Model Curriculum

QP Name: Warehouse Picker

QP Code: LSC/Q2102

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 2.0

Logistics Sector Skill Council, Ground Floor, Temple Tower, No.476, Anna Salai, Nandanam, Chennai, Tamil Nadu, 600035

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Training Parameters

Sector	Logistics
Sub-Sector	Warehousing
Occupation	Packaging
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2004/413.00
Minimum Educational Qualification and Experience	Class X or Class VIII + 2 years of ITI or Class VIII + 1 year of ITI + 1 Year of relevant experience, or Certificate-NSQF (Loader/ Unloader – Level 2 / Kitting and Labelling Executive - level 2) with 2 Years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	27/01/2022
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
QP Version	2.0
Model Curriculum Creation Date	13/08/2021
Model Curriculum Valid Up to Date	27/01/2025
Model Curriculum Version	2.0
Minimum Duration of the Course	300 hrs
Maximum Duration of the Course	300 hrs

Program Overview

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

Training Outcomes

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

- Describe the basic structure and function of supply chain
- Identify various activities in warehousing
- Detail the various tasks to be performed while preparing for picking
- Perform picking as per standard operating procedure
- Perform the necessary tasks post picking
- Demonstrate health, safety and security measures while performing picking

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	**20:00**	**10:00**	**00:00**	**00:00**	**30:00**
Module 1: Introduction to Warehouse Picker	20:00	10:00	00:00	00:00	30:00
LSC/N2108: Prepare for Picking NOS Version 1.0 NSQF Level 3	**20:00**	**50:00**	**10:00**	**00:00**	**80:00**
Module 2: Preparation for Picking	20:00	50:00	10:00	00:00	80:00
LSC/N2109: Perform Picking NOS Version 1.0 NSQF Level 3	**15:00**	**50:00**	**10:00**	**00:00**	**75:00**

Module 3: Picking	15:00	50:00	10:00	00:00	75:00
LSC/N2110: Perform post picking activities NOS Version 1.0 NSQF Level 4	**15:00**	**40:00**	**10:00**	**00:00**	**65:00**
Module 4: Post Picking Activities	15:00	40:00	10:00	00:00	65:00
LSC/N2104: To carry out Housekeeping NOS Version 1.0 NSQF Level 3	**10:00**	**40:00**	**00:00**	**00:00**	**50:00**
Module 5: Housekeeping Activities	10:00	40:00	00:00	00:00	50:00
Total Duration	**80:00**	**190:00**	**30:00**	**00:00**	**300:00**

Module Details

Module 1: Introduction to Warehouse Picker
Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Warehouse Picker

Duration: *20:00*	Duration: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe Supply Chain and Logistics Management - Detail the various sub-sectors and the opportunities in them - Explain the different types of Inventory and its importance - Define your job roles and responsibilities as a Warehouse Picker - Explain the various operations in warehouse and their importance in the effective logistics - Describe the various functions / operations of the warehouse - Explain the major activities that are performed inside a warehouse - Discuss the employment opportunities in the industry - Define the inbound and outbound activities	- Identify various activities in warehousing - Identify various sub-sectors and the opportunities in them - Identify the different types of Inventory - Perform your job role and responsibilities as Warehouse Picker - Perform various operations/ functions in warehouse - Identify the employment opportunities in the industry - Demonstrate the inbound and outbound activities - Identify the major activities that are performed inside a warehouse
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Video player or TV	

Module 2: Preparation for Picking
Mapped to LSC/N2108, V1.0

Terminal Outcomes:

- Detail the various tasks to be performed while preparing for picking.

Duration: *20:00*	Duration: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Detail the various tasks to be performed before picking - Explain the importance of a picklist - Detail the elements of a picklist - List the various types of picklist - Distinguish between a computer generated pick list and an automated picklist - List the different types of PPEs used while preparing for picking - Explain the purposes of PPEs - Discuss the various safety standards pertaining to the industry - Explain the type of PPE required for the related warehouse environment - Discuss the type of PPE to be used for the type of product handled	- Perform the various tasks before picking - Identify the elements of a picklist - Demonstrate the various types of picklist - Analyze the difference between a computer generated pick list and an automated picklist - Identify the different types of PPEs used while preparing for picking - Identify the various safety standards pertaining to the industry - Identify the type of PPE required for the related warehouse environment - Recognize the type of PPE to be used for the different type of product handled
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Storage Bins, Sample Picklist, Hand held device, palmtops, Labels & Signages, Printers & Scanners, Packaging symbols & standards PPE – Hard hat helmet, Hand Gloves, Eye Goggles, Dust masks, High Visibility Jackets, Safety shoes etc	

Module 3: Picking
Mapped to LSC/N2109, V1.0

Terminal Outcomes:

- Demonstrate the picking process as per SOP

Duration: *20:00*	Duration: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the difference between the various storage systems - Detail the picking requirements for the different storage systems - Describe the importance and usage of other MHEs - Explain the types of products to be picked, from a picklist - Explain how to identify the location for picking - Detail the picking instructions and match it with the availability - Explain the difference between the barcodes and RFID - Describe the use of Pick-to-Light systems and Voice-picking - Differentiate the various types of picking labels - Explain the different types of order picking - Differentiate between Zone picking, batch picking and wave picking methods - List the various steps involved in inbound and outbound transportation movement - Detail the applicability of Zone picking, batch picking and wave picking methods	- Identify the difference between the various storage systems - Recognize the picking requirements for the different storage systems - Demonstrate the usage and importance of other MHEs - Identify the types of products to be picked, from a picklist - Identify the location for picking - Perform picking as per instructions and match it with the availability - Analyze the difference between the barcodes and RFID - Demonstrate the use of various picking systems such as Pick-to-Light systems and Voice-picking - Identify the various types of picking labels - Identify the different types of order picking - Analyze the difference between Zone picking, batch picking and wave picking methods - Verify the applicability of Zone picking, batch picking and wave picking methods
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Sample reports & documents like checklist, Reporting forms, Incident reports etc, Caution boards, Do's and Don'ts charts	

Module 4: Post Picking Activities
Mapped to LSC/N2110, V1.0

Terminal Outcomes:

- Discuss the various tasks to be performed post picking

Duration: *20:00*	Duration: *50:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the various activities to be performed after picking - Explain the importance of safety and handling instructions in picking - Explain the importance of quality checking in picking - Differentiate between the manual stock recording and technological ways of stock recording - Explain KPIs and Dashboard - Detail the reporting structure of the organization - Discuss the various channels of communication	- Perform the various activities after picking - Assess the importance of safety and handling instructions in picking - Evaluate the procedure in handling risk situations - Report deviations as per escalation matrix
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Sample reports & documents like Invoice, Reporting forms, Incident reports etc, Do's and Don'ts charts	

Module 5: Housekeeping Activities
Mapped to LSC/N2104, V1.0

Terminal Outcomes:

- Demonstrate the housekeeping activities as per SOP

Duration: 10:00	Duration: 40:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the importance of housekeeping after picking - Discuss the various common work hazards in warehouse - Explain the Occupational/ Environmental Health and Safety - Discuss the consequence of non-compliance with safety standards - Describe the safety requirements for different types of materials - Detail the firefighting standards and prerequisites	- Demonstrate health and safety procedures while performing picking - Implement 5S at workplace - Demonstrate the procedures for Evacuation in work environment - Evaluate the safety requirements in the work environment - Develop the skills for safe operations in the workplace - Comply with safety, security and organizations procedures and guidelines - Document all health, safety and security violations
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Workshop Safety: Fire extinguishers, First Aid kits, Safety signs, SOP Charts on safety norms and drills, Charts of Do's and Don'ts in work area	

Annexure

Trainer Requirements

Trainer Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
12th Pass		2		1		Specialized in warehousing services

Trainer Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Warehouse Picker" mapped to QP: "LSC/Q2102, v2.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601" with minimum score of 80%.

Assessor Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th pass		2		1		Specialized in warehousing services

Assessor Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Warehouse Picker" mapped to QP: "LSC/Q2102, v1.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701" with minimum score of 80%.

Assessment Strategy

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

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

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

The following tools would be used for final assessment:

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

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

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

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

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

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

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts "Training of Assessors" program from time to time for each job role and sensitize

assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

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

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

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