



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

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Operations (Receiving)
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4321.9900
Minimum Educational Qualification and Experience	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
Pre-Requisite License or Training	Training in counting and inspecting inbound goods.
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	3.0
Model Curriculum Creation Date	13/08/2021
Model Curriculum Valid Up to Date	27/01/2025
Model Curriculum Version	3.0



Minimum Duration of the Course	360 hrs
Maximum Duration of the Course	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
Bridge Module	20	10	0	0	30
Module 1: Introduction to Receiving Assistant	20	10	0	0	30
LSC/N2112: Prepare For receiving consignments NOS Version 1.0 NSQF Level 3	20	30	10	0	60
Module 2: Preparation for receiving consignments	20	30	10	0	60
LSC/N2113: Receive inbound consignments NOS Version 1.0 NSQF Level 3	30	50	10	0	90

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

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

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 • Explain job roles in warehousing • Detail your job role as Receiving Assistant and its interface with other job roles • Explain various activities in a warehouse • Describe the various MHEs and equipment used in warehouses • Discuss the documentation requirements in warehousing operations 	<ul style="list-style-type: none"> • Identify various activities in a warehouse • Perform your job role as Receiving Assistant • Identify the various MHEs and equipment used in warehouses • Prepare necessary documents for warehousing operations
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, WMS(learning version)	

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

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the activities listed in a typical work schedule • Differentiate the different types of goods and their corresponding checklists • Explain priorities and special conditions encountered in a warehouse • Describe the different types of PPE to be used in warehouse • Explain the usage of equipment and forms used in receiving operations • Detail the usage of barcode scanners, densimeters and other equipment used in warehouse • Describe safe work condition requirements 	<ul style="list-style-type: none"> • Perform the activities listed in a typical work schedule • Demonstrate the different types of goods and their corresponding checklists • Identify the priorities and special conditions encountered in a warehouse • Demonstrate the different types of PPE to be used in warehouse • Demonstrate the usage of equipment and forms used in receiving operations • Show the usage of barcode scanners, densimeters and other equipment used in warehouse • Identify safe work condition requirements
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc, WMS(learning version)	

Module 3: Receiving inbound consignments

Mapped to LSC/N2113, v1.0

Terminal Outcomes:

- Detail the process of receiving inbound consignments

Duration: 30:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the usage of IT system for receiving and managing consignment • Explain consignment inspection procedure • Detail damaged goods quarantine process • Discuss documentations involved in consignment receiving • Detail binning and staging in warehouse • Discuss consignment segregation and aggregation based on transport location 	<ul style="list-style-type: none"> • Demonstrate usage of IT system for receiving and managing consignment • Inspect consignments as per standard operating procedure • Demonstrate the quarantine process for damaged goods • Demonstrate consignment inspection process using testing equipment • Demonstrate usage of barcode and allied equipment for managing inventory • Record non-conformities and damages in consignment • Prepare damage claim forms, missing goods forms and other documentation
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
SOP, worksheets, stationery, markers, PPEs, ERP, computer, printers, safety equipment, barcode scanners etc, WMS(learning version)	

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

Duration: 30:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe physical data and system entries comparison process • Detail the information requirements for invoice preparation • Discuss end of day reports and status update requirements for manager • Detail safe and clean working environment requirements in work area and receiving area 	<ul style="list-style-type: none"> • Inspect information update status for damaged/missing goods • Prepare end of day reports and status update requirements for manager • Identify safe and clean working environment requirements in work area and receiving area
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
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

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the health, safety and security norms to be followed in receiving consignments • Detail fire safety regulation • Discuss fire and bio hazards handling procedures • Detail the data safety regulations • Discuss documentation procedures for health, safety and security violations • Explain the escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Demonstrate the health, safety and security norms to be followed in receiving consignments • Report deviation as per the escalation matrix • Identify unsafe working conditions and practices • Demonstrate the usage of PPEs in work environment
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
PPE, MHE, instructional material, alarms, safety guidelines, safety signs, computer, projector etc,LLMS(learning version),WMS(learning version)	

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

- Discuss how to search and register for apprenticeship opportunities

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, 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 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 (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	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 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
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.



Acronyms and Abbreviations

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