



# Model Curriculum

**QP Name: Receiving Assistant**

**QP Code: LSC/Q2112**

**QP Version: 3.0**

**NSQF Level: 3**

**Model Curriculum Version: 3.0**

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## Training Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Warehousing (Storage & Packaging)
<b>Occupation</b>	Operations (Receiving)
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2004/4131.90
<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>	Training in counting and inspecting inbound goods.
<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 Receiving assistant
- Demonstrate the various steps involved in preparation of receiving consignments
- Discuss the process of receiving inbound consignments
- Detail the various activities to be performed at the end of day
- Detail the Health, Safety and Security measures in receiving consignments

### 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</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>30</b>
<a href="#">Module 1: Introduction to Receiving Assistant</a>	20	10	0	0	30
<b>LSC/N2112: Prepare For receiving consignments NOS Version 1.0 NSQF Level 3</b>	<b>20</b>	<b>30</b>	<b>10</b>	<b>0</b>	<b>60</b>
<a href="#">Module 2: Preparation for receiving consignments</a>	20	30	10	0	60
<b>LSC/N2113: Receive inbound consignments NOS Version 1.0 NSQF Level 3</b>	<b>30</b>	<b>50</b>	<b>10</b>	<b>0</b>	<b>90</b>

<a href="#">Module 3: Receiving inbound consignments</a>	30	50	10	0	90
<b>LSC/N2114: Complete end of day activities NOS Version 1.0 NSQF Level 3</b>	<b>30</b>	<b>50</b>	<b>10</b>	<b>0</b>	<b>90</b>
<a href="#">Module 4: Completion of end of day activities</a>	30	50	10	0	90
<b>LSC/N2124: Maintain health, safety and security measures in receiving consignments NOS Version 1.0 NSQF Level 3</b>	<b>20</b>	<b>40</b>	<b>0</b>	<b>0</b>	<b>60</b>
<a href="#">Module 5: Compliance to health, safety and security measures</a>	20	40	0	0	60
<b>Employability Skill Module</b>	<b>15</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>30</b>
<b>Total Duration</b>	<b>135</b>	<b>195</b>	<b>30</b>	<b>0</b>	<b>360</b>

# Module Details

## Module 1: Introduction to Receiving Assistant

### Mapped to Bridge Module

#### Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Receiving Assistant

<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 Receiving Assistant and its interface with other job roles</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 Receiving Assistant</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 receiving consignments

Mapped to LSC/N2112, v1.0

### Terminal Outcomes:

- Detail the various steps to be performed while preparing for receiving consignments

<b>Duration: 20:00</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>• Detail the activities listed in a typical work schedule</li> <li>• Differentiate the different types of goods and their corresponding checklists</li> <li>• Explain priorities and special conditions encountered in a warehouse</li> <li>• Describe the different types of PPE to be used in warehouse</li> <li>• Explain the usage of equipment and forms used in receiving operations</li> <li>• Detail the usage of barcode scanners, densimeters and other equipment used in warehouse</li> <li>• Describe safe work condition requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Perform the activities listed in a typical work schedule</li> <li>• Demonstrate the different types of goods and their corresponding checklists</li> <li>• Identify the priorities and special conditions encountered in a warehouse</li> <li>• Demonstrate the different types of PPE to be used in warehouse</li> <li>• Demonstrate the usage of equipment and forms used in receiving operations</li> <li>• Show the usage of barcode scanners, densimeters and other equipment used in warehouse</li> <li>• Identify safe work condition requirements</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>	
SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	



## Module 3: Receiving inbound consignments

Mapped to LSC/N2113, v1.0

### Terminal Outcomes:

- Detail the process of receiving inbound consignments

<b>Duration: 30:00</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>• Describe the usage of IT system for receiving and managing consignment</li> <li>• Explain consignment inspection procedure</li> <li>• Detail damaged goods quarantine process</li> <li>• Discuss documentations involved in consignment receiving</li> <li>• Detail binning and staging in warehouse</li> <li>• Discuss consignment segregation and aggregation based on transport location</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate usage of IT system for receiving and managing consignment</li> <li>• Inspect consignments as per standard operating procedure</li> <li>• Demonstrate the quarantine process for damaged goods</li> <li>• Demonstrate consignment inspection process using testing equipment</li> <li>• Demonstrate usage of barcode and allied equipment for managing inventory</li> <li>• Record non-conformities and damages in consignment</li> <li>• Prepare damage claim forms, missing goods forms and other documentation</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>	
SOP, worksheets, stationery, markers, PPEs, ERP, computer, printers, safety equipment, barcode scanners etc.	

## Module 4: Completion of End of day Activities

*Mapped to LSC/N2114, v1.0*

### Terminal Outcomes:

- Detail the various tasks to be performed at the end of day

<b>Duration:</b> 30:00	<b>Duration:</b> 50:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe physical data and system entries comparison process</li> <li>• Detail the information requirements for invoice preparation</li> <li>• Discuss end of day reports and status update requirements for manager</li> <li>• Detail safe and clean working environment requirements in work area and receiving area</li> </ul>	<ul style="list-style-type: none"> <li>• Inspect information update status for damaged/missing goods</li> <li>• Prepare end of day reports and status update requirements for manager</li> <li>• Identify safe and clean working environment requirements in work area and receiving area</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>	
SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	

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

*Mapped to LSC/N2124, v1.0*

### Terminal Outcomes:

- Detail the health, safety and security norms to be followed during receiving consignments

<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 the health, safety and security norms to be followed in receiving consignments</li> <li>• Detail fire safety regulation</li> <li>• Discuss fire and bio hazards handling procedures</li> <li>• Detail the data safety regulations</li> <li>• Discuss documentation procedures for health, safety and security violations</li> <li>• Explain the escalation matrix for reporting deviation</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the health, safety and security norms to be followed in receiving consignments</li> <li>• Report deviation as per the escalation matrix</li> <li>• Identify unsafe working conditions and practices</li> <li>• Demonstrate the usage of PPEs in work environment</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>	
PPE, MHE, instructional material, alarms, safety guidelines, safety signs, computer, projector etc.	

## 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.

<b>Duration: 15:00</b>	<b>Duration: 15:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<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>



**Classroom Aids**

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: "Receiving Assistant" mapped to QP: "LSC/Q2112, 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: "Receiving Assistant" mapped to QP: "LSC/Q2112, 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





### 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