

Model Curriculum

Warehouse Executive

(Option – Forecasting)

SECTOR: LOGISTICS
SUB-SECTOR: WAREHOUSING
**OCCUPATION: OPERATIONS, DOCUMENTATION &
REPORTING**
REF ID: LSC/Q0301, V1.0
NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

Logistic Sector Skill Council of India

for the

Model Curriculum

Complying to National Occupational Standards of
Job Role/ Qualification Pack: **'Warehouse Executive'** QP No. **'LSC/Q0301 NSQF Level 4'**

Date of Issuance: May 4th, 2019

Valid up to: May 4th, 2022

**Valid up to the next review date of the Qualification Pack*



Authorised Signatory

(Logistics Sector Skill Council of India)

TABLE OF CONTENTS

1. Curriculum	01
2. Trainer Prerequisites	06
3. Annexure: Assessment Criteria	07

Warehouse Executive

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Warehouse Executive”, in the “Logistics” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Warehouse Executive		
Qualification Pack Name & Reference ID.	LSC/Q0301, v1.0		
Version No.	1.0	Version Update Date	04-05-2019
Pre-requisites to Training	Graduate (or) Diploma/ Class XII with relevant experience (or) Class X with relevant experience		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <p>Compulsory:</p> <ul style="list-style-type: none"> Analyse warehouse data to assess optimal utilisation of assets and identifying reasons for non-performance Prepare documentation for inbound and outbound movement of goods Perform inventory quality check, counting and documentation Arrange for transportation based on goods movement in warehouse Comply to work place integrity, ethical and regulatory practices. Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms. Inspect invoices for correct application of GST. <p>Options:</p> <ul style="list-style-type: none"> Perform trend analysis and forecast warehouse business 		

This course encompasses 7 out of 7 Compulsory NOS (National Occupational Standards), 1 out of 1 Options of “Warehouse Executive” Qualification Pack issued by “Logistics Sector Skill Council”.

COMPULSORY NOS:

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction to Warehouse Executive</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Classify the components of supply chain and logistics sector Detail the various sub-sectors and the opportunities in them Identify various activities in warehouse, land transportation, port yard, land, ship and air transportation Explain job roles in warehousing Detail your job role as warehouse executive and its interface with other job roles Discuss the documentation requirements in warehousing operations Describe the various MHEs and equipment used in warehouses 	Teaching board, computer, projector, video player or TV
2	<p>Warehouse data analysis</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0301</p>	<ul style="list-style-type: none"> Discuss the list of data to be collected for analysing shipments, loading, unloading, packing and binning activities, etc. Detail the data to be collected regarding priorities, complaints/delay, escalations, customer feedback etc. Operate ERP to collect and upload necessary data Correlate physical data with ERP data for correctness and compliance to documentation requirements Prepare various data analysis such as variance analysis, financial, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc. 	ERP, MS Office, Data analysis software, stationery, computer, printer, ERP software, etc.
3	<p>Warehouse documentation</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0107</p>	<ul style="list-style-type: none"> List the documentation used for inbound and outbound movement of goods Describe the quality check process for different types of goods and packaging Prepare inbound and outbound documentation Compare physical goods with delivery manifest Inspect accurate update of data in ERP for tracking of goods movement Check correctness of documentation including air way bill, bill of lading, fumigation certificate, PGA 	ERP, MS Office, SOP, Data analysis software, stationery, computer, printer, ERP software, etc.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>(Participative Government Agencies) documentation, customs documentation etc.</p> <ul style="list-style-type: none"> Detail the claims documentation process Inspect quarantined goods for conformance to reasons provided in the documentation Inspect documentation for correctness to dates, reasons, valuation, supporting documentation etc Prepare claims documentation Explain role of internal stakeholders, customer and insurance agencies in claims processing 	
4	<p>Basic quality inspection and Inventory management</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0108</p>	<ul style="list-style-type: none"> Detail the various basic quality inspection processes such as product description match, brand match, manufacturing location match, damages etc. Prepare inspection reports Detail the pre-inventory check and documentation processes Perform inventory count Prepare inventory reports Inspect process activity to assess the tag/ label printing requirements Operate the computer and printer to print bar codes, product tags, address tags, labels, etc Prepare documentation related to tag/label printing 	ERP, Barcode scanner, packing devices, packing material, markers and stationery, computer, printer, calculator, counting devices, Management Information System (MIS) software, etc.
5	<p>Transport Coordination</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0109</p>	<ul style="list-style-type: none"> Assess transportation requirement based on consignment volume, type and destination Identify the right transporter based on cost analysis and compliance to delivery dates Prepare the necessary documentation for transportation of goods Coordinate between transporter and internal stakeholders Verify cargo arrangement compliance to consolidation chart Record transport operations in ERP 	Computer, printer, Warehouse management system (WMS) software, Enterprise Resource Planning (ERP) etc.
6	<p>Guidelines on integrity and ethics</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration</p>	<ul style="list-style-type: none"> Describe the concepts of integrity, ethics Detail the various regulatory requirements related to logistics industry Explain data and information security practices Identify corrupt practices 	SOP, worksheets, computer, projector, printer, display board and markers

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 40:00 Corresponding NOS Code LSC/ N9904	<ul style="list-style-type: none"> Comply to regulatory requirements Practice code of conduct and etiquettes Document integrity and ethics violations Explain the escalation matrix for reporting deviation 	
7	Compliance to health, safety and security norms Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 40:00 Corresponding NOS Code LSC/N9905	<ul style="list-style-type: none"> Detail health, safety and security procedures in land transport, port terminals, CFS & ICD and warehouse Implement 5S at workplace Inspect the activity area and equipment, for appropriate and safe conditions Identify unsafe working conditions Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods Implement standard protocol in case of emergency situations, accidents, and breach of safety Document health, safety and security violations Explain the escalation matrix for reporting deviation 	PPE, MHE, instructional material, alarms, safety guidelines, safety signs, computer, projector etc.
8	GST and its application Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N9906	<ul style="list-style-type: none"> Describe the GST application procedure in invoicing process Detail the rules and regulation in applying and reversing GST Inspect to identify faults in a document with GST computation Describe GST documents approval process Examine for pending litigation from previous regime Review monthly returns for compliance to regulations Examine correctness of tax payment records and acknowledgements received 	Laptop, MS office, ERP, stationery, worksheets, computer, projector, GST guidelines etc.
	COMPULSORY NOS: Total Duration 480:00 Theory Duration 140:00 Practical Duration 340:00	Unique Equipment Required: Teaching board, computer, projector, video player or TV, SOP, worksheets, white board, stationery, markers, PPEs, ERP, Warehouse management system (WMS) software, printers, tracker, Management Information System (MIS) software, Barcode scanner, packing devices, packing material, GST guidelines, MHE, instructional material, alarms, safety guidelines, safety signs etc.	

OPTIONS (Optional to choose any or all or none)

OPTION 1: Forecasting

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Forecasting and trend analysis</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N0110</p>	<ul style="list-style-type: none"> Discuss the different types of trend analysis Detail the information required for performing various trend analysis Perform trend analysis to assess seasonality or cyclic nature of business Prepare inference reports based on trend analysis Discuss the different forecasting methods and the corresponding data requirement Perform forecasting based on available data Explain forecasted scenarios to manager/ management Plan budget and resources based on forecasts 	Computer, printer, forecasting and analytical software, Enterprise Resource Planning (ERP) etc.
	<p>OPTION 1: Total Duration</p> <p>Theory Duration 20:00</p> <p>Practical Duration 50:00</p>	<p>Unique Equipment Required: Computer, printer, forecasting and analytical software, Enterprise Resource Planning (ERP) etc.</p>	
	<p>GRAND Total Duration</p> <p>Minimum Duration for the QP= 480 hrs <u>Theory: 140 hrs</u> <u>Practical: 340 hrs</u></p> <p>Maximum Duration for the QP= 550 hrs <u>Theory: 160 hrs</u> <u>Practical: 390 hrs</u></p>	<p>Unique Equipment Required: Teaching board, computer, projector, video player or TV, SOP, worksheets, white board, stationery, markers, PPEs, ERP, Warehouse management system (WMS) software, printers, tracker, Management Information System (MIS) software, forecasting and analytical software, Barcode scanner, packing devices, packing material, GST guidelines, MHE, instructional material, alarms, safety guidelines, safety signs etc.</p>	

(This syllabus/ curriculum has been approved by Logistics Sector Skill Council)

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Warehouse Executive
Qualification Pack	LSC/Q0301, v1.0
Sector Skill Council	Logistics Sector Skill Council

Sr. No.	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 centre (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 criterion
5	To pass the Qualification Pack, every trainee should score a minimum of 70% in each NOS
6	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Compulsory NOS					
Total Marks: 700			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/0301 Warehouse data entry and analysis using ERP	PC1. collect information from associate regarding shipments, loading, un-loading, packing and binning activities, etc. and feed into ERP	100	10	3	7
	PC2. obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, customer feedback etc. and feed into ERP		10	3	7
	PC3. obtain information regarding change in inventory and feed into ERP		10	3	7
	PC4. review entries made into the ERP with respect to daily warehouse operations		10	3	7
	PC5. perform various data analysis such as variance analysis, financial, quality, vendor performance, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc.		10	3	7
	PC6. provide a daily report to management regarding different activities		10	3	7

	PC7. coordinate with customers to understand their requirements on dispatch, tracking of orders, goods in transit, etc.		10	3	7
	PC8. coordinate with departments to resolve queries and provide information		10	3	7
	PC9. liaise with clients, suppliers and transport companies and provide the necessary information		10	3	7
	PC10. prepare periodic reports and update the management		10	3	7
			100	30	70
LSC/N0107 Perform inbound and outbound documentatio n	PC1. before unloading, check packages for availability of mandatory documents	100	7	2	5
	PC2. perform the arithmetic check on inbound packages to verify accuracy of numbers in accordance with system information		7	2	5
	PC3. conduct preliminary QC check along with warehouse supervisor for damaged and tampered packages		7	2	5
	PC4. prepare inbound documentation and get it signed by the shipper		7	2	5
	PC5. follow-up with the delivery team and update the status of the delivery in the system		7	2	5
	PC6. check the delivery manifest with the pick list to cross verify that correct products are being shipped out		5	1	4
	PC7. perform the arithmetic check on outbound packages to verify accuracy of numbers		5	1	4
	PC8. conduct preliminary QC check of outbound packages for damages		5	1	4
	PC9. update the information regarding failed delivery in the system with a valid reason		5	1	4
	PC10. check if the delivery data is updated in the system for proper tracking		5	1	4
	PC11. check for availability and correctness of appropriate documentation including air way bill, bill of lading, fumigation certificate, PGA (Participative Government Agencies) documentation, customs documentation etc.		5	1	4
	PC12. perform complete outbound documentation and update same in ERP		5	2	3
	PC13. obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager/supervisor		5	2	3
	PC14. check the reason in the claim form and perform a visual inspection of the quarantined goods along with concerned supervisor		5	2	3

	PC15. check whether the claims were filed within the authorised timelines and classify claims as outdated or timely		5	2	3
	PC16. verify that all the documents required (assessment valuation, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine		5	2	3
	PC17. escalate false or outdated claims to the manager		5	2	3
	PC18. process the claim documentations to supervisor/manager for approval. On receipt of internal approval, forward them to the concerned insurance companies along with evidence and recommendation.		5	2	3
			100	30	70
LSC/N0108 Perform quality check and inventory documentatio n	PC1. identify the sample for quality check from the inbound and outbound shipments	100	10	4	6
	PC2. conduct a basic product description match, brand match, logo match, manufacturing location match, check for authenticity of the product and check for damages on the packaging with respect to the information in the Enterprise resource planning (ERP)		10	4	6
	PC3. prepare quality check report and update to manager in case of any aberrations with respect to desired quality and product configuration		8	2	6
	PC4. obtain list of stored items from the supervisor and the system along with location of each item		8	2	6
	PC5. assess the number of items to be counted daily considering the sample size and the total number of Stock Keeping Units (SKU)		8	2	6
	PC6. obtain Personal Protective Equipment (PPE) for working on the shop floor		7	2	5
	PC7. physically count the number of items and cross check them with the system report		7	2	5
	PC8. verify inventory records with system and the physical inspection and record the same		7	2	5
	PC9. prepare a daily inventory report and highlight discrepancies		7	2	5
	PC10. obtain information from supervisor and MIS regarding the on-going activities for which bar codes, labels, invoices need to be printed		7	2	5
	PC11. check and verify the list with the system for correctness		7	2	5
	PC12. print the bar codes, product tags, address tags, labels, etc. and handover to the respective supervisors		7	2	5

	PC13. maintain a count and record for daily printing activities		7	2	5
			100	30	70
LSC/N0109 Perform transport coordination	PC1. identify transporters based on shipping requirements of clients	100	10	3	7
	PC2. analyze the cost for transport and communicate with the client for his approval		10	3	7
	PC3. finalize the transporter and prepare the necessary documentation		10	3	7
	PC4. coordinate with transporters for pickup		10	3	7
	PC5. inform the supervisors in various departments regarding the pickup and transport timing		10	3	7
	PC6. check that the documents of the transporter are in order while pickup		10	3	7
	PC7. resolve any transportation problems or complaints and		10	3	7
	PC8. inform the supervisors and customers regarding the pickup and transport timing		10	3	7
	PC9. check that all the cargo to be loaded is arranged in loading bay in adherence to consolidation chart and are correct in quantity		10	3	7
	PC10. update the transport information in ERP		10	3	7
			100	30	70
LSC/N9904 Maintain integrity and ethics in operation	PC1. refrain from indulging in corrupt practices	100	7	3	4
	PC2. avoid using company's funds, property or resources for undertaking personal activities		7	3	4
	PC3. protect customer's information and ensure it is not misused		6	2	4
	PC4. protect data and information related to business or commercial decisions		5	2	3
	PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations		5	2	3
	PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues		5	2	3
	PC7. avoid nepotism		5	2	3
	PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		5	2	3
	PC9. report promptly all violations of code of ethics		5	2	3
	PC10. dress up and conduct in a professional manner		5	2	3

	PC11. communicate with clients and stakeholders in a soft and polite manner		5	2	3
	PC12. follow etiquettes in accordance to the place		5	2	3
	PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor		5	2	3
	PC14. perform activities considering the regulatory requirements		5	2	3
	PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements		5	2	3
	PC16. identify the different types of dangerous goods and handling methodologies		5	2	3
	PC17. follow the SOP for handling of different types of dangerous goods		5	2	3
	PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		5	2	3
	PC19. promptly report all regulatory violations		5	2	3
			100	40	60
LSC/N9905 Follow health, safety and security procedures	PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	100	7	3	4
	PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area		7	3	4
	PC3. follow standard driving practice to ensure safety of life and material		7	3	4
	PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety		6	2	4
	PC5. undertake periodical preventive health check ups		6	2	4
	PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods		6	2	4
	PC7. follow security procedures like green gate in port, customs area, factory security, etc.		5	2	3
	PC8. comply with data safety regulations of the organisation		4	1	3
	PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway		4	1	3
	PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority		4	1	3
	PC11. inspect the activity area and		4	1	3

	equipment for appropriate and safe condition				
	PC12. check if stacking is done at defined height and is not on the walk way		4	1	3
	PC13. check if walk way is free from grease/ oil		4	2	2
	PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places		4	2	2
	PC15. participate in fire drills		4	2	2
	PC16. check if standard material handling procedure are being followed		4	2	2
	PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition		4	2	2
	PC18. check if all the safety and security related tags, labels and signage are placed in the cargo		4	2	2
	PC19. check if loading instrument is certified and operational		4	2	2
	PC20. implement 5S at workplace		4	2	2
	PC21. check if cargo has passed security checks and report in case of any violation		4	2	2
			100	40	60
LSC/N9906 Verify GST invoices	PC1. identify location of service recipient and place of supply of services	100	12	5	7
	PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)		12	5	7
	PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party		12	5	7
	PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/ shipment provider and recipient		12	5	7
	PC5. obtain description of service, Service Accounting Code (SAC) / HSN code		12	4	8
	PC6. receive Unique Identification Number (UIN) for multilateral entity		10	4	6
	PC7. check for relevant notification in case of exempt clients		10	4	6
	PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN		10	4	6
	PC9. check for vendor invoices for all mandatory particulars and applicable GST		10	4	6
				100	40

Options					
Option 1 - Forecasting					
Total marks 100			Marks allocated		
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Skills Practical
LSC/N0110 Forecasting and trend analysis	PC1. understand the trend analysis to be done and collect the relevant information from ERP/documentation/ standalone computer files	100	10	3	7
	PC2. apply data filters to process data before conducting analysis		10	3	7
	PC3. conduct trend analysis to identify time trends and seasonal trends of operational and business performance		10	3	7
	PC4. conduct trend analysis of new business to identify seasonality and cyclical natures		10	3	7
	PC5. draw inferences and develop report based on trend analysis		10	3	7
	PC6. identify key parameters for forecasting based on past trends as well as regulatory and business environment		10	3	7
	PC7. prepare data for accepted forecasting approach		10	3	7
	PC8. develop forecasts and share the data with management		10	3	7
	PC9. conduct review meetings to finalize on the forecast		10	3	7
	PC10. develop resource plan and budgets based on forecasts in consultation with Manager		10	3	7
			100	30	70