



# Model Curriculum

**QP Name: Inventory Clerk**

**QP Code: LSC/Q2108**

**QP Version: 3.0**

**NSQF Level: 3**

**Model Curriculum Version: 3.0**

## Table of Contents

Training Parameters.....	2
Program Overview .....	3
Training Outcomes .....	3
Compulsory Modules .....	3
Module Details.....	5
Module 1: Introduction to Inventory Clerk.....	5
Module 2: Preparation for Inventory counting.....	6
Module 3: Verification of physically counted numbers and system numbers.....	7
Module 4: Post Counting Activities .....	8
Employability Skills.....	11
Annexure.....	12
Trainer Requirements .....	12
Assessor Requirements .....	1
Assessment Strategy .....	15
References .....	17
Glossary.....	17
Acronyms and Abbreviations.....	15

## Training Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Documentation and Reporting
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4321.0102
<b>Minimum Educational Qualification and Experience</b>	Grade 9 + No Experience required or Grade 8 with one year of (NTC/ NAC) after 8th + No Experience required or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject + No Experience required or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience
<b>Pre-Requisite License or Training</b>	Identify goods based on labels. Most companies have made this mandatory.
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Approval Date</b>	25/11/2021
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	15/07/2021
<b>Model Curriculum Valid Up to Date</b>	25/11/2024
<b>Model Curriculum Version</b>	3.0



<b>Minimum Duration of the Course</b>	360 hrs
<b>Maximum Duration of the Course</b>	360 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 a warehouse
- Detail the various tasks to be performed while preparing for Inventory counting
- Discuss the list of information and relevant documents on inventory
- Perform physical verification of counted numbers and system numbers as per standard operating procedure
- Describe the significance of Labels in warehouse operations
- Perform the necessary tasks post counting

### 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
<b>Bridge Module</b>	<b>30:00</b>	<b>30:00</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>
Module 1: Introduction to Inventory Clerk	30:00	30:00	00:00	00:00	60:00
<b>LSC/N2105: Prepare for Inventory counting NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>60:00</b>	<b>10:00</b>	<b>00:00</b>	<b>90:00</b>
Module 2: Preparation for Inventory counting	20:00	60:00	10:00	00:00	90:00
<b>LSC/N2106: Verify physically counted numbers and system numbers NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>60:00</b>	<b>10:00</b>	<b>00:00</b>	<b>90:00</b>

Module 3: Verification of physically counted numbers and system numbers	20:00	60:00	10:00	00:00	90:00
<b>LSC/N2107: Post counting activities NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>60:00</b>	<b>10:00</b>	<b>00:00</b>	<b>90:00</b>
Module 4: Post Counting Activities	20:00	60:00	10:00	00:00	90:00
<b>Employability Skill Module</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
<b>Total Duration</b>	<b>105:00</b>	<b>225:00</b>	<b>30:00</b>	<b>00:00</b>	<b>360:00</b>

## Module Details

### Module 1: Introduction to Inventory Clerk

#### Mapped to Bridge Module

#### Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Inventory Clerk

<b>Duration: 30:00</b>	<b>Duration: 30:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe Supply Chain and Logistics Management</li> <li>• Detail the various sub-sectors and the opportunities in them</li> <li>• Explain the different types of Inventory and its importance</li> <li>• Discuss Warehousing industry and job opportunities in it</li> <li>• Define your job roles and responsibilities as an Inventory Clerk</li> <li>• Explain the various operations in warehouse and their importance in the effective logistics</li> <li>• Describe the various functions / operations of the warehouse</li> <li>• Explain the importance of Microsoft Excel in Inventory control</li> <li>• Define the inbound and outbound activities</li> <li>• Detail the major activities that are performed inside a warehouse</li> <li>• Explain the different types of inventory</li> <li>• Explain the various inventory classifications techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Identify various activities in a warehouse</li> <li>• Identify various sub-sectors and the opportunities in them</li> <li>• Identify the different types of Inventory</li> <li>• Perform your job role and responsibilities as an Inventory Clerk</li> <li>• Perform various operations/ functions in warehouse</li> <li>• Identify the employment opportunities in the industry</li> <li>• Demonstrate the inbound and outbound activities</li> <li>• Identify the major activities that are performed inside a warehouse</li> <li>• Demonstrate the different types of inventory</li> <li>• Identify the various inventory classifications techniques</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector , WMS(Learning version)	

## Module 2: Preparation for Inventory counting

*Mapped to LSC/N2105, v1.0*

### Terminal Outcomes:

- Describe how to perform Inventory counting
- Explain the importance of counting inventory

<b>Duration: 20:00</b>	<b>Duration: 60:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe how to perform Inventory counting</li> <li>• Explain the importance of counting inventory</li> <li>• Detail the different phases in inventory counting and various information related to inventory counting</li> <li>• Discuss the list of information and relevant documents on inventory</li> <li>• Explain how to create and maintain inventory records</li> <li>• Elaborate on inventory storage locations and various inventory classification</li> <li>• Explain how inventory classification helps in identifying inventory counting frequencies</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the process of performing inventory counting</li> <li>• Identify the different phases in inventory counting and various information related to inventory counting</li> <li>• Collect list of information and relevant documents on inventory</li> <li>• Create and maintain inventory record as per SOP</li> <li>• Identify inventory storage locations and various inventory classification</li> <li>• Analyze how inventory classification helps in identifying inventory counting frequencies</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Storage Bins, Sample Inventory list, 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 , WMS(Learning version)	



## Module 3: Verification of physically counted numbers and system numbers

*Mapped to LSC/N2106, v1.0*

### Terminal Outcomes:

- Demonstrate the verification of physically counted numbers and system numbers as per SOP

<b>Duration: 20:00</b>	<b>Duration: 60:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the importance of recording and reporting after counting</li> <li>• List the different types of documents used in an inventory counting operations</li> <li>• Explain the importance of packaging standards and symbols</li> <li>• Distinguish the roles and responsibilities of different colleague on the shop floor</li> <li>• Elaborate on the importance of Labeling system in warehouse</li> <li>• Discuss the various technical specifications of goods stores in the warehouse</li> <li>• Elaborate on how and whom to contact for work related challenges</li> <li>• Explain various works of an Inventory clerk carried inside a warehouse</li> <li>• Describe the significance of Labels in warehouse operations</li> <li>• Detail various label technologies, methods and types</li> <li>• Explain how label and coding will help to identify the product specifications</li> <li>• Detail the different signages and packing standards used inside a warehouse</li> <li>• Describe the handling requirements on the product and packages</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze the importance of recording and reporting after counting</li> <li>• Demonstrate the different types of documents used in an inventory counting operations</li> <li>• Identify the importance of packaging standards and symbols</li> <li>• Identify the roles and responsibilities of different colleague on the shop floor</li> <li>• Demonstrate the importance of Labeling system in warehouse</li> <li>• Identify the various technical specifications of goods stores in the warehouse</li> <li>• Identify whom to contact for work related challenges</li> <li>• Demonstrate various works of an Inventory clerk carried inside a warehouse</li> <li>• Interpret the significance of Labels in warehouse operations</li> <li>• Identify various label technologies, methods and types</li> <li>• Demonstrate how label and coding will help to identify the product specifications</li> <li>• Identify the different signages and packing standards used inside a warehouse</li> <li>• Demonstrate the handling requirements on the product and packages</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Sample reports & documents like Reporting forms, Incident reports etc, Housekeeping equipment and materials, Caution boards, Do's and Don'ts charts, WMS(Learning version)	

## Module 4: Post Counting Activities

Mapped to LSC/N2107, v1.0

### Terminal Outcomes:

- Discuss the various tasks to be performed post counting
- Explain how to deal with errors and damages

<b>Duration: 20:00</b>	<b>Duration: 60:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of housekeeping after completing warehouse operations</li> <li>• Explain how to deal with errors and damages</li> <li>• State the importance of work instructions</li> <li>• Elaborate on how to react to mock drills and evacuation plan</li> <li>• Describe Occupational/ Environmental Health and Safety</li> <li>• Distinguish various details on Material handling and ergonomics</li> <li>• Discuss unsafe work practices carried inside the warehouse and report to the management for appropriate actions</li> <li>• List the common workplace hazards that one might encounter inside warehouse</li> <li>• Explain the types and importance of Personal Protective Equipment</li> <li>• Discuss the safety requirements to be followed in warehouse areas</li> <li>• Detail the importance of Material handling equipment in Inventory counting</li> <li>• Describe the necessary precautionary care to be taken to prevent workplace hazards</li> <li>• Explain the escalation matrix for reporting the damages and losses</li> <li>• Detail the skills required for an Inventory clerk and how to react to peak and non-peak situations in order to complete the given tasks</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the importance of housekeeping after completing warehouse operations</li> <li>• Demonstrate how to deal with errors and damages</li> <li>• Demonstrate how to react to mock drills and evacuation plan</li> <li>• Compare various details on Material handling and ergonomics</li> <li>• Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions</li> <li>• Identify the common workplace hazards that one might encounter inside warehouse</li> <li>• Demonstrate the use of various PPEs</li> <li>• Identify the importance of Material handling equipment in Inventory counting</li> <li>• Perform regular inspections inside the warehouse operation areas</li> <li>• Demonstrate the precautions to be taken to prevent workplace hazards</li> <li>• Report deviations as per escalation matrix</li> <li>• Identify the skills required for an Inventory clerk and how to react to peak and non-peak situations in order to complete the given tasks</li> </ul>



<b>Classroom Aids:</b>
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
<b>Tools, Equipment and Other Requirements</b>
Teaching board, Computer, Projector, Sample reports & documents like Inventory sheet, Reporting forms, Incident reports etc. Housekeeping equipment and materials, Caution boards, Do's and Don'ts charts, WMS(Learning version)

## Module 5: Employability Skills

Mapped to DGT/VSQ/N0101, v1.0

### Terminal Outcomes:

- Appraise the significance of employability skills in meeting the job requirements
- Identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.
- Illustrate English and communication skills, customer service, entrepreneurship, and getting ready for jobs and apprenticeship.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Detail the importance of Employability Skills in meeting the job requirements</li> <li>• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.</li> <li>• Describe positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations.</li> <li>• Discuss the significance of reporting sexual harassment issues in time</li> <li>• Appraise the significance of using financial products and services safely and securely.</li> <li>• Explain the importance of managing expenses, income, and savings.</li> <li>• Detail the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws</li> <li>• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely</li> <li>• Categorize the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges</li> <li>• Discuss the significance of maintaining hygiene and dressing appropriately</li> <li>• Discuss how to search and register for apprenticeship opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze 21st century skills.</li> <li>• Practice appropriate basic English sentences/phrases while speaking</li> <li>• Demonstrate how to communicate in a well -mannered way with others.</li> <li>• Illustrate working with others in a team</li> <li>• Demonstrate how to conduct oneself appropriately with all genders and PwD</li> <li>• Operate digital devices and use the associated applications and features, safely and securely</li> <li>• Differentiate between types of customers</li> <li>• Create a biodata</li> <li>• Experiment with various sources to search and apply for jobs</li> <li>• Identify customer needs and address them</li> <li>• Compose the significance of dressing up neatly and maintaining hygiene for an interview</li> </ul>
<b>Classroom Aids</b>	



Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs

**Tools, Equipment and Other Requirements**

Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer ,LLMS(Learning version), WMS(Learning version)

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 <sup>th</sup> Pass		2		1		Specialized in Warehousing Operations

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Inventory Clerk" mapped to QP: "LSC/Q2108, v3.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0" with minimum score of 80%

## Assessor Requirements

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 Operations

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Inventory Clerk” mapped to QP: “LSC/Q2108, v3.0”. Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0” 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



## References

## Glossary

Term	Description
<b>Key Learning Outcome</b>	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).
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	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.



## Acronyms and Abbreviations

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