Logistics Sector Skill Council, Ground Floor, Temple Tower, No.476, Anna Salai, Nandanam, Chennai, Tamil Nadu, 600035

**QP Code: LSC/Q1124**

**QP Version: 1.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

**Model Curriculum**

**QP Name: Inventory Controller**

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# Training Parameters

|  |  |
| --- | --- |
| **Sector** | Logistics |
| **Sub-Sector** | Warehousing (Storage & Packaging) |
| **Occupation** | Documentation and Reporting |
| **Country** | India |
| **NSQF Level** | 3 |
| **Aligned to NCO/ISCO/ISIC Code** | NCO-2004/412.00 |
| **Minimum Educational Qualiﬁcation and Experience** | 12 grade passOR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diplomaOR 10th grade pass plus 2-year NTCOR 10th grade pass plus 1-year NTC plus 1 year NACOR 8th pass plus 2-year NTC plus 1-Year NAC plus CITSOR 10th grade pass and pursuing continuous schoolingOR 10th Grade Pass with 2 years relevant experienceOR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3 years relevant experienceOR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience |
| **Pre-Requisite License or Training** | Identify goods based on labels. Most companies have made this mandatory. |
| **Minimum Job Entry Age** | 18 Years |
| **Last Reviewed On** | 20/01/2023 |
| **Next Review Date** | 15/08/2023 |
| **Approval Date** | 15/02/2023 |
| **QP Version** | 1.0 |
| **Model Curriculum Creation Date** | 20/01/2023 |
| **Model Curriculum Valid Up to Date** | 15/08/2023 |
| **Model Curriculum Version** | 1.0 |
| **Minimum Duration of the Course** | 210 hrs |
| **Maximum Duration of the Course** | 210 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 will be able to:

* Detail the various tasks to be performed while preparing for Inventory counting
* Discuss the list of information and relevant documents on inventory
* Perform physical verification of counted numbers and system numbers as per standard operating procedure
* Describe the significance of Labels in warehouse operations
* Perform the necessary tasks post counting

#### 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** |
| **LSC/N2105: Prepare for Inventory counting NOS Version 2.0****NSQF Level 3** | **05:00** | **10:00** | **00:00** | **00:00** | **15:00** |
| Module 1: Preparation for Inventory counting | 05:00 | 10:00 | 00:00 | 00:00 | 15:00 |
| **LSC/N2106: Verify physically counted numbers and system numbers****NOS Version 2.0****NSQF Level 3** | **20:00** | **40:00** | **00:00** | **00:00** | **60:00** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Module 2: Verification of physically counted numbers and systemnumbers | 20:00 | 40:00 | 00:00 | 00:00 | 60:00 |
| **LSC/N2107: Post****counting activities NOS Version 2.0****NSQF Level 3** | **05:00** | **10:00** | **00:00** | **00:00** | **15:00** |
| Module 3: Post Counting Activities | 05:00 | 10:00 | 00:00 | 00:00 | 15:00 |
| **DGT/VSQ/N0104****Employability Skill Module** |  **30:00** |  **90:00** |  **00:00** |  **00:00** |  **120:00** |
| **Total Duration** | **60:00** | **150:00** | **00:00** | **00:00** | **210:00** |

#

# Module Details

### Module 1: Preparation for Inventory counting

##### Mapped to LSC/N2105, v2.0

###### Terminal Outcomes:

* Describe how to perform Inventory counting
* Explain the importance of counting inventory

|  |  |
| --- | --- |
| **Duration**: *05:00* | **Duration**: *10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Describe how to perform Inventory counting
* Explain the importance of counting inventory
* Detail the different phases in inventory counting and various information related to inventory counting
* Discuss the list of information and relevant documents on inventory
* Explain how to create and maintain inventory records
* Elaborate on inventory storage locations and various inventory classification
 | * Demonstrate the process of performing inventory counting
* Identify the different phases in inventory counting and various information related to inventory counting
* Collect list of information and relevant documents on inventory
* Create and maintain inventory record as per SOP
* Identify inventory storage locations and various inventory classification
* Analyze how inventory classification helps in identifying inventory counting frequencies
 |
| **Classroom Aids:** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements** |
| Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Storage Bins, Sample Inventory list, Hand held device, palmtops, Labels & Signages, Printers & Scanners, Packaging symbols & standards, PPE - Hard hat helmet, Hand Gloves, Eye Goggles, Dust masks, High Visibility, Jackets, Safety shoes etc |

### Module 2: Verification of physically counted numbers and system numbers

##### Mapped to LSC/N2106, v2.0

###### Terminal Outcomes:

* Demonstrate the verification of physically counted numbers and system numbers as per SOP

|  |  |
| --- | --- |
| **Duration**: *20:00* | **Duration**: *40:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Explain the importance of recording and reporting after counting
* List the different types of documents used in an inventory counting operations
* Explain the importance of packaging standards and symbols
* Distinguish the roles and responsibilities of different colleague on the shop floor
* Elaborate on the importance of Labeling system in warehouse
* Discuss the various technical specifications of goods stores in the warehouse
* Elaborate on how and whom to contact for work related challenges
* Explain various works of an Inventory clerk carried inside a warehouse
* Describe the significance of Labels in warehouse operations
* Detail various label technologies, methods and types
* Explain how label and coding will help to identify the product specifications
* Detail the different signages and packing standards used inside a warehouse
* Describe the handling requirements on the product and packages
 | * Analyze the importance of recording and reporting after counting
* Demonstrate the different types of documents used in an inventory counting operations
* Identify the importance of packaging standards and symbols
* Identify the roles and responsibilities of different colleague on the shop floor
* Demonstrate the importance of Labeling system in warehouse
* Identify the various technical specifications of goods stores in the warehouse
* Identify whom to contact for work related challenges
* Demonstrate various works of an Inventory clerk carried inside a warehouse
* Interpret the significance of Labels in warehouse operations
* Identify various label technologies, methods and types
* Demonstrate how label and coding will help to identify the product specifications
* Identify the different signages and packing standards used inside a warehouse
* Demonstrate the handling requirements

on the product and packages |
| **Classroom Aids:** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements** |
| Teaching board, Computer, Projector, Sample reports & documents like Reporting forms, Incidentreports etc, Housekeeping equipment and materials, Caution boards, Do’s and Don’ts charts |

### Module 3: Post Counting Activities

##### Mapped to LSC/N2107, v2.0

###### Terminal Outcomes:

* Discuss the various tasks to be performed post counting
* Explain how to deal with errors and damages

|  |  |
| --- | --- |
| **Duration**: *05:00* | **Duration**: *10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Discuss the importance of housekeeping after completing warehouse operations
* Describe Occupational/ Environmental Health and Safety
* Discuss unsafe work practices carried inside the warehouse and report to the management for appropriate actions
* List the common workplace hazards that one might encounter inside warehouse
* Explain the types and importance of Personal Protective Equipment
* Describe the necessary precautionary care to be taken to prevent workplace hazards
* Explain the escalation matrix for reporting the damages and losses
 | * Demonstrate the importance of housekeeping after completing warehouse operations
* Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions
* Identify the common workplace hazards that one might encounter inside warehouse
* Demonstrate the use of various PPEs
* Identify the importance of Material handling equipment in Inventory counting
* Perform regular inspections inside the warehouse operation areas
* Demonstrate the precautions to be taken to prevent workplace hazards
* Report deviations as per escalation matrix
 |
| **Classroom Aids:** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements** |
| Teaching board, Computer, Projector, Sample reports & documents like Inventory sheet, Reporting forms, Incident reports etc. Housekeeping equipment and materials, Caution boards, Do’s and Don’ts charts |

## Module: Employability Skills

***Mapped to DGT/VSQ/N0104, v1.0***

**Terminal Outcomes:**

* Brief the importance of Employability Skills for the current job market and future of work
* Detail the POSH Act and its significance
* Describe different types of customers
* Create a pathway for adopting a continuous learning mindset for personal and professional development
* Discuss the process of identifying opportunities for potential business and relevant regulatory and statutory requirements

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: 9*0:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Brief the importance of Employability Skills for the current job market and future of work
* Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen
* Describe the importance of practicing 21st century skills like Self-Awareness, Behavior 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
* Explain the importance of communication etiquette including active listening for effective communication
* Explain how to behave, communicate, and conduct oneself appropriately with all genders and PwD
* Detail the POSH Act and its significance
* Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions
* Describe the role of digital technology in day-to-day life and the workplace
* Explain how to operate digital devices and use the associated applications and features, safely and securely
* Describe how to connect devices securely to internet using different means
* Detail the dos and don’ts of cyber security to protect against cyber crimes
* Describe the types of entrepreneurship and enterprises
* Elaborate the process of identifying opportunities for potential business and relevant regulatory and statutory requirements
* Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
* Describe different types of customers
* Explain various tools used to collect customer feedback
* Detail the significance of maintaining hygiene and dressing appropriately
* Detail how to prepare for an interview
 | * List different learning and employability related GOI and private portals and their usage
* Research and prepare a note on different industries, trends, required skills and the available opportunities
* Discuss the role of personal values and ethics such as honesty, integrity, caring and respecting others, etc. in personal and social development
* Identify and practice different environmentally sustainable practices
* Discuss relevant 21st century skills required for employment
* Create a pathway for adopting a continuous learning mindset for personal and professional development
* Use appropriate grammar and sentences while interacting with others
* Read English text with appropriate articulation
* Role play a situation on how to talk appropriately to a customer in English, over the phone or in person
* Write a brief note/paragraph / letter/e -mail using correct English
* Create a career development plan
* Identify well-defined short- and long-term goals
* Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette
* Write a brief note/paragraph on a familiar topic
* Role play a situation on how to work collaboratively with others in a team
* Exhibit how to behave, communicate, and conduct oneself appropriately with all genders and PwD
* Discuss the POSH Act and its significance
* Discuss various financial institutions, products, and services
* Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement
* Calculate income and expenditure for budgeting
* Discuss the legal rights, laws, and aids
* Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
* Demonstrate how to connect devices securely to internet using different means
* Follow the dos and don’ts of cyber security to protect against cyber crimes
* Discuss the significance of displaying responsible online behavior while using various social media platforms
* Create an e-mail id and follow e- mail etiquette to exchange e -mails
* Show how to create documents, spreadsheets and presentations using appropriate applications
* utilize virtual collaboration tools to work effectively
* Discuss the process of identifying opportunities for potential business and relevant regulatory and statutory requirements
* Create a sample business plan, for the selected business opportunity
* Discuss various sources of funding and identify associated financial and legal risks with its mitigation plan
* Role play a situation on how to identify customer needs and respond to them in a professional manner
* Discuss the significance of maintaining hygiene and dressing appropriately
* Draft a professional Curriculum Vitae (CV)
* Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
* Demonstrate how to apply to identified job openings using offline /online methods as per requirement
* Discuss how to prepare for an interview
* Role play a mock interview
* List the steps for searching and registering 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 |

# Annexure

#### Trainer Requirements

|  |
| --- |
| **Trainer Prerequisites** |
| **Minimum Educational Qualification** | **Specialization** | **Relevant Industry****Experience** | **Training****Experience** | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| 12th Pass |  | 2 |  | 1 |  | Specialized in Warehousing Operations |

|  |
| --- |
| **Trainer Certification** |
| **Domain Certification** | **Platform Certification** |
| Certified for Job Role: “Inventory Controller” mapped to QP: “LSC/Q1124, v1.0”. Minimum accepted score is 80% | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601” with minimumscore of 80%. |

#### Assessor Requirements

|  |
| --- |
| **Assessor Prerequisites** |
| **Minimum Educational Qualification** | **Specialization** | **Relevant Industry Experience** | **Training/Assessment Experience** | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| 12 th pass |  | 2 |  | 1 |  | Specialized inWarehousing Operations |

|  |
| --- |
| **Assessor Certification** |
| **Domain Certification** | **Platform Certification** |
| Certified for Job Role: “Inventory Controller” mapped to QP: “LSC/Q1124, v1.0”. Minimum accepted score is 80% | Recommended that the Trainer is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701” withminimum 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.

1. **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.
2. **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.
3. **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:
	1. True / False Statements
	2. Multiple Choice Questions
	3. Matching Type Questions
	4. Fill in the blanks
	5. Scenario based Questions
	6. 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) andskills (practical application). |
| **Training Outcome** | Training outcome is a statement of what a learner will know, understandand 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 |