



Model Curriculum

QP Name: Warehouse Claims Coordinator

QP Code: LSC/Q2117

QP Version: 3.0

NSQF Level: 4

Model Curriculum Version: 3.0



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Training Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Claims Management
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2004/3431.90
Minimum Educational Qualification and Experience	11th grade pass + No Experience required or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma + No Experience required or 10th grade pass plus 1-year NTC/ NAC + No Experience required or 8th grade pass plus 2-year NTC + 1 Year NAC or 8th pass plus 1-year NTC + 1-Year NAC plus CITS + No Experience required or 10th grade pass and pursuing continuous schooling + No Experience required or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	31/03/2022
Next Review Date	31/03/2025
NSQC Approval Date	31/03/2022
QP Version	3.0
Model Curriculum Creation Date	20/08/2021
Model Curriculum Valid Up to Date	31/03/2025



Model Curriculum Version	3.0
Minimum Duration of the Course	450 hrs
Maximum Duration of the Course	450 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 Warehouse claims coordinator
- Detail the various steps in the preparatory process for warehouse claims processing
- Demonstrate the inspection and validation procedure for processing claims as per SOP
- Prepare the necessary reports and documents for claims processing
- Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms

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	30	30	0	0	60
Module 1: Introduction to Warehouse claims coordinator	30	30	0	0	60
LSC/N2115: Prepare for claims processing NOS Version 1.0 NSQF Level 4	20	60	10	0	90
Module 2: Preparation for claims processing	20	60	10	0	90
LSC/N2116: Inspect goods and validate claims NOS Version 1.0 NSQF Level 4	20	60	10	0	90

Module 3: Inspection and validation of claims	20	60	10	0	90
LSC/N2117: Documentation and reporting to management NOS Version 1.0 NSQF Level 4	20	60	10	0	90
Module 4: Documentation and reporting	20	60	10	0	90
LSC/N2125: Maintain Health and Safety and security measures for while processing claims in the warehouse NOS Version 1.0 NSQF Level 4	20	40	0	0	60
Module 5: Compliance to health, safety and security standards	20	40	0	0	60
Employability Skill Module	30	30	0	0	60
Total Duration	140	280	30	0	450

Module Details

Module 1: Introduction to Warehouse claims coordinator

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and functions of supply chain
- Detail the various functions of warehouse claims coordinator

Duration: 30:00	Duration: 30:00
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 warehouse claims coordinator and its interface with other job roles • Explain various activities in warehousing • Discuss the documentation requirements in warehousing 	<ul style="list-style-type: none"> • Identify various activities in warehousing • Perform your job role as warehouse claims coordinator • Identify the various MHE's used in warehouses
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 claims processing

Mapped to LSC/N2115, v1.0

Terminal Outcomes:

- Detail the various steps in the preparatory process for warehouse claims processing

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the various important forms and documents to be collected from the manager such as claim forms, inspection checklist etc. • Discuss the process of including pending claims into the schedule • Discuss the list of data to be collected regarding claims, claims processing checklist and inspection checklist • Detail the data to be collected regarding priorities • Discuss the necessary equipment to be collected before starting inspection • Detail the pre inspection testing of cameras and other equipment • Explain the procedure to make adjustment corrections to the testing equipment 	<ul style="list-style-type: none"> • Identify the necessary equipment's to be collected before starting inspection • Demonstrate the process of including pending claims into the schedule • Perform pre inspection testing of cameras and other equipment • Demonstrate the adjustment corrections to the testing equipment
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms, camera, vernier, calipers, screw gauge, testing equipment	

Module 3: Inspection and validation of claims

Mapped to LSC/N2116, v1.0

Terminal Outcomes:

- Demonstrate the process of visually inspecting consignments such as testing, taking photographs etc
- Detail the process of validating claims and how to deal with false claims

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the process of visual inspection of shipment such as testing, taking photographs etc. • Discuss the procedure to use testing equipment and how to take readings • Explain the process of calculating reimbursable amount based on the reason of damage and accuracy of the claims • Detail the steps to be followed to segregate false claims • Detail the claims documentation process 	<ul style="list-style-type: none"> • Demonstrate the usage of testing equipment to inspect the accuracy of claims • Fill inspection checklist • Estimate the reimbursable amount based on the reason of damage and accuracy of the claims • Conduct interviews and expert opinions to understand the genuineness and reason of claim • Ensure filling of claims within the allowable time period • Distinguish genuine claims from false claims • Report client on the status of the claim • Inspect the quarantined goods for conformance to reasons provided in the documentation • Inspect documentation for correctness to dates, reasons, valuation, supporting documentation etc • Prepare claims documentation • Coordinate with internal stakeholders, customer and insurance agencies for claims processing
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms, camera, testing equipment, MS Office, computer, printer, etc	

Module 4: Documentation and Reporting

Mapped to LSC/N2117, v1.0

Terminal Outcomes:

- Detail the various documents and reports to be prepared for claims processing

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the documents in the claims processing checklist such as assessment certificate, insurance forms etc. • Discuss the legally permitted range for claims amount • Explain the procedure for processing claims amount and forwarding to the concerned insurance company • Report list of claims under process and reason for delay • Discuss the escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Report list of claims under process and reason for delay • Prepare detailed reports on inspection results, claims amounts, reasons for false claims, reasons for delays • Report deviations as per escalation matrix • Solve any queries/escalations raised by the insurance companies • Solve issues resulted due formalities, interaction with claimants, government etc
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms	

Module 5: Compliance to health, safety and security standards

Mapped to LSC/N2125, v1.0

Terminal Outcomes:

- Detail the health, safety, and security norms to be followed for processing claims in the warehouse

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes <ul style="list-style-type: none"> • Discuss the health, safety and security norms to be followed during processing claims in the warehouse • Discuss the concept of 5S • Explain the escalation matrix for reporting deviation 	Practical – Key Learning Outcomes <ul style="list-style-type: none"> • Demonstrate the health, safety and security norms to be followed during processing claims in the warehouse • Perform the precautionary data handling procedures • Document all health, safety and security violations • Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods • Implement standard protocol in case of emergency situations, accidents, and breach of safety • Report deviation as per the escalation matrix
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 etc.	

Module 06: Employability Skills

Mapped to DGT/VSQ/N0102, v1.0

Terminal Outcomes:

- Discuss the Employability Skills required for jobs in various industries
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries • List different learning and employability related GOI and private portals and their usage • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team • Discuss the significance of escalating sexual harassment issues as per POSH act. • List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids • Describe the role of digital technology in today's life • Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely • Explain the types of entrepreneurship and enterprises • Discuss how to identify opportunities for potential business, sources of funding and 	<ul style="list-style-type: none"> • Practice different environmentally sustainable practices. • Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. • Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Read and interpret text written in basic English • Write a short note/paragraph / letter/e - mail using basic English • Create a career development plan with well-defined short- and long-term goals • Communicate effectively using verbal and nonverbal communication etiquette. • Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD • Outline the importance of selecting the right financial institution, product, and service • Demonstrate how to carry out offline and online financial transactions, safely and securely • Operate digital devices and use the associated applications and features, safely and securely • Create sample word documents, excel sheets and presentations using basic features

<p>associated financial and legal risks with its mitigation plan</p> <ul style="list-style-type: none"> • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement • Detail the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately • Explain the significance of maintaining hygiene and confidence during an interview • List the steps for searching and registering for apprenticeship opportunities 	<ul style="list-style-type: none"> • Utilize virtual collaboration tools to work effectively • Devise a sample business plan, for the selected business opportunity • Create a professional Curriculum Vitae (CV) • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively • Perform a mock interview
<p>Classroom Aids</p>	
<p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>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</p>	

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

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “ Warehouse Claims Coordinator ” mapped to QP: “LSC/Q2117, 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

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Warehouse claims coordinator” mapped to QP: “LSC/Q2117 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 demonstratio

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