Model Curriculum

QP Name: Warehouse Quality Checker

QP Code: LSC/Q2313

QP Version: 3.0

NSQF Level: 3

Model Curriculum Version: 3.0

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Training Parameters

Sector	Logistics
Sub-Sector	Warehousing, Storage and Packaging
Occupation	Operations (Quality)
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2004/3152.90
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	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	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.

- Explain the various functions of Warehouse Quality Checker
- Detail the various steps involved in the preparatory process for testing of consignments
- Perform the process of quality testing of consignment as per SOP
- Detail the various steps in post quality assessment of assignments as per SOP
- 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	20	10	0	0	30
Module 1: Introduction to Warehouse Quality Checker	20	10	0	0	30
LSC/N2327: Prepare for testing NOS Version 1.0 NSQF Level 3	10	40	10	0	60
Module 2: Preparation for testing	10	40	10	0	60
LSC/N2328: Carry out Quality Testing NOS Version 1.0 NSQF Level 3	20	60	10	0	90

Module 3: Quality Testing	20	60	10	0	90
LSC/N2329: Perform Post – Quality Assessment Activities NOS Version 1.0 NSQF Level 3	**20**	**60**	**10**	**0**	**90**
Module 4: Post Quality Assessment	20	60	10	0	90
LSC/N2332: Maintain Health and Safety and security measures in inspecting quality of the consignments NOS Version 1.0 NSQF Level 3	**20**	**40**	**0**	**0**	**60**
Module 5: Compliance to health, safety and security standards	20	40	0	0	60
Employability Skill Module	**15**	**15**	**0**	**0**	**30**
Total Duration	**105**	**225**	**30**	**0**	**360**

Module Details

Module 1: Introduction to Warehouse Quality Checker
Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and functions of supply chain
- Detail the various functions of Warehouse Quality Checker

Duration: *20:00*	Duration: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- 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 quality checker and its interface with other job roles - Explain various activities in warehousing - Discuss the documentation requirements in warehousing	- Identify various activities in warehousing - Perform your job role as warehouse quality checker - Identify the various documents used in warehousing - Identify the various MHE's used in warehousing
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 testing
Mapped to LSC/N2327, v1.0

Terminal Outcomes:

- Detail the various steps involved in the preparatory process for testing of consignments

Duration: *10:00*	Duration: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the list of necessary information to be collected regarding work schedules, targets, inspection checklist, inbound/outbound items etc. - Detail the necessary information to be collected regarding customer such as requirements, product specifications, tolerances etc. - Explain the different types of inspection methods such as random sampling, stratified sampling, 100% inspection etc. - Determine the appropriate testing equipment based on the product type - Detail the necessary equipment to be collected before starting testing - List the steps involved in checking the testing equipment for proper functioning	- Name the necessary information to be collected regarding work schedules, targets, inspection checklist, inbound/outbound items etc. - Collect the necessary information regarding customer such as requirements, product specifications, tolerances etc. - Demonstrate the different types of inspection methods such as random sampling, stratified sampling, 100% inspection etc. - Use the correct testing equipment based on the product type - Identify the necessary equipments to be collected before starting testing - Check the testing equipment for proper functioning as per guidelines before testing
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Testing equipment, sample forms, sample goods	

Module 3: Quality Testing
Mapped to LSC/N2328, v1.0

Terminal Outcomes:

- Demonstrate the process of quality testing of consignment as per SOP

Duration: *20:00*	Duration*60:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain the process of deciding on the number of goods to tested based on inspection method and inbound lot size - List the steps to be performed after selecting the inbound goods - Discuss the usage of a testing equipment - Detail the various key checks to be done such as expiry date, product specifications, tolerances etc. - Determine if the inspection lot size of inbound goods has to be increased - Detail the steps to be performed for handling inbound goods that failed to meet product specifications and tolerances - Determine the number of goods to tested based on inspection method and outbound lot size - List the steps to be performed after selecting the outbound goods - Discuss the process of evaluating test results against customer specifications - Determine if the inspection lot size of outbound goods has to be increased - Detail the steps to be performed for handling outbound goods that failed to meet customer specifications	- Determine the number of goods to tested based on inspection method and inbound lot size - Perform the appropriate steps after selecting the inbound goods - Demonstrate the usage of testing equipment to inspect the inbound goods - Perform the various key checks to be done such as expiry date, product specifications, tolerances etc. - Examine if the inspection lot size of inbound goods has to be increased - Demonstrate the steps for handling inbound goods that failed to meet product specifications and tolerances - Determine the number of goods to tested based on inspection method and outbound lot size - Perform the appropriate steps after selecting the outbound goods - Use the testing equipment to inspect the outbound goods - Evaluate test results against customer specifications - Examine if the inspection lot size of outbound goods has to be increased - Perform the steps for handling outbound goods that failed to meet customer specifications
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
testing equipment, sample goods, refernce manuals,	

Module 4: Post Quality Assessment
Mapped to LSC/N2329, v1.0

Terminal Outcomes:

- Detail the various steps in post quality assessment of assignments as per SOP

Duration: *20:00*	Duration: *60:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the various housekeeping activities to be performed post testing - Explain the importance of cleaning the testing equipment - List the number of records to be maintained such as type of goods, lot size, inspection method etc. - Explain the escalation matrix for reporting deviation - Detail the necessary documents such as damaged goods form, inspection checklist, quarantined goods etc.	- Perform the various housekeeping activities post testing - Demonstrate the cleaning of testing equipment as per SOP - Demonstrate the process of storing the testing equipment in the storage area - Document information on important parameters such as type of goods, lot size, inspection method etc. - Report deviation as per the escalation matrix - Fill the necessary documents such as damaged goods form, inspection checklist, quarantined goods etc.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Testing equipment, Sample documents, cleanings equipments,	

Module 5: Compliance to health, safety and security norms
Mapped to LSC/N2332, v1.0

Terminal Outcomes:

- Detail the health, safety, and security norms to be followed while inspecting quality of assignments

Duration:*20:00*	Duration: *40:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Discuss the health, safety and security norms to be followed while inspecting quality of the assignments • List the various PPE's used in the warehouse • Explain the escalation matrix for reporting deviation	• Demonstrate the health, safety and security norms to be followed while inspecting quality of assignments • 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 • Use the appropriate PPE as per SOP • 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 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**
- 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 - Discuss how to search and register for apprenticeship opportunities	- 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
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs	

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

Trainer Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Warehouse Quality Checker " mapped to QP: "LSC/Q2313, 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 Quality Checker" mapped to QP: "LSC/Q2313, 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 equipmentetc.

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 ormentor.

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