person as per the SOP</p>	
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. appropriately use the escalation matrix for complex decisions and issue-resolution</p>	
	<p>Plan & Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan and organize assigned work in order to adhere to stock receipt/storage schedule SB3. effectively interact with the various stakeholders within and outside the company to complete stock receipt and storage as per schedule</p>	
	<p>Analytical Thinking</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. pay attention to detail when preparing the storage area, paperwork for stock receipt and checking of incoming stock</p>	
	<p>Critical Thinking</p> <p>Not Applicable</p>	
	<p>Problem Solving</p> <p>Not Applicable</p>	
	<p>Customer Centricity</p> <p>Not Applicable</p>	

LFS/N0236 :

Receive and store goods in a store/warehouse

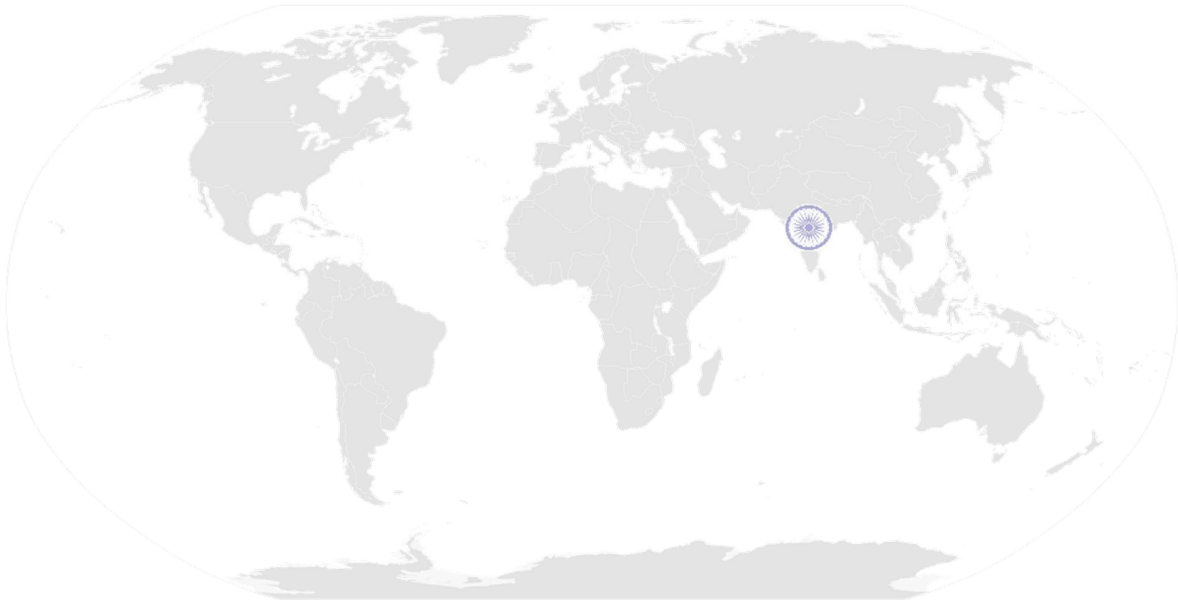
NOS Version Control

NOS Code	LFS/N0236		
Credits(NSQF)	TBD	Version number	1.0
Industry	Life Sciences	Drafted on	15/12/14
Sub-sector	Pharmaceutical and Biopharmaceutical	Last reviewed on	25/02/15
Occupation	Supply Chain	Next review date	01/06/17

LFS/N0632 :

Carry out disposing of waste packaging material

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required for a Store Assistant to carry out disposing of waste packaging material.

LFS/N0632 :

Carry out disposing of waste packaging material

National Occupational Standard

Unit Code	LFS/N0632
Unit Title (Task)	Carry out disposing of waste packaging material
Description	This NOS is about a Store Assistant carrying out disposing of defective or waste packaging material according to good manufacturing practices and reporting the results.
Scope	The unit covers the following: <ul style="list-style-type: none"> Inspecting the packaging material Analyzing deviations from quality standards Disposing non-conforming packaging material Reporting results to the appropriate authority
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Inspecting the packaging material	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. ensure that total range of checks are regularly and consistently performed on the packaging material PC2. use appropriate measuring instruments, equipment, tools, accessories etc. as required for the checks PC3. ensure the status and accuracy of instruments used for measurement
Analysing deviations from quality standards	<ul style="list-style-type: none"> PC4. identify material non-conformities to quality assurance standards PC5. identify potential causes of non-conformities to quality assurance standards PC6. identify impact on final product due to non-conformance to company standards PC7. evaluate the need for action to ensure that problems do not recur
Disposing non-conforming packaging material	<ul style="list-style-type: none"> PC8. dispose the non-conforming packaging material PC9. follow the standards and procedures as mentioned in GMP while disposing non-conforming material PC10. identify and analyse any problems that may arise while disposing the materials PC11. suggest corrective action to address problems PC12. review effectiveness of corrective action
Reporting results to the appropriate authority	<ul style="list-style-type: none"> PC13. interpret the results of the quality checks correctly PC14. take up results of the findings with the appropriate authority and within stipulated time PC15. record results of action taken PC16. record adjustments not covered by established procedures for future reference PC17. review effectiveness of action taken

LFS/N0632 :

Carry out disposing of waste packaging material

	PC18. record the disposal methods used and the types of defects or reasons for disposal
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company manual and the SOP KA2. correct methods of disposal of waste according to GMP KA3. proper procedure for performing quality checks without affecting the material KA4. characteristics of the packaging material KA5. use of monitoring and measuring devices KA6. implications of inaccurate measuring and testing instruments and equipment KA7. implications of defective materials on production of final products KA8. importance of complete and accurate documentation KA9. procedure for reporting incidents where standard operating procedures are not followed</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. relevant legislative responsibilities and workplace systems for recording information on dispensed pharmaceutical materials and related workplace coding and labelling systems and purpose KB2. control points in the disposing process KB3. principles of good inspection practices and visual standards applied in the workplace KB4. different techniques/inspection methods used to identify defects KB5. methods of using testing equipment, related test methods and purpose of tests KB6. role of different materials, chemicals and equipment KB7. factors that adversely affect integrity of the sample KB8. importance of quality checks along with quality and production targets KB9. units of measurement KB10. disposal of non-conforming and rejected samples KB11. purpose and basic principles of the dispensing process, including the characteristics of raw materials and related handling requirements KB12. importance of maintaining the master sample KB13. statistical analysis of test data</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail SA2. maintain proper records as per given format</p>

LFS/N0632 :

Carry out disposing of waste packaging material

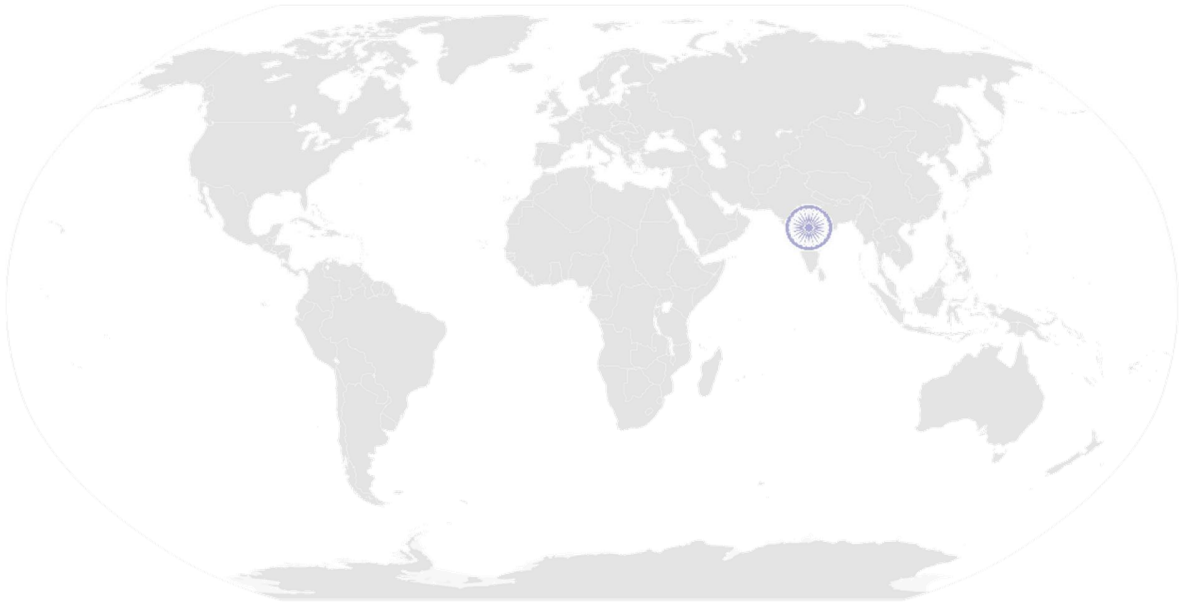
	SA3. use computer applications/software
	Reading and Understanding skills
	The user/individual on the job needs to know and understand how to:
	SA4. read and understand manuals, sops, health and safety instructions, memos, reports, job cards, etc.
	SA5. read and interpret images, graphs, diagrams for typical product specifications, job sheets, procedures, material labels and safety information as provided
	SA6. use and interpret the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA7. communicate with upstream and downstream teams
	SA8. work in a team and other behavioural skills required to support the small group activities (e.g. quality circle, cross functional team, suggestion scheme)
SA9. disclose information only to those who have the right and need to know it.	
SA10. communicate confidential and sensitive information discretely to authorized person as per the SOP	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. evaluate multiple options on defined, objective parameters to address any issues arising in disposal
	SB2. appropriately use the escalation matrix for complex decisions
	SB3. interact with the production team and quality team for taking decisions
	SB4. apply commercial awareness as a decision parameter
	Analytical Thinking
	The user/individual on the job needs to know and understand how to:
	SB5. apply basic sciences (chemistry), mathematics, statistics along with past trends data for undertaking root-cause analysis
	SB6. pay attention to detail when identifying non-conforming or defective product
	Plan & Organize
	The user/individual on the job needs to know and understand how to:
	SB7. plan and organize disposal activities to align with production schedule
	Critical Thinking
	Not Applicable
	Problem Solving
	Not Applicable
	Customer Centricity
	Not Applicable

LFS/N0632 :

Carry out disposing of waste packaging material

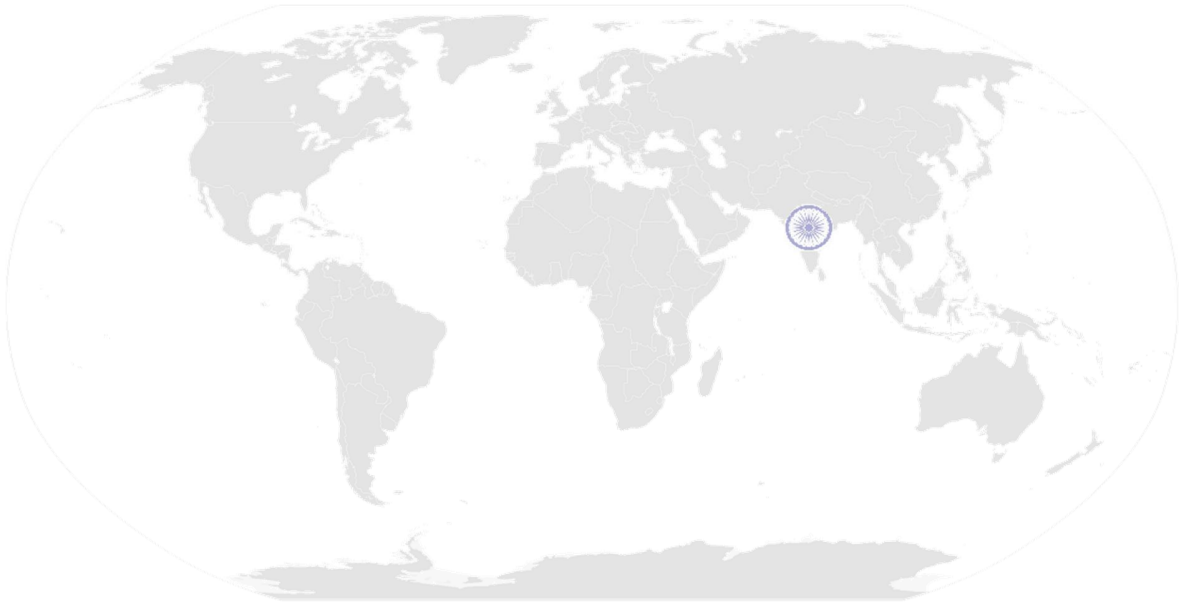
NOS Version Control

NOS Code	LFS/N0632		
Credits(NSQF)	TBD	Version number	1.0
Industry	Life Sciences	Drafted on	15/12/14
Industry Sub-sector	Pharmaceuticals and Biopharmaceuticals	Last reviewed on	25/02/15
Occupation	Supply Chain	Next review date	01/06/17



LFS/N0633 : Carry out reporting and documentation to meet storing and stocking requirements

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required for a Store Assistant to carry out reporting and documentation to meet storing and stocking requirements.

LFS/N0633 : Carry out reporting and documentation to meet storing and stocking requirements

National Occupational Standard	Unit Code	LFS/N0633
	Unit Title (Task)	Carry out reporting and documentation to meet storing and stocking requirements
	Description	This NOS unit is about a Store Assistant documenting all relevant records for received stock, stock rotation, stock checks, and damaged materials and reporting defects and quality issues.
	Scope	This unit covers the following: <ul style="list-style-type: none"> Reporting quality issues and test results Recording and documentation
	Performance Criteria (PC) w.r.t the Scope	
	Element	Performance Criteria
	Reporting quality issues and test results	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> 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
	Recording and documentation	<ul style="list-style-type: none"> PC4. maintain records regarding stock received and stock rotation PC5. maintain records regarding damaged materials and disposal methods PC6. maintain records regarding storage techniques PC7. accurately document the results of the inspections and testing PC8. maintain all controlled document files and test records in a timely and accurate manner PC9. ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly PC10. make sure documents are available to all appropriate authorities to inspect PC11. perform review of records and other documentation for compliance to established procedures and good documentation practices PC12. prepare inspection reports as per the inspection activity performed
	Knowledge and Understanding (K)	
	A. Organisational Context (Knowledge of the Company/Organisation and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. importance of complete and accurate documentation KA2. importance of identifying non-conforming materials KA3. risk and impact of not following defined procedures/work instructions KA4. escalation matrix for reporting identified issues KA5. records to be maintained and implications of non-maintenance of the same
B. Technical Knowledge	The user/individual on the job needs to know and understand:	

LFS/N0633 : Carry out reporting and documentation to meet storing and stocking requirements

	KB1. how to carry out good stock management, including the rotation of stock, and checking expiry dates of goods KB2. principles of good inspection practices and visual standards applied in the workplace KB3. use of computer applications/software
Skills (S)	
Core Skills/ Generic Skills	Writing skills
	The user/ individual on the job needs to know and understand how to:
	SA1. record and communicate details of work to appropriate people using written/typed report or computer based record/electronic mail
	SA2. maintain proper records as per given format
	SA3. use basic computer applications
	Reading skills
The user/individual on the job needs to know and understand how to:	
SA4. read and understand manuals, SOPs, health and safety instructions, memos, reports, job cards etc.	
SA5. read and interpret images, graphs, diagrams for typical product specifications, job sheets, procedures, material labels and safety information as provided	
SA6. use and interpret the various coding systems as per company norms	
Oral Communication (Listening and Speaking skills)	
The user/individual on the job needs to know and understand how to:	
SA7. communicate with upstream and downstream teams	
SA8. disclose information only to those who have the right and need to know it.	
SA9. communicate confidential and sensitive information discretely to authorized person as per the SOP	
A. Professional Skills	Analytical thinking
	The user/individual on the job needs to know and understand how to:
	SB1. use available data and computer software to create required reports and documents
	SB2. pay attention to detail when capturing information and preparing reports/documents
	Decision Making
	The user/individual on the job needs to know and understand how to:
SB3. appropriately use the escalation matrix for decisions, including highlighting non-compliances	
Plan and Organise	
The user/individual on the job needs to know and understand how to:	
SB4. take responsibility for completing one's own work assignment	
SB5. plan and prioritize reporting/documentation based on criticality and urgency	

LFS/N0633 : Carry out reporting and documentation to meet storing and stocking requirements

	Critical Thinking
	Not Applicable
	Customer Centricity
	Not Applicable
	Problem Solving
	Not Applicable

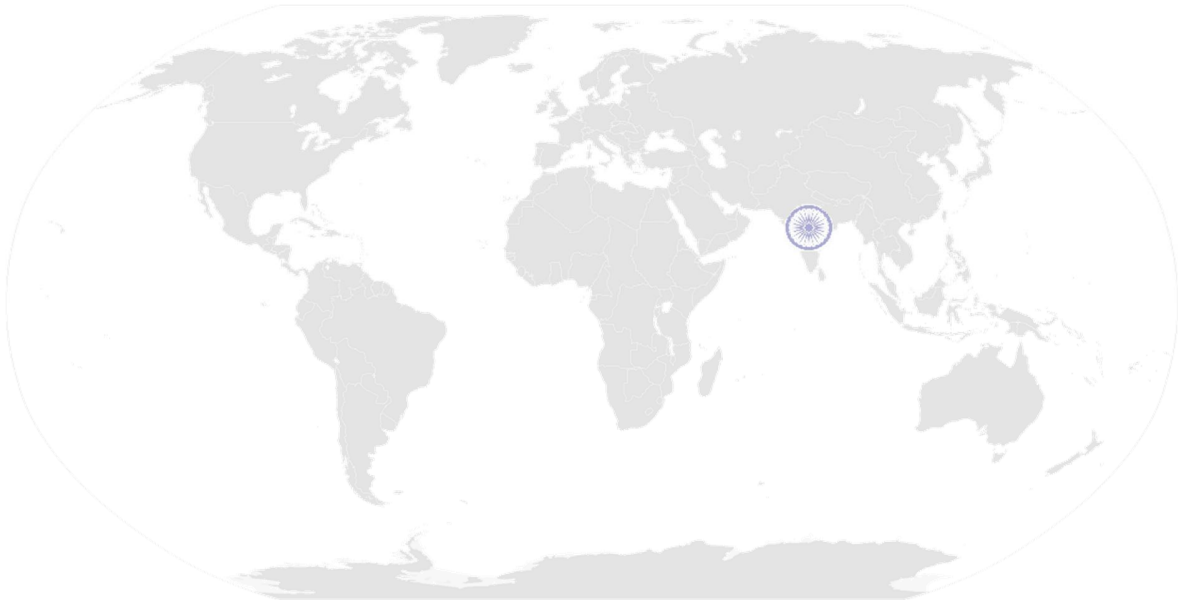
NOS Version Control

NOS Code	LFS/N0633		
Credits(NSQF)	TBD	Version number	1.0
Industry	Life Sciences	Drafted on	15/12/14
Industry Sub-sector	Pharmaceuticals and Biopharmaceuticals	Last reviewed on	25/02/15
Occupation	Supply Chain	Next review date	01/06/17

LFS/N0103 :

Ensure cleanliness in the work area

National Occupational Standard



Overview

This Occupational Standard describes the knowledge, understanding and skills required for a Store Assistant to ensure cleanliness in the work area by carrying out housekeeping of their respective area.

LFS/N0103 :

Ensure cleanliness in the work area

National Occupational Standard	Unit Code	LFS/N0103
	Unit Title (Task)	Ensure cleanliness in the work area
	Description	This OS unit is about the Store Assistant to carry out housekeeping activities for respective area
	Scope	This unit/task covers the following: <ul style="list-style-type: none"> • Pre housekeeping activities • Operations • Post housekeeping activities
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Pre housekeeping activities	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> PC1. inspect the area while taking into account various surfaces PC2. identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain PC3. ensure that the cleaning equipment is in proper working condition PC4. select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person PC5. plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces PC6. inform the affected people about the cleaning activity PC7. display the appropriate signage for the work being conducted PC8. ensure that there is adequate ventilation for the work being carried out PC9. wear the personal protective equipment required for the cleaning method and materials being used
	Operations	<ul style="list-style-type: none"> PC10. use the correct cleaning method for the work area, type of soiling and surface PC11. deal with accidental damage, if any, caused while carrying out the work PC12. report to the appropriate person any difficulties in carrying out work PC13. identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill
	Post housekeeping activities	<ul style="list-style-type: none"> PC14. ensure that there is no oily substance on the floor to avoid slippage PC15. ensure that no scrap material is lying around PC16. maintain and store housekeeping equipment and supplies PC17. follow workplace procedures to deal with any accidental damage caused during the cleaning process PC18. ensure that, on completion of the work, the area is left clean and dry and meets requirements PC19. return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored

LFS/N0103 :

Ensure cleanliness in the work area

	PC20. dispose the waste garnered from the activity in an appropriate manner PC21. dispose of used and un-used solutions according to manufacturer’s instructions, and clean the equipment thoroughly PC22. maintain schedules and records for housekeeping duty PC23. replenish any necessary supplies or consumables
Knowledge and Understanding (K)	
A. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/individual on the job needs to know and understand: KA1. levels of hygiene required by storage area and importance of maintaining the same KA2. methodology for storage area inspection with methods and materials required for cleaning variety of surfaces and equipment KA3. the method to check the treated surface and equipment on completion of cleaning KA4. procedures for reporting any unidentified soiling KA5. escalation procedures for soils or stains that could not be removed
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. role of different materials, chemicals and equipment
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. record and communicate details of work done to appropriate people using written/typed report or computer based record/electronic mail
	Reading and Understanding Skills
	The user/individual on the job needs to know and understand how to: SA2. understand the various coding systems as per company norms
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA3. communicate with upstream and downstream teams SA4. disclose information only to those who have the right and need to know it.
B. Professional Skills	Critical Thinking
	The user/individual on the job needs to know and understand how to: SB1. suggest improvements(if any) in process based on experience
	Decision Making
	SB2. make decisions to maintain cleanliness in the area of work

LFS/N0103 : Ensure cleanliness in the work area

	Analytical Thinking
	Not Applicable
	Plan and Organise
	Not Applicable
	Problem Solving
	Not Applicable
	Customer Centricity
	Not Applicable

NOS Version Control

NOS Code	LFS/N0103		
Credits(NSQF)	TBD	Version number	1.0
Industry	Life Sciences	Drafted on	22/12/14
Industry Sub-sector	Pharmaceuticals and Bio Pharmaceuticals	Last reviewed on	15/05/15
Occupation	Manufacturing, Quality, Supply Chain, R&D	Next review date	01/06/16

LFS/N0101 : Maintain a healthy, safe and secure working environment in the life sciences facility

National Occupational Standard



Overview

This Occupational Standard is about the knowledge, understanding and skills required by a Store Assistant to ensure healthy, safe and secure working environment in the life sciences facility.

LFS/N0101 : Maintain a healthy, safe and secure working environment in the life sciences facility

National Occupational Standard	Unit Code	LFS /N0101
	Unit Title (Task)	Maintain a healthy, safe and secure working environment in the life sciences facility
	Description	This NOS unit is about a Store Assistant monitoring the working environment and making sure that it meets the requirements for health, safety and security in the pharmaceutical/contract research/biopharmaceutical facility/manufacturing/testing/analysis/research laboratory.
	Scope	<p>This unit / task covers the following:</p> <p>Ensuring healthy, safe and secure working environment:</p> <ul style="list-style-type: none"> self monitor and adhere to safety principles and standards ensure behavioural safety by workmen to cGMP and applicable safety standards on the shop floor/ laboratory report any identified breaches in health, safety, and security policies and procedures to the designated person <p>Managing emergency procedures:</p> <ul style="list-style-type: none"> illness accidents fires other reasons to evacuate the premises breaches of security
Performance Criteria (PC) wrt the Scope		
Element	Performance Criteria	
Ensuring healthy, safe and secure working environment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. observe and comply with the company's current health, safety and security policies and procedures</p> <p>PC2. while carrying out work, use appropriate safety gears like head gear, masks, gloves and other accessories as mentioned in the guidelines</p> <p>PC3. report any identified breaches in health, safety, and security policies and procedures to the designated person</p> <p>PC4. responsible for maintaining discipline at the shop-floor/ production area</p> <p>PC5. identify and correct any hazards that the individual can deal with safely, competently and within the limits of their authority</p> <p>PC6. adhere and comply to storage and handling guidelines for hazardous material</p> <p>PC7. identify and recommend opportunities for improving health, safety, and security to the designated person</p> <p>PC8. complete any health, safety and security activities like safety drills and prepare records legibly and accurately</p>	
Managing emergency procedures	<p>PC9. report any hazards that the individual is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected</p>	

LFS/N0101 : Maintain a healthy, safe and secure working environment in the life sciences facility

	PC10. follow the company's emergency procedures promptly, calmly, and efficiently								
Knowledge and Understanding (K)									
B. Organisational Context (Knowledge of the Company/ Organisation and its processes)	The user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. legislative requirements and company's procedures for health, safety and security and individual's role and responsibilities in relation to this KA2. what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace KA3. how and when to report hazards KA4. limits of individual responsibility for dealing with hazards KA5. the organization's emergency procedures for different emergency situations and the importance of following these KA6. the importance of maintaining high standards of health, safety and security KA7. implications that any non-compliance with health, safety and security may have on individuals and the organization KA8. health hazards and its implications if any in the production process 								
B Technical Knowledge	The user/ individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. different types of breaches in health, safety and security and how and when to report these KB2. evacuation procedures for workers and visitors KB3. how to summon medical assistance and the emergency services, where necessary KB4. how to use the health, safety and accident reporting procedures and the importance of these KB5. different types of occupational health hazards KB6. knowledge of chemical substances, their characteristics and required precaution and safety measures 								
Skills (S)									
A. Core Skills/ Generic Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #d9e1f2;">Writing skills</td> </tr> <tr> <td>The user/ individual on the job needs to know and understand how to:</td> </tr> <tr> <td>SA1. complete accurate, well written work with attention to detail</td> </tr> <tr> <td style="background-color: #d9e1f2;">Reading skills</td> </tr> <tr> <td>The user/ individual on the job needs to know and understand how to:</td> </tr> <tr> <td>SA2. read instructions, guidelines, procedures, rules and service level agreements</td> </tr> <tr> <td style="background-color: #d9e1f2;">Oral Communication (Listening and Speaking skills)</td> </tr> <tr> <td>The user/ individual on the job needs to know and understand how to:</td> </tr> </table>	Writing skills	The user/ individual on the job needs to know and understand how to:	SA1. complete accurate, well written work with attention to detail	Reading skills	The user/ individual on the job needs to know and understand how to:	SA2. read instructions, guidelines, procedures, rules and service level agreements	Oral Communication (Listening and Speaking skills)	The user/ individual on the job needs to know and understand how to:
Writing skills									
The user/ individual on the job needs to know and understand how to:									
SA1. complete accurate, well written work with attention to detail									
Reading skills									
The user/ individual on the job needs to know and understand how to:									
SA2. read instructions, guidelines, procedures, rules and service level agreements									
Oral Communication (Listening and Speaking skills)									
The user/ individual on the job needs to know and understand how to:									

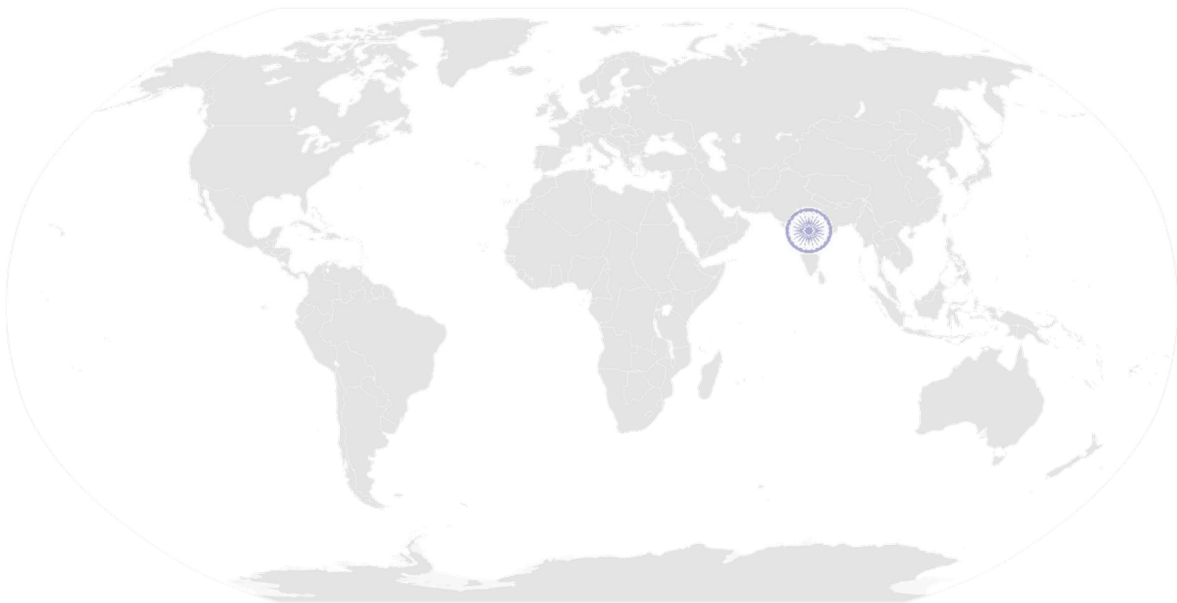
LFS/N0101 : Maintain a healthy, safe and secure working environment in the life sciences facility

	SA3. listen effectively and orally communicate information accurately
B. Professional Skills	Decision making
	The user/ individual on the job needs to know and understand how to:
	SB1. make decisions on suitable courses of action
	Plan and Organise
	The user/ individual on the job needs to know and understand how to:
	SB2. plan and organize work to meet health, safety and security requirements
	Problem solving
	The user/ individual on the job needs to know and understand how to:
	SB3. apply problem solving approaches in different situations
	Analytical thinking
	The user/ individual on the job needs to know and understand how to:
	SB4. analyse data and activities
	Critical thinking
	The user/ individual on the job needs to know and understand how to:
SB5. apply balanced judgments to different situations	
Customer Centricity	
Not Applicable	

LFS/N0101 : Maintain a healthy, safe and secure working environment in the life sciences facility

NOS Version Control

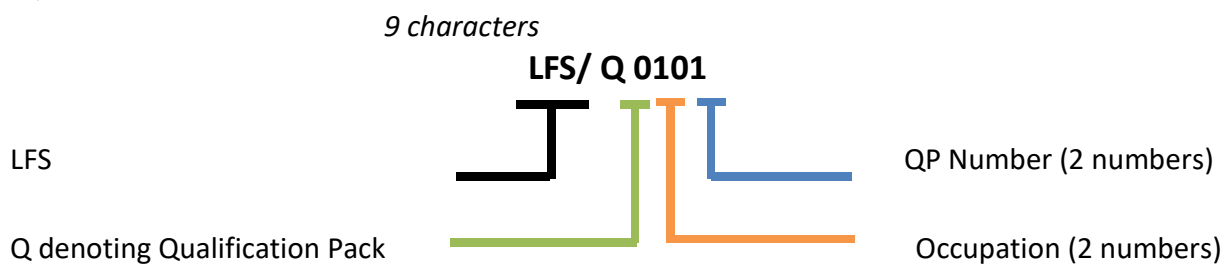
NOS Code	LFS/N0101		
Credits(NSQF)	TBD	Version number	1.0
Industry	Life Sciences	Drafted on	26/06/14
Industry Sub-sector	Pharmaceuticals and Bio Pharmaceuticals	Last reviewed on	15/05/15
Occupation	Manufacturing, Quality, Supply Chain, R&D	Next review date	01/06/16



Qualifications Pack for Store Assistant/Helper – Life Sciences

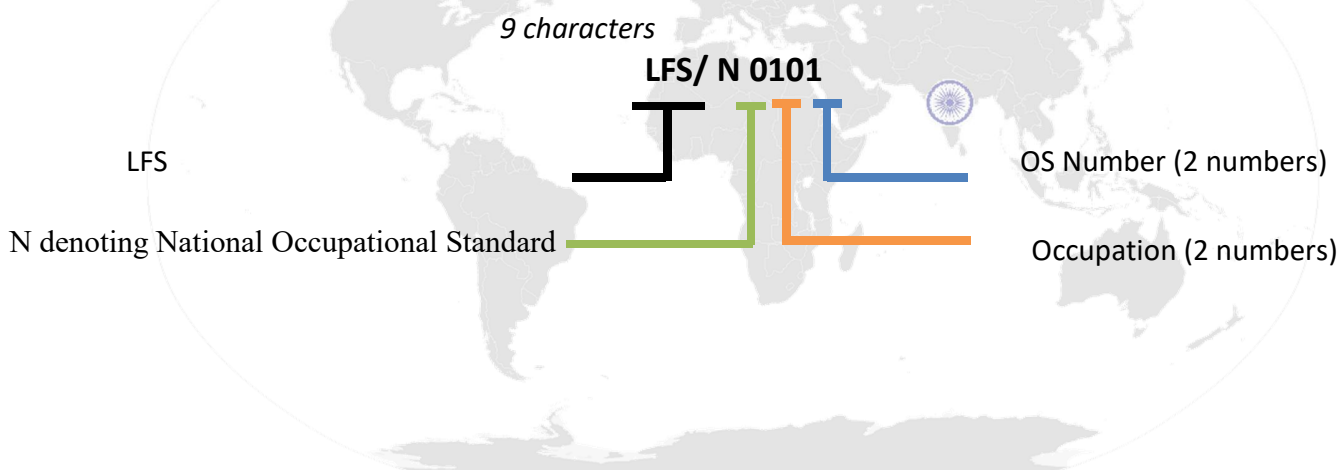
Annexure Nomenclature for QP and NOS

Qualification Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Store Assistant/Helper – Life Sciences

The following acronyms/codes have been used in the nomenclature above:

Sub-Sector	Range of Occupation Numbers
Pharmaceutical and Biopharmaceutical and Contract Research	01-10
Pharmaceutical	11-20
Biopharmaceutical	21-30
Contract Research	31-40

Sequence	Description	Example
Three letters	Industry name	LFS
Slash	/	/
Next letter	Whether QP or NOS	Q/N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack for Store Assistant/Helper – Life Sciences

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role Store Assistant/Helper – Life Sciences
Qualification Pack LFS/Q0604
Sector Skill Council Life Sciences Sector Skill Development Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create *unique question papers for theory part for each candidate at each examination/training center* (as per assessment criteria below)
4. Individual assessment agencies will create *unique evaluations for skill practical for every student at each examination/training center* based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 50% in every NOS
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment Outcome	Assessment Criteria of Outcomes	Total Marks (500)	Marks Allocation		
			Out Of	Theory	Practical
LFS/N0236 (Receive and store goods in a store/warehouse)	PC1. identify the quantity and nature of goods to be received	100	6	2	4
	PC2. confirm appropriate storage space availability		8	2	6
	PC3. check and confirm that all equipment required for receipt and movement of goods is available and in good working order		10	4	6
	PC4. complete required paperwork, checking for accuracy and completeness		8	4	4
	PC5. ensure that the area for receiving goods is clean, tidy and free from obstruction and perils		10	5	5
	PC6. report any shortfall in space or malfunction with equipment to supervisor		8	4	4
	PC7. check that all goods as detailed in the delivery note have been received		8	4	4

Qualifications Pack for Store Assistant/Helper – Life Sciences

	PC8. record refusals accurately following the organisation's SOP		6	3	3
	PC9. accurately update stock control systems to reflect receipt of goods and support the supervisor in insurance claims for damaged goods/materials		8	2	6
	PC10. confirm storage requirements and conditions for the incoming goods		8	2	6
	PC11. ensure that appropriate handling procedures for perishable and non-perishable goods are in place and help bring down inventory costs		8	2	6
	PC12. follow all relevant legislation and organisation policies and procedures		8	4	4
	PC13. complete all administrative procedures to ensure appropriate rotation of goods		4	2	2
	Total		100	40	60
LFS/N0632 (Carry out disposing of waste packaging material)	PC1. ensure that total range of checks are regularly and consistently performed on the packaging material	100	10	4	6
	PC2. use appropriate measuring instruments, equipment, tools, accessories etc. as required for the checks		6	3	3
	PC3. ensure the status and accuracy of instruments used for measurement		5	2	3
	PC4. identify non-conformities to quality assurance standards		5	2	3
	PC5. identify potential causes of non-conformities to quality assurance standards		8	3	5
	PC6. identify impact on final product due to non-conformance to company standards		8	4	4
	PC7. evaluating the need for action to ensure that problems do not recur		4	2	2
	PC8. dispose the non-conforming packaging material		8	3	5
	PC9. follow the standards and procedures as mentioned in GMP		6	3	3

Qualifications Pack for Store Assistant/Helper – Life Sciences

	while disposing non-conforming material				
	PC10. identify and analyse any problems that may arise while disposing the materials		4	2	2
	PC11. suggest corrective action to address problem		4	2	2
	PC12. review effectiveness of corrective action		2	1	1
	PC13. interpret the results of the quality check correctly		6	3	3
	PC14. take up results of the findings with the appropriate authority and within stipulated time		5	2	3
	PC15. record results of action taken		5	2	3
	PC16. record adjustments not covered by established procedures for future reference		4	2	2
	PC17. review effectiveness of action taken		4	2	2
	PC18. record the disposal methods used and the types of defects or reasons for disposal		6	3	3
	Total		100	45	55
LFS/N0633 (Carry out reporting and documentation to meet storing and stocking requirements)	PC1. report defects/problem/incidents/quality issues/test results as applicable in a timely manner	100	12	4	8
	PC2. report to the appropriate authority as laid down by the company		4	2	2
	PC3. follow reporting procedures as prescribed by the company		6	3	3
	PC4. maintain documents regarding stock received and stock rotation		12	4	8
	PC5. maintain documents regarding damaged material and disposal methods		12	4	8
	PC6. maintain documents regarding storage techniques		12	4	8
	PC7. accurately document the results of the inspections and testing		6	3	3
	PC8. maintain all controlled document files and test records in a timely and accurate manner		8	4	4

Qualifications Pack for Store Assistant/Helper – Life Sciences

	PC9. ensure that the final document meets with the requirements of the persons who requested it or make any amendments accordingly		6	3	3
	PC10. make sure documents are available to all appropriate authorities to inspect		6	3	3
	PC11. perform review of records and other documentation for compliance to established procedures and good documentation practices		8	3	5
	PC12 prepare inspection reports as per the inspection activity performed		8	3	5
	Total		100	40	60
LFS/N0103 (Ensure cleanliness in the work area)	PC1. inspect the storage area while taking into account various surfaces	100	4	2	2
	PC2. identify the material requirements for cleaning the storage areas inspected, by considering risk, time, efficiency and type of stain		5	2	3
	PC3. ensure that the cleaning equipment is in proper working condition		5	2	3
	PC4. select the suitable alternatives for cleaning the storage areas in case the appropriate equipment and materials are not available and inform the appropriate person		4	2	2
	PC5. plan the sequence for cleaning the storage area to avoid re-soiling clean areas and surfaces		4	1	3
	PC6. inform the affected people about the cleaning activity		4	2	2
	PC7. display the appropriate signage for the work being conducted		4	2	2
	PC8. ensure that there is adequate ventilation for the work being carried out		5	2	3
	PC9. wear the personal protective equipment required for the cleaning method and materials being used		4	2	2
	PC10. use the correct cleaning method for the storage area, type of soiling and surface		4	2	2

Qualifications Pack for Store Assistant/Helper – Life Sciences

	PC11. deal with accidental damage, if any, caused while carrying out the work		4	1	3
	PC12. report to the appropriate person any difficulties in carrying out your work		4	2	2
	PC13. identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill		4	2	2
	PC14. ensure that there is no oily substance on the floor to avoid slippage		4	2	2
	PC15. ensure that no scrap material is lying around		4	2	2
	PC16. maintain and store housekeeping equipment and supplies		4	2	2
	PC17. follow workplace procedures to deal with any accidental damage caused during the cleaning process		4	2	2
	PC18. ensure that, on completion of the work, the area is left clean and dry and meets requirements		4	2	2
	PC19. return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored		5	2	3
	PC20. dispose the waste garnered from the activity in an appropriate manner		5	2	3
	PC21. disposal of used and un-used solutions according to manufacturer's instructions, and clean the equipment thoroughly		5	2	3
	PC22. maintain schedules and records for housekeeping duty		5	2	3
	PC23. replenish any necessary supplies or consumables		5	2	3
	Total		100	44	56
LFS/N0101 (Maintain a healthy, safe and secure working environment in	PC1. observe and comply with the company's current health, safety and security policies and procedures	100	10	5	5
	PC2. while carrying out work, use appropriate safety gears like head gear, masks, gloves and other		10	5	5

Qualifications Pack for Store Assistant/Helper – Life Sciences

the life sciences facility)	accessories as mentioned in the guidelines			
	PC3. report any identified breaches in health, safety, and security policies and procedures to the designated person	10	5	5
	PC4. responsible for maintaining discipline at the shop-floor/ production area	10	5	5
	PC5. identify and correct any hazards that the individual can deal with safely, competently and within the limits of their authority	10	5	5
	PC6. adhere and comply to storage and handling guidelines for hazardous material	10	5	5
	PC7. identify and recommend opportunities for improving health, safety, and security to the designated person	10	5	5
	PC8. complete any health, safety and security activities like safety drills and prepare records legibly and accurately	10	4	6
	PC9. report any hazards that the individual is not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected	10	4	6
	PC10. follow the company's emergency procedures promptly, calmly, and efficiently	10	5	5
		Total	100	48