



# Participant Handbook

Sector  
**Life Science**

Sub-Sector  
**Pharmaceutical,  
Biopharmaceutical**

Occupation  
**Supply Chain**



Reference ID: **LFS/Q0604, Version 1.0**  
**NSQF Level 3**

**Store Assistant - Life Sciences**



**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Certificate

### COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**LIFE SCIENCES SECTOR SKILL DEVELOPMENT COUNCIL**

for

**SKILLING CONTENT : PARTICIPANT HANDBOOK**

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: '**Store Assistant-Life Sciences**'  
QP No. '**LFS/ Q0604, NSQF Level 3**'

Date of Issuance: 10- December-2018  
Valid up to\*: 30-March-2020

*\*Valid up to the next review date of the Qualification Pack or the  
'Valid up to' date mentioned above (whichever is earlier)*

Authorized Signatory  
(Life Sciences Sector Skill Development Council)

## Acknowledgments

Many individuals and organizations have contributed to developing this Participant Manual and all deserve to be thanked. Without their contribution, this participant manual would not have been written. The efforts by Team Talento Consulting, expert at LSSSDC and various subject matter experts, and prominent organizations like Dr. Reddy's Limited, Jubilant Generics Limited, Jamia Hamdard University has resulted in developing this manual for skilling Lab Assistants, therefore, aimed to plug a major loophole.

We would like to thank Dr. Vinay Umesh Rao, Mr. Sanjeev Kumar Sharma, Dr. M Saharyar, Mr. P K Gupta and all those who provided inputs to put together this manual— which we believe will make an invaluable contribution to Life Sciences sector.

We are grateful to organizations like Cadila Pharmaceuticals Limited, Glenmark Pharmaceuticals Limited, RPG Life Sciences Limited, Centaur Lab Pvt. Limited, Belco Pharma, Crystal Pharma, Systole Remedies Pvt. Limited for their efforts in reviewing and endorsing this Participant Manual.

## About this book

Life Sciences Sector is one of the primary engines of growth in the manufacturing space, and a leading player in the recently launched 'Make in India' campaign. With revenue in excess of \$30 bn, Life Sciences sector has been growing at over 16% per annum in the past few years. The sector currently provides employment to around 800,000. The Manufacturing job roles, comprise around 384,000 (approx. 48% of the total job volume).

Life Sciences Sector Skill Council is aiming for skilling about 30,000 Store Assistant in next 3 years. This participant manual dovetails with the National Occupation Standards for Store Assistant- Life Sciences, also developed by LSSSDC with Industry. The Manual will prove to be a vital tool in the skilling process. It will also be a boon for all fresh aspirants who wish to join the Life Sciences sector as Store Assistant. It is designed to enable theoretical and practical skilling on Store Assistant- Life Sciences Qualification Pack which mandates the below four Occupation Standards for the job role:

- Receive and store goods in a store/warehouse
- Carry out disposing of waste packaging material
- Carry out reporting and documentation to meet storing and stocking requirements
- Ensure cleanliness in the work area
- Maintain a healthy, safe and secure working environment in the life sciences facility

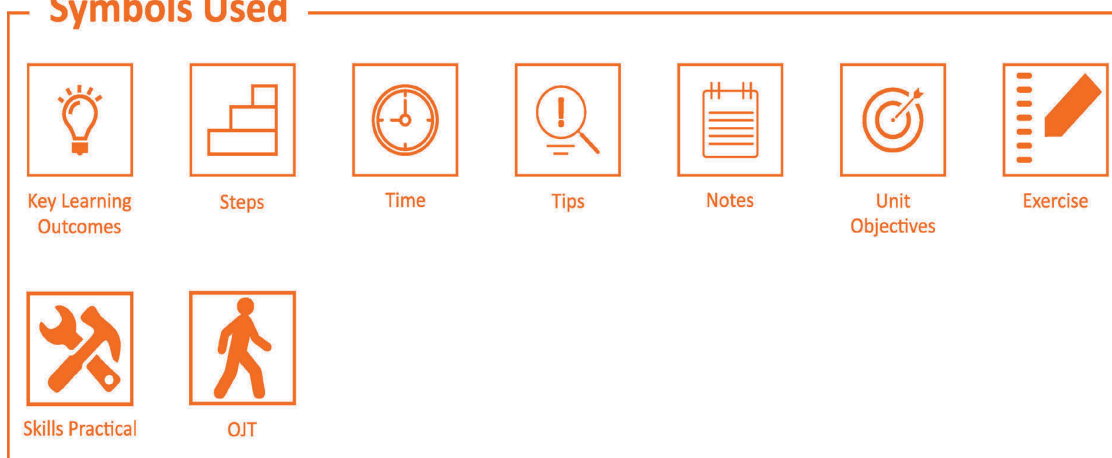
The above five occupational standards are covered under various units in the participant manual which comprehensively binds knowledge and skills related to these. It.

The book is designed keeping in mind the minimum education qualification of Store Assistant- Life Sciences to be 10th class Pass as stipulated by Industry. However, as part of this book, efforts have been made to put focus on practical learning in addition to all technical and manufacturing concepts required for the role. The Key Learning Objectives and the skills gained by the participant are defined in their respective units.

The contents of this book are in simple language. It is envisaged that this participant manual will provide the participants with the knowledge and skills required for Job role of Store Assistant- Life Sciences. It should enable participants to become effective and responsible Store Assistant for Life Sciences Industry.

Symbols used in the book have been listed below.

### Symbols Used





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# 1. Introduction

**Unit 1.1 - Life Sciences Industry in India**

**Unit 1.2 - Organization Structure of Life Sciences Organization**

**Unit 1.3 - Warehouse in Life Sciences Organization**

**Unit 1.4 - Store Assistant Services in Life Sciences Organization**





## Key Learning Outcomes

At the end of the module, you will be able to:

1. Understand the importance of Life Sciences
2. Define Life sciences
3. Appreciate the importance of Life Sciences industry in India
4. Understand the importance of Organization Structure
5. Appreciate the career growth in Life Sciences Organization
6. Gain knowledge on the various departments in Life Sciences Organization
7. Understand the term Warehouse
8. Appreciate the importance of warehouse for a Life Sciences Organization
9. Gain knowledge on the various activities that are undertaken in a warehouse.
10. Understand the job roles of store assistant
11. Appreciate the importance of various duties of a store assistant
12. Gain knowledge on the various competencies of a store assistant.

## UNIT 1.1: Life Sciences Industry in India

### Unit Objectives

At the end of the unit, you will be able to:

1. Understand the importance of Life Sciences
2. Define Life sciences
3. Appreciate the importance of Life Sciences industry in India

### 1.1.1 What is Life Sciences

The life sciences are supportive in bettering the standard and quality of life. Life sciences have applications in medicine, health, pharmaceutical, food science and agriculture industries.

We define "Life Sciences" to encompass companies in the fields of cosmeceuticals, pharmaceuticals, nutraceuticals, biomedical technologies, biotechnology, life systems technologies, food processing, biomedical devices, environmental, and institutions and organizations that devote the majority of their efforts in the varied stages of research, development, commercialization and technology transfer.



Fig:1.1.1: life sciences

Usually we define 'Life Sciences' as all sciences that have to do with 'organisms', like animals, human beings and plants.

### 1.1.2 Pharmaceutical Industry and Life Sciences

The Indian pharma industry is on the doorstep of becoming a major global market by 2020. It is expected to grow at 15% to 20% CAGR to touch US\$50 billion and US\$74 billion in the next ten years.

The country is a notable producer of formulations and APIs. Its pharma companies include global players in vaccines and generics. Few of the top Indian pharma companies are now partly foreign-owned and are already generating more than half of their sales outside the country.

India has a large pool of scientific manpower which can be utilized in drug discovery, development and clinical trials. Its wide genetic pool of treatment-naive population is attractive for clinical trials.

Alongside, economic growth has raised the buying power of India's middle class for healthcare services in general, particularly medicines. Emergence of lifestyle diseases such as cardiovascular disease, diabetes and cancer has raised the need for medicines. Leading Multi-National Companies from US, Japan and Europe have established a local presence.

We believe that no global pharmaceutical or life sciences company can afford to ignore India, either as a potential market, competitor or partner.

### 1.1.3 Occupations for Life Sciences graduates 6 months after graduation

The different occupations that can be selected for life sciences graduates are

- Graduate Management Trainee
- Clinical Research Associate
- Marketing Associate
- Drug Safety Scientist
- Medical Sales Representative
- Laboratory Technologist
- Director of Social Enterprise
- Medical Communications Assistant
- Teaching assistant – Suitable academic background (ie. Science/Arts/Vocational Courses etc., ) shall be addressed. Preferably science group
- Journal Developer

### 1.1.4 Employers for our Life Sciences graduates

- Apollo Pharmacy
- Hetero
- Med plus Medical Stores
- Johnson & Johnson
- AstraZeneca

### 1.1.5 Employment Opportunities in Life Sciences

There is a lot of demand for Life Sciences. Increasing tropical diseases in India has created many jobs in Life Sciences.

There is huge employment opportunities in Hospitals, Drug Stores, and factories which make medicines and factory warehouses also require employees from Life Sciences.

**Look at the pictures below and write Yes (Y) or No (N) in the box.**

Where are housekeeping services required?



Fig:1.1.2: Hotels, Resorts etc.



Fig:1.1.3: Airports, Metro station, etc.



Fig:1.1.4: Hospitals



Fig:1.1.5: Pharma Factories



Fig:1.1.6: Residential Towers



Fig:1.1.7: Offices



Fig:1.1.8: Shopping Malls



Fig:1.1.9: Cineplex



Fig:1.1.10: Restaurants

## Tips

### What is Life Sciences?

Think about this. Who do you think is responsible for creating formulations, prescribing formulations in the right quantities and packing the in right quantities?

## UNIT 1.2: Organization Structure of Life Sciences Organization

### Unit Objectives

At the end of the unit, you will be able to:

1. Understand the importance of Organization Structure
2. Appreciate the career growth in Life Sciences Organization
3. Gain knowledge on the various departments in Life Sciences Organization

### 1.2.1 Pharmaceutical Industry and Life Sciences

The Indian pharma industry is on the threshold of becoming a major global market by 2020. It is expected to grow at 15% to 20% CAGR to touch US\$50 billion and US\$74 billion in the next decade.

The country is a significant producer of APIs and formulations. Its pharma companies include global players in generics and vaccines. Some of the top Indian pharma companies are now partly foreign-owned and are already generating more than half of their sales outside the country.

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We believe that no global pharmaceutical or life sciences company can afford to ignore India, either as a potential market, competitor or partner.

### 1.2.2 Organizational Structure

The Indian pharma industry is on the doorstep of becoming a major global market by 2020. It is expected to grow at 15% to 20% CAGR to touch US\$50 billion and US\$74 billion in the next ten years.

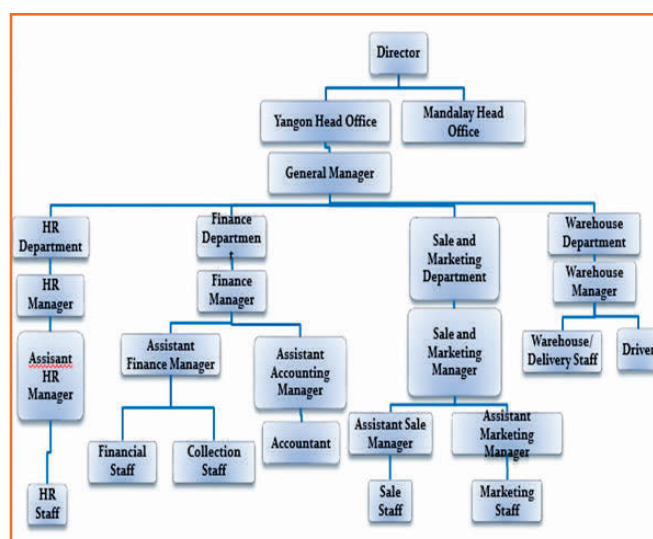


Fig:1.2.1: Structure

## UNIT 1.3: Warehouse in Life Sciences Organisation

### Unit Objectives

At the end of the unit, you will be able to:

1. Understand the term Warehouse
2. Appreciate the importance of warehouse for a Life Sciences Organization
3. Gain knowledge on the various activities that are undertaken in a warehouse.

### 1.3.1 What is Warehouse

Warehouse is a commercial building for storage of goods. Warehouses are utilized by importers, manufacturers, customs, wholesalers, exporters, transport businesses, etc. Warehouses are generally large plain buildings in industrial areas of villages, cities and towns.

Warehouses generally have loading docks to load and unload goods from trucks. Sometimes they are designed for the loading and unloading of goods directly from seaports, railways, or airports. Warehouses often have forklifts and cranes for moving goods, which are generally placed on ISO standard pallets loaded into pallet racks. Storage areas should be of sufficient capacity to allow the orderly storage of the various categories of materials and products, namely, starting and packaging materials, intermediates, bulk and finished products in quarantine, released, rejected, returned or recalled products. In Indian English a warehouse is also known as a godown.



Fig:1.3.1: Warehouse

### 1.3.2 What are Warehousing Functions and Objectives

1. Receiving.
2. Identification and sorting.
3. Dispatching to storage.
4. Placing in storage.
5. Storage.
6. Retrieval from storage.
7. Order accumulation.
8. Packing.
9. Shipping
10. Record keeping.

### 1.3.3 What are the various sections of a Warehouse

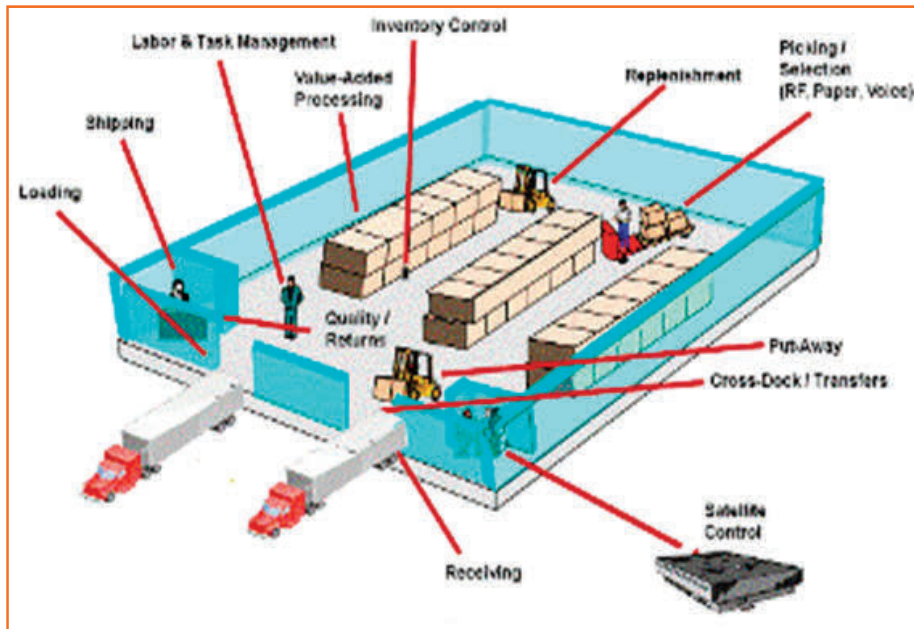


Fig:1.3.2: Warehouse

### 1.3.4 Flow Chart - Warehouse

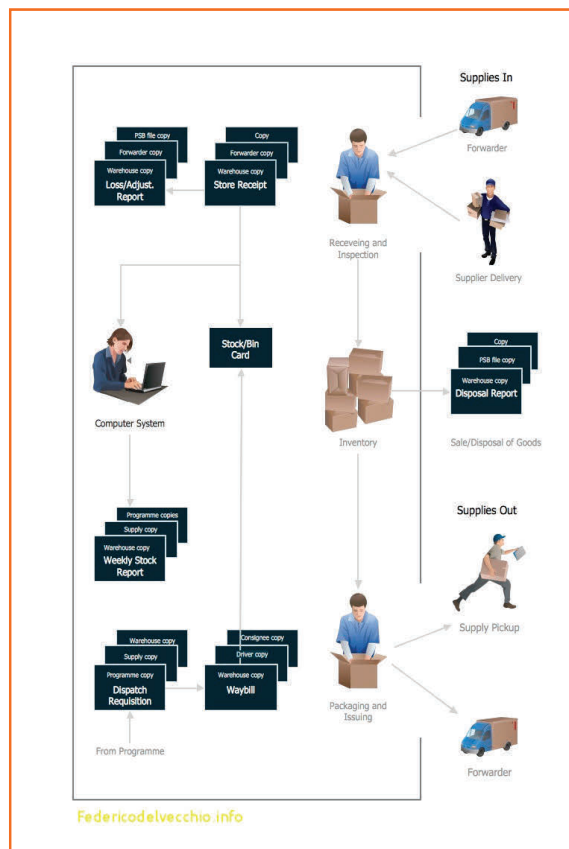


Fig:1.3.3: chart(1)

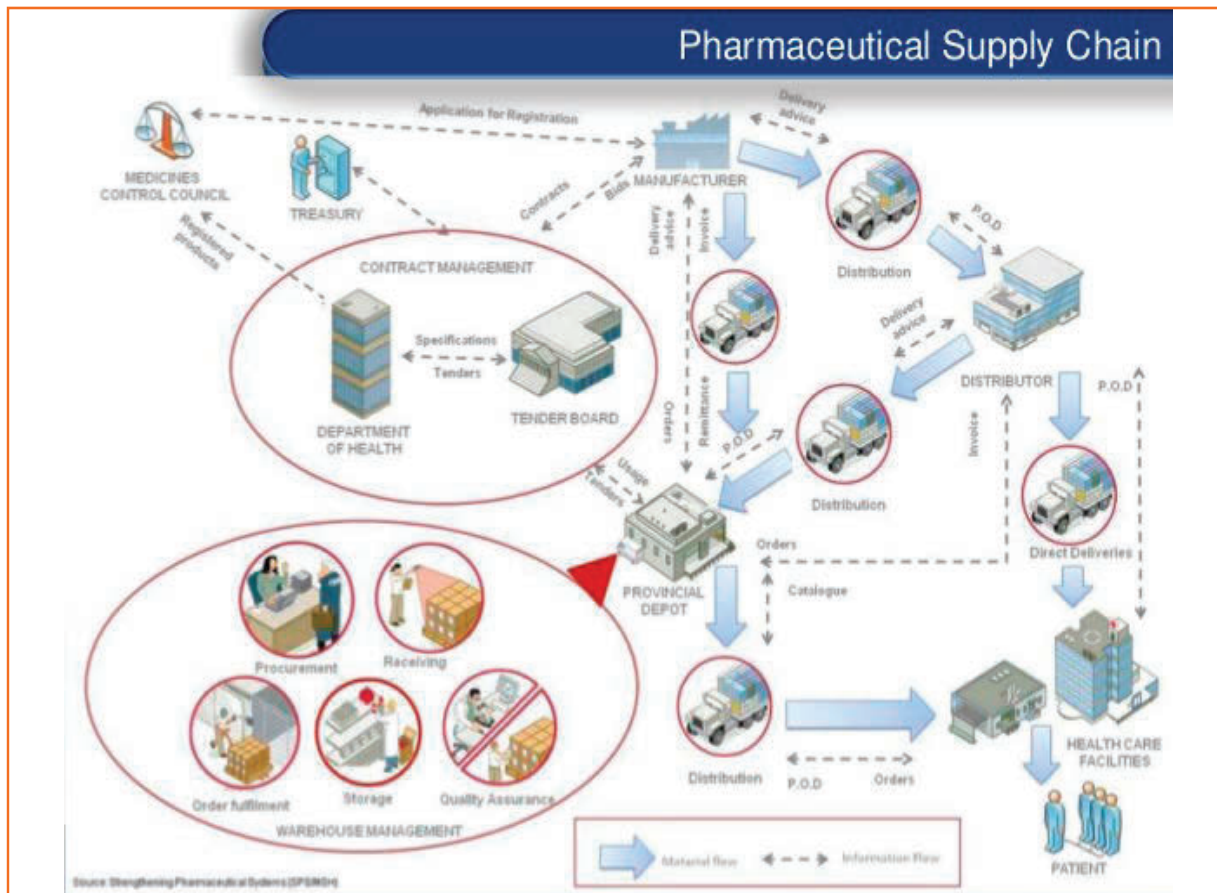


Fig.1.3.4:chart(2)



## UNIT 1.4: Store Assistant – Job Role

### Unit Objectives

At the end of the unit, you will be able to:

1. Understand the job roles of store assistant
2. Appreciate the importance of various duties of a store assistant
3. Gain knowledge on the various competencies of a store assistant

#### 1.4.1 What are the duties of a Store Assistant

- Pack, stock, organize and rearrange products in warehouse.
- keep warehouse premises neat and clean.
- Maintain and organize records of inventories up to date.
- Manage and monitor inventory control.
- Manage and handle shipping, loading and unloading of products.
- Operate pallet jacks and forklifts.
- Handle sensitive and delicate products with extreme care.
- Drive trucks, vans, passenger cars handling warehouse materials.
- Handle and operate required accessories and tools in managing and maintaining a warehouse.
- Integrate effective practices in handling warehouse materials.

#### 1.4.2 What are the key competencies of a Store Assistant

- Knowledge of supply chain management and related fields.
- Applicants are recommended to secure a forklift license as applicable which will give them edge over others.
- Have excellent numeracy, literacy and organizational skills.
- Delivering excellent customer service to clients who visit the warehouse.
- Physically fit and able to lift and move heavy packages and objects.
- Ability to follow processes and procedure accurately.
- Can use a RF(Radio frequency barcode scanning) gun.
- Experience of Excel and other specialist stock tracking software.
- Strong problem solving skills.
- A comprehensive understanding of safety procedures.

- Minimizing stock loss.
- Meeting tight deadlines.

### **1.4.3 What are the personal competencies of a Store Assistant**

1. A good team player.
2. Willing to work overtime at short notice.
3. Able to work shifts.
4. Have a meticulous and efficient work ethic.
5. Attention to detail.



## 2. Receive and Store Goods



Unit 2.1 - Basics of Store Keeping

Unit 2.2 - Knowledge of Quality Management Systems

Unit 2.3 - Prepare to Receive Goods

Unit 2.4 - Receive goods at warehouse

Unit 2.5 - Store goods in designated area

Unit 2.6 - Improving Professional Skills

