



# Model Curriculum

**QP Name: Loading Supervisor**

**QP Code: LSC/Q2314**

**QP Version: 3.0**

**NSQF Level: 3**

**Model Curriculum Version: 3.0**

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





# Table of Contents

Training Parameters .....	2
Program Overview .....	3
Training Outcomes .....	3
Compulsory Modules.....	3
Module Details.....	5
Module 1: Introduction to Loading Supervisor .....	5
Module 2: Preparation for supervising operations .....	6
Module 3: Oversee loading and unloading activities .....	7
Module 4: Inspection and Reporting.....	8
Module 5: Compliance to Health, Safety and Security Measures.....	9
Module 6: Employability Skills.....	9
Annexure .....	10
Trainer Requirements.....	10
Assessor Requirements .....	11
Assessment Strategy.....	12
References .....	14
Glossary .....	14
Acronyms and Abbreviations.....	15

## Training Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Operations (Dispatch)
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2004/1226.50
<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>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	27/01/2022
<b>Next Review Date</b>	27/01/2025
<b>NSQC Approval Date</b>	27/01/2022
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	13/08/2021
<b>Model Curriculum Valid Up to Date</b>	27/01/2025
<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 should have acquired the listed knowledge and skills.

- Detail the various functions of Loading Supervisor
- Demonstrate the various steps involved in preparation of supervising operations
- Discuss the process of inspection and reporting as per SOP
- Detail the various activities to be performed at the end of day
- Detail the Health, Safety and Security measures in during loading of goods

### 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>20:00</b>	<b>10:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
<a href="#">Module 1: Introduction to Loading Supervisor</a>	20:00	10:00	00:00	00:00	30:00
<b>LSC/N2324: Prepare for supervising operations NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>30:00</b>	<b>10:00</b>	<b>00:00</b>	<b>60:00</b>
<a href="#">Module 2: Preparation for supervising operations</a>	20:00	30:00	10:00	00:00	60:00
<b>LSC/N2325: Oversee loading and unloading 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>

<a href="#">Module 3: Oversee loading and unloading activities</a>	20:00	60:00	10:00	00:00	90:00
<b>LSC/N2326: Update Status, Perform Inspection and Reporting 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>
<a href="#">Module 4: Inspection and Reporting</a>	20:00	60:00	10:00	00:00	90:00
<b>LSC/N2331: Maintain health, safety and security measures in loading/ unloading goods NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>40:00</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>
<a href="#">Module 5: Compliance to health, safety and security measures</a>	20:00	40:00	00:00	00:00	60:00
<b>Employability Skills</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>115:00</b>	<b>215:00</b>	<b>30:00</b>	<b>00:00</b>	<b>360:00</b>





## Module Details

### Module 1: Introduction to Loading Supervisor

#### *Mapped to Bridge Module*

#### Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Loading Supervisor

<b>Duration: 20:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Classify the components of supply chain and logistics sector</li> <li>• Detail the various sub-sectors and the opportunities in them</li> <li>• Explain job roles in warehousing</li> <li>• Detail your job role as Loading Supervisor and its interface with other job roles</li> <li>• Define the Loading activities</li> <li>• Explain various activities in a warehouse</li> <li>• Describe the various MHEs and equipment used in warehouses</li> <li>• Discuss the documentation requirements in warehousing operations</li> </ul>	<ul style="list-style-type: none"> <li>• Identify various activities in a warehouse</li> <li>• Perform your job role as Loading Supervisor</li> <li>• Identify the various MHEs and equipment used in warehouses</li> <li>• Prepare necessary documents for warehousing operations</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, Video player or TV	

## Module 2: Preparation for Supervising Operations

Mapped to LSC/N2324, v1.0

### Terminal Outcomes:

- Detail the various steps to be performed while preparing for supervising operations

<b>Duration: 20:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail the various steps to be performed while preparing for supervising operations</li> <li>• List the various reports prepared during supervise operations</li> <li>• Describe the use of PPE required for the warehouse environment</li> <li>• Explain the workplace hazards that one can face on the job and operating practices</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the various steps to be performed while preparing for supervising operations</li> <li>• Prioritize the work according to Warehouse supervisor</li> <li>• Prepare report about Quality and Schedule Variances</li> <li>• Assign and Schedule Loaders to different loading docks</li> <li>• Prioritize and execute tasks within the scheduled time limits</li> <li>• Coordinate with Transport Consolidator/ Coordinator for loading schedule</li> <li>• Identify the type of PPE required for the related warehouse environment</li> <li>• Identify the type of PPE to be used for the type of product handled</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, Barcode scanner Sample documents like Picklist, BOM, Transportation/Truck Schedules, Inventory record sheet. Product labels & Signages Sample SOP documents Do's and Don'ts in following SOP MHE – Forklift, Stackers, reach trucks, HOPT, BOPT etc.	

## Module 3: Oversee Loading and Unloading Activities

Mapped to LSC/N2325, v1.0

### Terminal Outcomes:

- Detail the process of overseeing loading and unloading activities

<b>Duration: 20:00</b>	<b>Duration: 50:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail the process of overseeing loading and unloading activities</li> <li>• Explain the condition, quantity and quality of all the picked goods against work/customer orders</li> <li>• Describe the methods to streamline the loading/unloading process</li> </ul>	<ul style="list-style-type: none"> <li>• Perform continuous inspections of loading/unloading, staging, inbound and outbound areas</li> <li>• Decide in which order the goods to be arranged inside the container according to the Quantity or Weight</li> <li>• Suggest methods to streamline the loading/unloading process.</li> <li>• Check the condition of material handling equipment (MHE), storage racks and PPE during rounds</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>	
Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc Pallets, Totes, Storage Bins, Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Shrink wraps, Dunnage Storage racks, etc. Basic 5S charts/examples	

## Module 4: Inspection and Reporting

Mapped to LSC/N2326, v1.0

### Terminal Outcomes:

- Detail the various activities involved in Inspection and Reporting

<b>Duration: 20:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss how meetings are conducted and explain work to be done for the next day</li> <li>• Explain how to monitor loading equipment shortage (HOPT's, BOPT's, loading conveyor etc)</li> <li>• List the various forms required by management.</li> <li>• Elaborate on the reporting structure of the organization</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect information update status for damaged/missing goods</li> <li>• Demonstrate how to monitor loading equipment shortage (HOPT's, BOPT's, loading conveyor etc)</li> <li>• Inform warehouse supervisor regarding any concerns faced during the day and obtain rescheduled loading plans</li> <li>• Check labels and understand products contained in the 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>	
Computer, Sample reports & documents like Inventory, sheet, Requisition forms, Incident reports, Housekeeping equipment, and materials. Caution boards, Do's and Don'ts charts	

## Module 5: Compliance to health, safety and security measures

Mapped to LSC/N2331, v1.0

### Terminal Outcomes:

- Detail the health, safety and security norms to be followed during loading/ unloading of goods

<b>Duration: 10:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the health, safety and security norms to be followed during loading/ unloading of goods</li> <li>• Explain the Occupational/ Environmental Health and Safety</li> <li>• Detail the consequence of non-compliance with safety standards</li> <li>• Describe the difference in safety requirements for different types of materials</li> <li>• Explain the firefighting standards and Prerequisites</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the health, safety and security norms to be followed during loading/ unloading of goods</li> <li>• Identify reasons for occurrence of incident</li> <li>• Report unsafe conditions or activities</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>	
Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, etc Workshop Safety: Fire extinguishers, First Aid kits, Safety signs, SOP Charts on safety, norms and drills. Charts of dos and Don'ts in work area	

## Module 6: 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

## Annexure

### Trainer Requirements

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

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Loading Supervisor" mapped to QP: "LSC/Q2314, v3.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601". Minimum accepted score is 80%



## Assessor Requirements

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

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Loading Supervisor" mapped to QP: "LSC/Q2314, v3.0" 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

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