



Model Curriculum

QP Name: Warehouse Supervisor

QP Code: LSC/Q2307

QP Version: 3.0

NSQF Level: 5

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

Contents

Table of Contents	1
Training Parameters	2
Program Overview	3
Training Outcomes	3
Compulsory Modules	3
Module Details.....	5
Module 1: Introduction to Warehouse Supervisor	5
Module 2: Preparation for the day's work	6
Module 3: Smooth functioning of warehouse activities	7
Module 4: Tracking of Goods	8
Module 5: Completion of end of day activities	9
Module 6: Employability Skills	9
Annexure	10
Assessor Requirements.....	11
Assessment Strategy	12
Glossary	14
Acronyms and Abbreviations.....	15

Training Parameters

Sector	Logistics
Sub-Sector	Warehousing (Storage and Packaging)
Occupation	Storage & Packaging
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2004/122.00
Minimum Educational Qualification and Experience	Completed 1st year of UG (UG Certificate) + No Experience required or Pursuing 2nd year of UG + No Experience required or Completed 1st year of diploma (after 12th) + No Experience required or Pursuing 2nd year of 2-year diploma after 12th + No Experience required or 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS) + No Experience required or Completed 3 year diploma after 10th + 1 year relevant experience or 12th Grade pass + 2 year relevant experience or 10th Grade pass + 4 year relevant experience or Previous relevant Qualification of NSQF Level 4 and with minimum education as 8th Grade pass + 3 year relevant experience or Previous relevant Qualification of NSQF Level 4.5 + 1.5 year relevant experience
Pre-Requisite License or Training	Training in planning and scheduling operations
Minimum Job Entry Age	21 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	540 hrs
Maximum Duration of the Course	540 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 Supervisor
- Detail the various steps involved in the preparation of day's work
- Perform smooth functioning of warehouse activities
- Detail the various steps in tracking of goods in the warehouse
- Discuss the various activities to be performed at the end of day

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	60	0	0	90
Module 1: Introduction to Warehouse Supervisor	30	60	0	0	90
LSC/N2312: Prepare for the day's work NOS Version 1.0 NSQF Level 5	20	60	10	0	90
Module 2: Preparation for the day's work	20	60	10	0	90
LSC/N2313: Ensure smooth functioning of warehouse activities NOS Version 1.0 NSQF Level 5	20	60	10	0	90

Module 3: Managing warehouse functions	20	60	10	0	90
LSC/N2314: Keep track of goods in the warehouse NOS Version 1.0 NSQF Level 5	30	80	10	0	120
Module 4: Keeping track of goods	30	80	10	0	120
LSC/N2315: Complete end of day activities NOS Version 1.0 NSQF Level 5	30	60	0	0	90
Module 5: Compliance to health, safety and security standards	30	60	0	0	90
Employability Skill Module	30	30	0	0	60
Total Duration	160	350	30	0	540

Module Details

Module 1: Introduction to Warehouse Supervisor

Mapped to Bridge Module

Terminal Outcomes:

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

Duration: 30:00	Duration: 60:00
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 different types of Inventory and its importance • Discuss the various operations in warehouse and their importance in the effective logistics • Detail your job role as warehouse supervisor and its interface with other job roles • Define the inbound and outbound activities • Explain various activities in warehousing 	<ul style="list-style-type: none"> • Identify various activities in warehousing • Perform your job role as warehouse supervisor • Perform various operations in warehouse • Demonstrate the inbound and outbound activities
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 the day's work

Mapped to LSC/N2312, v1.0

Terminal Outcomes:

- Detail the various steps involved in preparation for day's work

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain how to plan and prepare for the day's work • Explain how to collect the documents from the Data Entry Operator • List documents and related information on warehouse operation • Describe how to distribute various documents for different activities • Explain the details in the product labels • Discuss how to allocate tasks to perform different activities • Detail the importance of Standard Operating Procedure 	<ul style="list-style-type: none"> • Plan and prepare for the day's work • Demonstrate the various list of documents and related information on warehouse operation • Allocate tasks to perform different activities • Demonstrate the basic roles and responsibilities of warehouse employees
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, 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. IT systems – Barcode scanners, wi-fi systems	

Module 3: Smooth functioning of Warehouse Activities

Mapped to LSC/N2313, v1.0

Terminal Outcomes:

- Demonstrate smooth functioning of warehouse activities

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain how to deal with damages identified during warehouse operations • Describe the procedures to rectify the problems • Explain the escalation matrix for reporting the damages and losses • Detail the importance of work instructions • Describe the cause and effect of deviating the work instructions • Explain the importance of Personal Protective Equipment • Describe the significance of Labels in warehouse operations 	<ul style="list-style-type: none"> • Identify damages during warehouse operations • Demonstrate various procedures to rectify the problems • Identify the cause and effect of deviating the work instructions • Analyze why safety is most important for warehouse operations • Demonstrate various tools and technologies used in a warehouse
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/ Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, 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, Basic 5S charts/examples	

Module 4: Tracking of Goods

Mapped to LSC/N2314, v1.0

Terminal Outcomes:

- Detail the various steps in tracking of goods

Duration: 30:00	Duration: 80:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the various steps in tracking of goods • Discuss the common workplace hazards that one might encounter inside warehouse • Explain the nature of the workplace accidents and its route cause • List the various documents related to warehouse operations • State the importance of tracking goods inside the warehouse • Describe the process involved in scrap and disposals • Explain the reporting and recording structure for quarantine products 	<ul style="list-style-type: none"> • Perform tracking of goods as per SOP • Identify the common workplace hazards that one might encounter inside warehouse • Demonstrate the necessary precautionary care to be taken to prevent workplace hazards • Recognize various documents related to warehouse operations • Record and fill inventory related documents • Maintain proper records on accidents and incidents taking place inside warehouse • Perform inspections on the inventory storage and rectify discrepancies • Demonstrate the significance of verifying customer orders before shipping
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Sample Inventory tracking sheet, Sample Inventory records, Requisition forms, Incident reports etc. Sample workplace hazards examples, Caution boards Do's and Don'ts safety charts	

Module 5: Completion of End of day Activities

Mapped to LSC/N2315, v1.0

Terminal Outcomes:

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

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the various activities to be performed at the end of day • Explain the importance of housekeeping • Detail the consequence of non-compliance with safety standards • List the various PPE's used in the warehouse • Describe the difference in safety requirements for different types of materials • Discuss the firefighting standards and prerequisites • Explain the escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Demonstrate the activities to be performed at the end of day • Identify the difference in safety requirements for different types of materials • Recognize the assembly points and evacuation plan • Demonstrate how to react to mock drills and evacuation plan
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Workshop Safety: Fire extinguishers, First Aid kits, Safety signs, SOP Charts on safety norms and drills. Charts of Do's and Don'ts in work area	

Module 6: 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 	<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

<ul style="list-style-type: none"> • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan • 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"> • Create sample word documents, excel sheets and presentations using basic features • 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
--	---

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

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Warehouse Supervisor” mapped to QP: “LSC/Q2307, 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 Supervisor” mapped to QP: “LSC/Q2307, 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

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